

RP Hutchins Limited

Carlton House Warren Lane Whitchurch Tavistock Devon PL19 9DB

M 07836598713 E service@rphutchins.co.uk

www.rphutchins.co.uk



SERVICE CONTRACTS

January 2018

Please note ovens which are in warranty should still be serviced on a regular basis

What is covered

- Two preventative maintenance visits per year (6 months apart)
- Up to two emergency callouts within the service year
- 10% discount on all stock service spares (listed on additional page)
- Free Software up-dates (when available at time of service) (SCC WE only)

Not Included

- Descaling or any scale related faults
- Physical damage to the control PCB, control panel, door, door glass or oven casing
- Internal damage to racks, baffle plate or interior cabinet
- Cracked lamp glass and associated damage
- Malicious damage and vandalism
- External water or fire damage
- Failure to clean the oven as recommended

Please see

Page 2: Definition of Preventative maintenance (PM)

Page 3: Definition of Emergency Breakdown Call, Exclusions and Spares Conditions

Page 4: Service Spare parts list with prices

Page 5: Contract Detail Sheet

Please fill in the contract detail sheet, sign and return it to the above email address

Definitions

Preventative Maintenance (PM)

Is a call to inspect your oven and carryout replacement of small service parts and door seals as detailed below

Preventative Maintenance is a visit to check the following

- Function test of all components
- Check of Diagnostics to test for faulty sensors and library of fault codes
- Voltage check, electrical safety test, inspection of connections to first upstream connection
- Check for correct electrical installation (ie size of cable , plugs and MCB)
- Check of door seal, door catch and latch and adjustment of door
- Visual check of racks, rack pins, baffle plate, fan(s) interior cabinet
- Inspection of light(s) and light fittings and seals
- Visual check of door drain channels and associated pipes and seals
- Visual check of hoses, hose connections, steam tank seals, Steam heating element seals
- Removal, inspection and cleaning of water level sensor
- Removal of humidity valve for visual inspection
- Visual inspection of all other components within side panel of oven
- Power check and correct functions of Steam and Hot-air elements
- Function test of cooking and cleaning cycles
- Discussion with our engineer to summarize further work required and possible improvements that can be made to optimize the usage of your oven

Preventative Maintenance does not include

It does not cover the replacement of larger components such as Motor, Drain Valve, printed circuit boards, humidity valve, fans, transformers, steam tanks, heating elements.

Any faults found at the time of a PM visit will be scheduled for a recall to fit the required parts and will be deemed to be one of your (2) free emergency breakdown calls.

Door Seals

A maximum of 2 door seals per oven will be supplied at a discounted rate during your service contract. The discounted seals will be fitted by our engineer and cannot be supplied as a spare part.

Emergency breakdown

Emergency breakdown is separate to a PM call

An emergency breakdown call is a call to rectify a defect reported by you the customer

An emergency Breakdown call is a visit to check faults such as:

- A Dead Oven Oven failing to switch on
- Oven Unresponsive Oven switches on but controls are not working
- Oven Leaking Water detected after a clean or cooking cycle
- Oven Operation fault Oven does not cook as expected
- Other faults Any other fault
- Recall after PM visit To fit parts seen as defective during a PM visit

Procedure

Please check to make sure that there are no issues with your services before placing a service call such as

- Leaking or blocked in-house drain (no water on the stand, water on the floor behind oven)
- Electrics have been switched off at the isolator (without your knowledge)
- Water has been switched off by a plumber or cleaner without your knowledge

To Place a Emergency Breakdown call

Having made sure that the fault is with your oven and not external services please call and speak to either Ray, Shaun or Chris on 07836598713. We will then arrange for your oven to be fixed

Exclusions

Lamps

Please note that interior lamps are not covered by our emergency breakdown service and do not carry any warranty. If you require lamps between services you can purchase a pack of 10 lamps which can be sent direct to you from our supplier.

Door Seals

Unless your door seal is causing danger due to steam escape, water on the floor after cleaning, or potential leak into the control panel, seals will only be fitted in a PM visit. Please note only 2 door seals per oven will be supplied at a discounted rate during your service contract. Door seals can only be fitted by our engineer and will not be supplied at a discount as a spare part.

Spares

All spares not included on the (Service spares list) will be charged at Rational UK Spares list price.

A spares price list can be sent at your request

Special order spares (non van stock spares) such as Oven racks, Baffle plates, Steam generators, Hot air elements will carry a delivery charge.

Please see the spares service price list on the next page

Service Spares

Service Contract Spares List			Please add vat @20%		Oct-17	
Part Category	Part Number	Oven Type	Part Description	Rational List Price	Discounted Price 10%	
Air Filter	8455.1377	CPC	Air Filter	£ 14.55	£	13.10
	16.01.662	SCC	Air Filter	£ 10.62	£	9.56
	40.02.684	SCC WE	Air Filter	£ 7.28	£	6.55
	40.04.771	SCC XS	Air Filter	£ 7.88	£	7.09
Door Seal	5105.1020	CPC 61	Door Seal	£ 93.43	£	84.09
	5105.1021	CPC 101	Door Seal	£ 106.70	£	96.03
	20.02.550	SCC 61	Door Seal	£ 55.73	£	50.16
	20.02.552	SCC 101	Door Seal	£ 63.08	£	56.77
	20.00.398	SCC 201	Door Seal	£ 70.29	£	63.26
	20.00.299	SCC 202	Door Seal	£ 75.29	£	67.76
Door Lock	24.00.142	SCC	Door Latch	£ 9.52	£	8.57
	24.02.761	SCC	Door Catch	£ 17.92	£	16.13
	24.02.762	SCC	Door Lock	£ 60.55	£	54.50
Lamp	87.00.065	SCC	Lamp Repair Kit	£ 28.12	£	25.31
	3024.0201	All	Lamp (single)	£ 3.03	£	2.73
	3024.0201P	All	Lamp pack 10 inc del	£ 39.80	£	35.82
Drip Tray Parts	50.00.296p	SCC	Drip Tray Clips each	£ 0.52	£	0.47
	50.00.303	SCC	Drip Tray Rubber Tubes	£ 1.37	£	1.23
	24.00.188	SCC	Drip tray door part	£ 7.34	£	6.61
	24.00.171	SCC	Door rubber buffer	£ 1.02	£	0.92

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Proposal Sheet

Site Details		
Customer name		
Site Name		
Site Address		
Post Code		
Landline Number		
Mobile Number		
Admin Email		
Kitchen email		
Oven Details	Model	Serial Number
Oven 1		
Oven 2		
Oven 3		
Contract Details		
Contract Start Date	Contract End Date	
First Payment date	Last Payment date	
First payment amount	Regular monthly payments of	
Last payment amount	Contract renewal date	
Declaration		
Declaration: I have read and understood pages 1 to 4 of the above agreement and agree to the terms set out		
Name of proposer	Date	
Signature		