

# Coffee Man

## Service Packages

**Coffeeman Devon Ltd** has always prided itself on our complete service package. This allows us to offer the complete package to our customers. It enables us to be sure our customers have the correct equipment set up to the optimal settings. It also as a company enables us to control our service work and be sure jobs are done to a satisfactory standard in a time frame that suits the customer. You do not have to be at the call of an outside agency.

We are also able to offer discounted call out and labour to customers who qualify for the Coffeeman Devon Ltd loyalty discount.

Our service department can carry out work on site or in our fully equipped workshop. Our vans carry a vast array of spares and we are specialist in most beverage machines.

*The services we offer with the service department are as follows;*

- Training full Barista training and safe and proper operation of machine training
- Performance Machine Assessment (pma) advisory calls
- Break down call out and labour on all machines.
- Replacement parts and workmanship are guaranteed for three months from completion date.
- Customers can bring in machines to save on call out.

### **Preventative Maintenance Service Work.**

All our services include the parts and labour listed, any additional parts or labour required to rectify any faults identified in visual checks will be chargeable. Replacement parts and workmanship are guaranteed for three months from completion date.

**PMA** A Complete 50 point check of the machine and drinks the machine is making (advice on how to improve or work needed)

### **Traditional PMA**

Water flow through group heads, group heads, shower plates, baskets, seals springs and drain reservoir. Grind, weight, pump pressure, brew temperature and brewing time. The pressure switch recovery time after 500ml of water removed. Measure the level of crema on a single espresso shot and a test of the quality of the espresso. Where necessary adjust, record the settings and compare the customers setting to that of the industry standard.

### **Bronze Service**

**Approx 1 hour 30 min**

Full pma, visual inspection, electrical testing, sensors cleaned, vacuum and safety valves inspected (if faulty replaced at customers expense) note if the safety valve is faulty we will not be able to leave the machine without replacement. Steam arms checked and cleaned ball joints greased. Steam nozzles unblocked, steam valve pad seals replaced, group seals and shower plates replaced, with shims fitted if required. Handles, baskets and springs examined Any parts other than groups seals, shower plates and pad seal are classed as additional and will be charged.

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## Silver Service

### Approx 2hour 15

Full pma, visual inspection, electrical testing, sensors cleaned, vacuum and safety valves inspected (if faulty replaced at customers expense) note if the safety valve is faulty we will not be able to leave the machine without replacement. Steam arms checked and cleaned ball joints greased. Steam nozzles unblocked steam valve pad seals replaced, group seals and shower plates replaced, with shims fitted if required. Handles, baskets and springs examined. Grinder blades dismantled cleaned and adjusted. Hopper cleaned.

Any parts other than group seals, shower plates and pad seal are classed as additional and will be charged.

## Gold Service

### Approx 16 hours

Full pma, visual inspection, electrical testing, sensors cleaned, vacuum and safety valves inspected (if faulty replaced at customers expense) note if the safety valve is faulty we will not be able to leave the machine without replacement. Steam arms checked and cleaned ball joints greased. Steam nozzles unblocked steam valve pad seals replaced, group seals and shower plates replaced, with shims fitted if required. Handles, baskets and springs examined. Grinder blades dismantled cleaned and adjusted. Hopper cleaned.

The machine will be completely stripped down and rebuilt. Full descale of the boiler and water system. Replacement of all internal rubber seal included in price. The removal and cleaning of all boiler threaded joints issuing of a Coffeeman Devon Ltd boiler test certificate. Any parts other than seals, shower plates and pad seal are classed as additional and will be charged.

The Gold service requires the machine to be removed from site a loan machine will be available for the duration of the service.

With all services external filters are extra.

## Boiler Test

By law any traditional espresso machines require an annual boiler test certificate after 14 months. This is government ruling under the safe running for steam pressurised vessels. See web site [www.hse.gov.uk/pubns/indg178.pdf](http://www.hse.gov.uk/pubns/indg178.pdf) or [www.hse.gov.uk/pubns/indg261.pdf](http://www.hse.gov.uk/pubns/indg261.pdf) Boiler test by law have to be done by a competent person who does not own the machine being tested. There are certain grey areas with the boiler test as there are discrepancies on who is a competent person. The law says someone who is proven in the field in which the work is being done, some insurance companies insist it is only someone they appoint.

Coffeeman Devon Ltd has a certificate which has been approved by 3 local authorities and has been adequate when customers have been asked by authorities to produce the certificate. However we can not guarantee it will be approved by your particle insurance company.

Our procedure for the boiler test is to remove the machine drain the boiler remove the end plate examines all seals and boiler body work and additional pipe work. Replace end cap with new seal pressurise the boiler until the safety valve lifts record the lifting and closing.

If any part of the system fails then replacements are fitted at customers expensive.

The machine is then reinstalled.

