



WINTERHALTER AUSTRALIA ONLY

SERVICE CALL POLICY

2017-18



Introduction

All clients who seek to place a 'Service Call' or 'Warranty Service Call' with the Winterhalter Service Department are required to meet the following requirements outlined *below*. Where there is failure to meet the following requirements, Winterhalter Australia will not be able to schedule a 'Service Call' or 'Warranty Service Call' for the client. Where there is failure to meet one or more of the following requirements, proper authorisation to proceed nonetheless will be required from the Service Department Manager before a 'Service Call' or 'Warranty Service Call' can be placed. It is at the full discretion of the Service Department Manager whether to proceed, based on the individual circumstances failing to meet the subject requirements. It is generally held that only unique or exceptional circumstances may lead to the subject requirements being waived partially or in full.

Assistance and Support

All clients who require assistance and/or advice in regard to placing a 'Service Call' or 'Warranty Service Call' with the Winterhalter Service Department should contact the Department via the following:

Email: service@winterhalter.com.au

Phone: 02 9645 3221

Our Service Coordinators are in-office between the hours of 9.00am to 5.00pm Monday to Friday, excluding Public Holidays. In the event assistance is required outside these hours, please email service@winterhalter.com.au and an on-duty Technician will assist. After hour charges will apply to any and all Service Calls placed outside standard business hours/days.

Feedback

All clients who wish to provide feedback of any nature regarding the services provided by our Service Department are welcomed to contact the Winterhalter Service Department Supervisor via service@winterhalter.com.au

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All information in this Service Call Policy is correct and current as of 2017-18. Winterhalter Australia reserves the right to amend or change any part of this Policy without prior notice.



Standard information required to place a Service Call/Warranty

Service Call

Winterhalter Australia reserves the right to refuse to place a Service Call/Warranty Service Call if the *below* information is not provided in full:

- i. The Clients full business name – i.e. the name of the café/restaurant/company (site)*
- ii. The clients full address – i.e. the address of the café/restaurant/company *
- iii. The relevant site contact(s) and their best contact number(s) and email address **
- iv. An email address for the clients' Accounts Department/Accounts Manager **
- v. All relevant machine details – make, model, serial number ***
- vi. Proof of machine purchase
- vii. Credit Card number and expiry – VISA or MasterCard (COD accounts only) (*please see next page*)
- viii. A brief description of the issue with the machine(s)
- ix. Proof of extended Warranty, if applicable



It is the responsibility of the Client to ensure that all information provided to Winterhalter is correct.

* In the event that Winterhalter attends the incorrect location due to misinformation provided by the Client, full charges for time of attendance will be applicable regardless of Warranty status.

** Clients should ensure that an appropriate email address is provided so Winterhalter can maintain contact concerning Service requests and invoicing post-service.

*** Clients must be able to identify the Serial Number of their unit so that Winterhalter can identify their unit, its Warranty status and monitor and maintain a history of services for that particular unit.

A Service Call/Warranty Service Call will not be placed until all the above information is gathered OR exceptional circumstances have been identified to waive the requirements (only where approval by the Service Department Manager is given).

Pre-Deposit Policy for all COD clients placing a Service Call/Warranty Service Call

The Pre-Deposit Policy is only applicable to COD (non-30 Day) Account clients. Please disregard this Policy if your business formally holds a 30 Day Account with Winterhalter Australia (officially approved by our Accounts Department).

It is a strict requirement that the Pre-Deposit Policy is abided by all COD clients wishing to place a Service Call/Warranty Service Call.

Warranty Service Calls

- i. In order to place a Warranty Service Call, a Pre-Deposit of \$280.50 incl. GST (Service Call + 1 hour of Labour) is required to be settled **prior to a Service Call time and date being confirmed**.
- ii. The appropriate form of settlement is payment via VISA or Mastercard transaction
- iii. The purpose of the Pre-Deposit is to act as a 'security bond' in the event that the Warranty Terms & Conditions have been breached. For example, if it is determined by the attending technician that the reported issue is due to incorrect installation by a non-Winterhalter technician, misuse, mishandling, lack of daily maintenance, incorrect chemical usage, issue external to the unit (e.g. plumbing/electrical issue) etc., the Service will be deemed **fully chargeable** and the Pre-Deposit **will not be refunded**
- iv. In the event that the service is deemed not covered by Warranty: The Pre-Deposit will settle the Service Call-Out and the first hour of ordinary Labour. All additional labour and spare parts, if any, will be settled post-service utilising the same card provided for the Pre-Deposit.

