



Krogab®

THE BEVERAGE PEOPLE

TECHNICAL SERVICE & SUPPORT

When you receive your new juice or coffee machine from Krogab UK, you'll receive full training during your free installation. Our engineers or account managers will teach you and your staff how to use, clean and look after your machines to the highest standard. For sites that are service renting or loaning our equipment, we offer full service and annual preventative maintenance for the duration of your contract. For sites wishing to lease or purchase machines, we offer a selection of optional service packages for you to purchase with your chosen machines. Our comprehensive service level package includes as follows:

- We will attempt to resolve any technical issue over the telephone within four hours of receiving your call. If this does not resolve the fault, the engineer will provide you with an ETA of when he will attend (usually within 48 hours):
 - In the unlikely event of us being unable to repair your machine an equivalent loan machine will be provided at the earliest opportunity.
- The service level package covers annual preventative maintenance and the majority of fault calls attended are fully inclusive of all parts, labour and service.
 - Krogab engineers carry a comprehensive set of spare parts and are trained to a high level to enable them to carry out the majority of repairs on site.
- The service level agreement does not cover any call out, parts or labour, for work generated through client fault, misuse or abuse, customer error, abortive calls or cleaning related issues.
- We require that all customers adhere to the daily and weekly cleaning schedules and procedures and request that they complete records accordingly.
- Preventative maintenance calls are carried out on a bi-annual basis. In many instances, preventative maintenance may be carried out during a reactive service call.
- Our dedicated in-house service team has a first time fix achievement of 97.8% (for 2019), meaning over 9 out of 10 site visits we made for call outs were solved there and then.
- Please note that due to COVID-19 however, we are only able to respond to fault calls at this time and are unable to perform any preventative maintenance until further notice. We will attempt a phone fix within the allotted 4-hour response period and where necessary, will attempt to repair or replace a faulty machine within 48-hours (Mon - Fri only).
- The full terms and conditions of your service level agreement can be found in your signed Customer Trading Agreement.