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## Soluble Machines

### PMA Approx 45 min

Full visual inspection, general condition and cleanliness of unit checked. All external electrical and water connections checked. Canisters and mixing systems dismantled checked and cleaned. Auger systems and whipper motors checked. Mixing system whipper blades and seals examined and the water flow through checked. Extraction fan turning correctly outlet valves flushed. The operation of all machine switches checked overflow system examined for water, drains and drip trays examined. All drink setting tested and recorded compared with industry standard.

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## Silver service

Approx 2 hours

Full PMA plus

All electrical connections inspected and voltages tested. All tank sensors removed and cleaned. Inlet and outlet valves examined and adjusted. Shaft washers, whippier blades replaced. Extraction system dismantled, examined and cleaned, washers replaced.

## Gold Service

Approx 3hours

Full silver service plus

Full descale and flush dependent on make of machine it may be necessary to remove machine from site a loan machine will be made available for the duration of service.

With all services external filters are extra.

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## BEANS TO CUP Machine Powdered Milk

*PMA* Approx 1 hour 30 min

To include the following full visual inspection, general condition and cleanliness of unit checked. All external electrical and water connections checked. Canisters and mixing systems dismantled checked and cleaned. Auger systems and whipper motors checked. Mixing system whipper blades and seals examined and the water flow through checked. Extraction fan turning correctly outlet valves flushed. The operation of all machine switches checked overflow system examined for water, drains and drip trays examined.

Brewing group shower plate, seals and springs visually inspected. Boiler checked for leaks vacuum and safety valves checked (if faults found replaced at customers expense). Grinder inspected and hoppers cleaned grouts tray inspected and cleaned.

Grind, weight, pump pressure, brew temperature and brewing time. Measure the level of crema on a single espresso shot and a test of the quality of the espresso.

Where necessary adjust, record the settings and compare the customers setting to that of the industry standard..

## Silver Approx 3 hours

Full PMA +

All electrical connections inspected and voltages tested. All tank sensors removed and cleaned. Inlet and outlet valves examined and adjusted. Brewing group seals changed. Milk system mixing bowl stripped and seals replaced whipper blades replaced. Extraction system dismantled, examined and cleaned, washers replaced.

Steam arms if fitted checked cleaned and nozzles unblocked. Grinder stripped and cleaned.

## Gold Approx 4 hours

Full silver service +

Full descale and flush

With all services external filters are extra.

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## BEANS TO CUP with fresh milk and chocolate

PMA

Approx 2 hours

To include the following full visual inspection, general condition and cleanliness of unit checked. All external electrical and water connections checked. Canisters and mixing systems dismantled checked and cleaned. Auger systems and whipper motors checked. Mixing system whipper blades and seals examined and the water flow through checked. Extraction fan turning correctly outlet valves flushed. The operation of all machine switches checked overflow system examined for water, drains and drip trays examined.

Brewing group shower plate, seals and springs visually inspected. Boiler checked for leaks vacuum and safety valves checked (if faults found replaced at customers expense).

Steam generating system examined and boiler checked for leaks vacuum and safety valves checked (if faults found replaced at customers expensive). Pressure system examined. Milk texture and levels tested.

Grinder inspected and hoppers cleaned grouts tray inspected and cleaned.

Grind, weight, pump pressure, brew temperature and brewing time. Measure the level of crema on a single espresso shot and a test of the quality of the espresso.

Where necessary adjust, record the settings and compare the customers setting to that of the industry standard.

## Silver service

Full pma+

Also internal electrical testing and voltages adjusted sensors cleaned, inlet and outlet valves cleaned and adjusted. Brewing group seal replaced, chocolate system seals and whipper blades replaced. Extraction system cleaned and seals replaced, Steam arms if fitted stripped and cleaned grinder stripped and cleaned.

## Gold Service

Approx 5 hours

Full silver service +

Descale and flush.

With all services external filters are extra.

## BEANS TO CUP with fresh milk

PMA

Approx 2 hours

To include the following full visual inspection, general condition and cleanliness of unit checked. All external electrical and water connections checked. Extraction fan turning correctly outlet valves flushed. The operation of all machine switches checked overflow system examined for water, drains and drip trays examined.

Brewing group shower plate, seals and springs visually inspected. Boiler checked for leaks vacuum and safety valves checked (if faults found replaced at customers expense).

Steam generating system examined and boiler checked for leaks vacuum and safety valves checked (if faults found replaced at customers expense). Pressure system examined. Milk texture and levels tested.

Grinder inspected and hoppers cleaned grouts tray inspected and cleaned.

Grind, weight, pump pressure, brew temperature and brewing time. Measure the level of crema on a single espresso shot and a test of the quality of the espresso. Where necessary Adjust, record the settings and compare the customers setting to that of the industry standard.

## Silver service

FULL PMA +

Also internal electrical testing and voltages adjusted sensors cleaned, inlet and outlet valves cleaned and adjusted. Brewing group seal replaced, Extraction system cleaned and seals replaced, Steam arms if fitted stripped and cleaned grinder stripped and cleaned.

## Gold Service

Approx 5 hours

Full silver service +

Descale and flush.

With all services external filters are extra.