- v. In the event that the attending technician deems the issue/cause to be covered by the Warranty Terms & Conditions, the Pre-Deposit **will be fully refunded** post-service. Please allow up to 48-72 hours for the refund to show in your bank account.
- vi. Winterhalter Australia reserves the right to refuse to honour a request for a Warranty Service Call unless the Pre-Deposit of \$280.50 incl. GST is fully settled

Non-Warranty Service Calls

- i. In order to place a standard Service Call, a Pre-Deposit of \$280.50 incl. GST (Service Call + 1 hour of Labour) is required to be settled **prior to a Service Call time and date being confirmed**.
- ii. The appropriate form of settlement is payment via VISA or Mastercard transaction
- iii. The Pre-Deposit will settle the Service Call-Out and first hour of ordinary Labour. **All additional labour and spare parts, if any, will be settled post-service utilising the same card provided for the Pre-Deposit.**
- iv. Winterhalter Australia reserves the right to refuse to honour a request for a Warranty Service Call unless the Pre-Deposit of \$280.50 incl. GST is fully settled

Customers that do not hold a VISA or Mastercard Account

- i. Customers who do not hold a VISA or Mastercard Account will be required to send eftpos remittance of the \$280.50 incl. GST Pre-Deposit to service@winterhalter.com.au, with a reference that includes your company name.
- ii. Alternatively, we can prepare a Pro-Forma Invoice for you.
- iii. **However, important note:** Winterhalter service technicians will not perform beyond 1 hour of labour until further payment is made. No additional labour or spare parts will be provided until payment is made. A Quote can be prepared for you.

Payment of Services/Account Information



Payment by Clients under a COD Account status

Any charges that are beyond that which the Pre-Deposit covers (Service Call + 1 hour of Labour) will be settled post-service by Winterhalter, who will utilise the same credit card provided for the Pre-Deposit settlement.

If you have any concerns about additional possible charges to your card, you should contact the Service Department prior to a service call been attended.

In the event that your card(s) decline any further transaction by Winterhalter (e.g. for additional labour or spare parts), your account will be left on '**STOP**' and no further service requests will be honoured until those additional charge(s) are recovered.

We will provide you with an Invoice and a copy of all approved/declined receipt(s) to your nominated email.

Payment by Clients under a 30 Day Account status

Clients who hold a formal 30 Day Account with Winterhalter will receive an Invoice post-service for all relevant charge(s). The minimum charge by Winterhalter is \$280.50 incl. GST (which includes the Service Call fee and 1 hour of Labour).

Please settle the Invoice within 30 Days by sending a eftpos remittance to accounts@winterhalter.com.au.

Clients that fail to provide payment within 30 Days of the Invoice date, will be left on 'STOP' and no further service requests will be honoured until those additional charge(s) are recovered.

If a Client would like a **purchase order** referenced on the Invoice, they must ensure to advise the Service Coordinator at the time of request of the relevant purchase order #. If the site contact fails to provide a purchase order number, it should not be assumed that it is the responsibility of Winterhalter to contact another person(s) to obtain the same.

Attn: COD Clients
If you would like to apply for a 30 Day Account:

Please write to our Accounts Department via accounts@winterhalter.com.au requesting an Accounts Application Form.

Until the Application is formally approved (if entitled), the Client will remain under a COD Account.

Only Clients that spend a minimum of \$5,000 per month with Winterhalter and meet other financial requirements will be entitled to a 30 Day Account.

Please allow up to one week for your Application to be approved.

Warranty Status – General Information in regard to Service Calls/Warranty Service Calls

The Winterhalter Machine Warranty Period is as follows *below** + **

1. Winterhalter branded units: 24 months from date of purchase
2. Class-eq branded units: 12 months from the date of purchase
3. Winterhalter & Classeq spare parts: 3 months from the date of purchase

(**subject to rights under Consumer Law*)

(** *subject to any total care packages or extended warranties with Winterhalter Australia*)

Customer Responsibilities:

- 1** Customers who request a Service Call/repair outside of the Warranty Period should be aware that any service(s), regardless of nature, will be fully chargeable

2. Customers who request a Service Call/repair within the Warranty Period should be aware that the service is subject to Winterhalter's Warranty Terms and Conditions and, in the event that the Warranty Terms have been breached, the service will be fully chargeable
3. Customers should take all care to perform Daily Maintenance of their unit as outlined in the Operating Manuals to ensure the Warranty Terms and Conditions are not breached
4. Customers should take care to operate the unit in an appropriate manner that avoids mishandling or misuse to ensure the Warranty Terms and Conditions are not breached
5. Customers should take care ensure to ensure that all work performed on their unit(s) is performed by Winterhalter approved technicians to ensure the Warranty Terms and Conditions are not breached
6. Customers should take care to use appropriate Winterhalter branded chemicals in their Winterhalter unit to ensure the Warranty Terms and Conditions are not breached
7. Customers should take care to ensure no external factors outside the unit, such as plumbing or electrical issues, can cause damage/issue to the unit, to ensure the Warranty Terms and Conditions are not breached

The above list should not be assumed to be a complete list.

