

Counterline Service Charter



*This Service Charter is a written policy
that communicates our business's
commitment to serving you*



counterline
setting the standard



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Please note - Counterline Ltd Standard Terms and Conditions still apply.

Summary of Unit Maintenance

This section covers the basics, for Heated, Chilled and Ambient Counterline Display units, functioning to specification

Heated Units

- Use in accordance of our operations and maintenance manual
- The environmental temperature not to be below 16°C
- Ensure the airflow is not restricted (*Fan blown display's only*)
- Please plug the display units into a dedicated electrical supply, please check with the installer
- Heated cabinet is NOT positioned in any draughts or directly under air conditioning unit

Chilled Units

- Use in accordance of our operations and maintenance manual
- The environmental temperature up to a maximum 25°C and 60% relative humidity
- Ensure the airflow is not restricted – as per equipment drawings
- Please plug the display units into a dedicated electrical supply, please check with the installer
- Refrigerated cabinet is NOT positioned in any direct sunlight, draughts or directly under air conditioning units

Ambient Units

- Use in accordance of our operations and maintenance manual
- Please plug the display units into a dedicated electrical supply, please check with the installer

If the environment is outside of these parameters, it will affect the cabinets performance and we cannot guarantee product (food & drink) holding temperatures.

Warranty

As per our Terms and Conditions for Display Units purchased from January 2019

We will repair, service, adjust or replace goods which are proven to be within the warranty period of 24 months and to be defective in either material or workmanship, so long as the goods have been used in accordance with our guidelines and have not been altered or dismantled. This warranty is applicable only for goods sited within Mainland UK.

Outside of the UK, the warranty will cover parts only which will be credited upon receipt of the defective part

Placing a warranty call

Please ensure you have **one** of the following to verify the warranty

- Serial Number on the unit – Located on a blue oval shaped sticker
- The PO number used originally on your order
- Counterline Sales order number
- Counterline Invoice number

Placing a warranty call – Verified under warranty

- The service call is placed through the Counterline Service department via Email – servicelog@counterline.co.uk
- Counterline will raise the service call and return with a job reference and lead time via email
- Any Warranty Service calls are attended to within 2 working days – excluding some parts of the UK, IV, AB, KW, PH, PA and SA post codes
- Parts will be covered under warranty (excluding glass and light bulbs)
- Service calls placed over the weekend or bank holidays will be picked up in normal working hours
- We offer technical support over the phone during working hours

– Michael Furlong – 07921125156

If you are unable to make contact, please leave a message and we will get back to you

During **OOH's** please leave a message on the answer and we will get back to you

Warranty Calls – Chargeable

Calls placed under warranty can be deemed chargeable due to the following;

- User Error
- No fault found with the unit
- Cleaning / maintenance not carried out as per O&M guide
- Damage by user
- The above is NOT a 'definitive list'

Out of Warranty

Display units that have passed the warranty period. We still offer our services for repairs and parts

Placing a service call –

- The service call is placed through the Counterline Service department via Email – servicelog@counterline.co.uk
- Counterline will raise the service call and return with a job reference and lead time via email
- Any Out of Warranty Service calls are attended to within 4 working days
- Any parts required to complete the works during the engineers visit, will be chargeable
- Service calls placed over the weekend or bank holidays will be picked up in normal working hours
- We offer technical support over the phone during working hours
 - Michael Furlong – 07921125156

If you are unable to make contact, please leave a message and we will get back to you

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Callout Fee's

- Callout Fee - £107 (Travel time/Mileage)
- Labor - £76 Per Hour
- After the 1st Hour, you will be charged in 15minute increments
- Parts will be chargeable as per selling price

Credit Accounts

If you or your business have an account with Counterline you will required to supply a PO to cover the callout charges. This will require a PO prior to attending any calls. Further charges may apply after the initial visit.

Pro Forma Accounts

If you do not have an account with Counterline or the business does not have a credit account with us, you will be set up on a Pro Forma Basis. This will require payment prior to attending any calls. Further charges may apply after the initial visit.

Spare Parts

Unless covered under warranty all SPARE PARTS requests will need to be directed to the Spare Parts department. Please supply the Spare Parts Team with serial numbers/images. Serial numbers are located on the control box on a blue, oval sticker.

Ordering Spare Parts – Warranty (Bulbs/Glass/Damaged parts excluded)

- Email our Service department with your request– servicelog@counterline.co.uk – **Ensure to include have the warranty details**
- The Service team will ID required parts and raise the order
- The Service Team will return via email with a Job Reference
- The Service Team will arrange shipping when in parts are in stock
- The Service Team will email the parcel Tracking Number

Ordering Spare Parts – Chargeable

- Call or email our Spare Parts department with your request– spareparts@counterline.co.uk
- The Spare Parts team will assist with IDing parts and cabinets
- The Spares Team will return via email with a quote for your approval
- If approved, a PO will be required to process the order for all credit accounts
- If approved a payment will be required before dispatch for all pro forma accounts
- The Spares Team will process the order and arrange shipping when in parts are in stock

Contact Information

Company Address

Counterline Limited
Randles Road
Knowsley Business Park
Merseyside
L34 9HZ
United Kingdom

Opening Hours

Monday – Thursday 8.30am -5pm
Friday – 8.30am – 3pm
Closed Saturday & Sunday
Bank Holidays – CLOSED

Service Department

Main Switch board – Option 2
Direct Line 0151 632 9610
Technical support (during working hours)
– Michael Furlong – 07921125156
During **OOH's** please leave a message on the answer and we will get back to you

Spares Department

Main Switch Board – Option 2

Email - servicelog@counterline.co.uk

Email – spareparts@counterline.co.uk