Warranty Terms & Conditions

1. All equipment supplied by Winterhalter is covered under a Winterhalter or manufacturer's Warranty for the period specified by the manufacturer or as listed on the Winterhalter web site.
2. In the event of Warranty claims, Winterhalter will repair or replace defective parts and workmanship subject to the conditions below.
3. Warranty Repairs: All warranty repairs are performed by Winterhalter or contractors employed by Winterhalter. Warranty work will only be carried out during the hours of 08:00am to 16:30pm Monday to Friday. Any work carried before or after the warranty hours will be charged accordingly.
4. Proof of Warranty: It is the Customer's responsibility to provide proof of warranty, i.e. place and date of purchase, model and serial number and date of installation, otherwise delays in repair may be encountered
5. Delivery: It is the Customer or Dealers responsibility to deliver equipment supplied for Repair. Winterhalter will not accept any associated freight or insurance cost, risk or liability for storage, handling and transport of Customers Equipment outside of Winterhalter premises

6. Returns: Winterhalter will bear the responsibility of returning the Equipment to the Customer or dealer using a Winterhalter nominated courier.
7. No fault found: In the event that no fault is found with the Equipment, or that "Faults" are attributed to incorrectly installed equipment by a contractor other than Winterhalter nominated persons than a minimum service fee of \$280.50 incl. GST and freight cost may be charged.
8. Disclaimers: The following circumstances are not covered by Warranty:
 - a. Where misuse, mishandling, neglect, adjustments have caused a defect, damage caused by accident, non-adherence to operating and maintenance instructions and improper voltage
 - b. Failure resulting from use of the Equipment under arduous or unreasonable climatic or operating conditions
 - c. Unauthorised personnel have serviced or installed the Equipment
 - d. Failure resulting from installation errors or incorrect installation procedure
 - e. Where failure is caused by consumables not complying with manufactures recommendations or acceptable industry standards
 - f. Equipment has had identification marks and numbers altered or removed
 - g. Normal maintenance and service adjustments as part of the equipment operating instruction (regular service and maintenance) have not been carried out during the Warranty period
9. Equipment that is not found to be within Warranty will be treated as a "non-Warranty Repair"
10. Assignment: Assignment of warranty is automatically granted to the Customer on Purchase of Equipment from either Winterhalter or a Dealer. The commencement of the Warranty period is subject to Winterhalter's suppliers' conditions.
11. Liability: Winterhalter shall not be under any liability to the Customer for any delay in supply, loss or damage of the Equipment. Consequential liability is limited to the cost or replacement of the equipment only.

Non-Warranty Repairs/Out of Warranty Repairs

1. Equipment may be returned to Winterhalter for Non-Warranty Repairs subject to the following Terms and Conditions
2. Delivery: It is the Customer's or Dealer's responsibility to deliver and pick up Equipment Supplied for Non-Warranty Repair. Winterhalter will not accept any associated freight or insurance cost, risk or liability for the storage, handling and transport of Customers Equipment outside of Winterhalter premises, unless special arrangements have been made.
3. Warranty: Only workmanship and material supplied in servicing the Equipment are covered for a period of 90 Days. Warranty for consumables are not covered but are subject to the discretion of Winterhalter.
4. Liability: Winterhalter is not liable for any delay in supply, loss or damage including consequential loss, to equipment repaired.

Schedule of current Service Call rates and charges

<u>Service Call:</u> Where service is to be performed: 8.00am to 4.00pm Monday to Friday	\$135.00 + GST
<u>Labour Hourly Rate:</u> Where service is to be performed: 8.00am to 4.00pm Monday to Friday	\$120.00 + GST per hour
<u>Minimum Call-Out:</u> Where service is to be performed: 8.00am to 4.00pm Monday to Friday	\$280.50 incl. GST which includes a Service Call-out and first hour of ordinary Labour
<u>After Hours Service Call:</u> Where service is to be performed <u>outside</u> 8.00am to 4.00pm Monday to Friday, <u>or</u> on the Weekend or a Public Holiday	\$550.00 + GST which includes the first hour of afterhours Labour
<u>Afterhours Labour Hourly Rate:</u> Where service is to be performed <u>outside</u> 8.00am to 4.00pm Monday to Friday, <u>or</u> on the Weekend or a Public Holiday	\$220.00 + GST per hour
<u>Spare Part replacements:</u> Prices vary. Please enquire with your attending technician or the Service Department	-
<u>Preventative Maintenance Services:</u> Prices vary. Please seek a Quote from your attending technician or the Service Department Supervisor.	Prices start from \$350.00 + GST for the first unit, dependent upon model type and brand

Winterhalter reserves the right to amend/change any of the above pricing without prior notice.

Above rates are inclusive of travel within the Metro area for each state.

Mileage: Outside Metro area – based on distance and travel time. Estimation will be provided before we attend.

Preventative Maintenance Services – General information

Preventative Maintenance Services are Maintenance/upkeep services that are performed every 3 months to 6 months to ensure optimal wash and operation results from units. They are an optional service and as such, are **fully chargeable regardless of Warranty status.**

Those Clients who are interested in signing up for the Winterhalter Preventative Maintenance Schedule of Services, should contact the Winterhalter Service Department Supervisor via service@winterhalter.com.au.

The following benefits can be enjoyed:

- A 45% discount on Spare Parts in your first Preventative Maintenance service and 35% on Spare Parts for all services, including general service requests, thereafter
- A 15% discount on chemical purchases (detergent, rinse aids)
- Warranty on replacement parts of 90 Days
- Regular maintenance of your unit to ensure efficient unit operation and quality results
- Priority arrival times over non-PM customers
- The flexibility to choose quarterly or biannually servicing (every 3 or 6 months)
- Cost includes filter replacements and descaling + small consumables