



Service & Support

CLENACARE 



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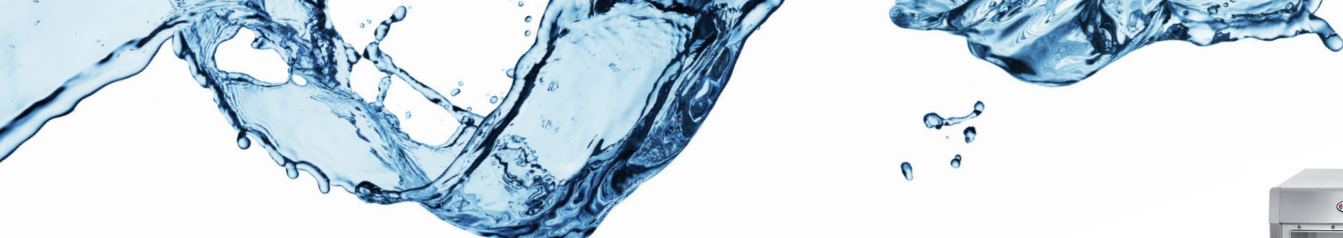


Website & Email

E: info@clenaware.co.uk

W: www.clenaware.co.uk

44 Huxley Close, Park Farm Industrial Estate,
Wellingborough, Northants, NN8 6AB



ClenaCare

ClenaCare is a service we offer for all warewashing products within our range. Our service is operated by well trained and experienced Clenaware engineers and technicians who have the knowledge and expertise to make a customers life a little bit easier. ClenaCare is available on site with an engineer or over the phone with the technical support team.

We believe it is important to have your equipment serviced and maintained by the manufacturer as there is no one who will be more experienced and have the knowledge to get you the best results out of your warewasher. We achieve this by looking after you from the installation of your equipment all the way through the life span of your machine making sure we provide you the best service possible.

Our experience suggests a regular service can provide long term benefits for your warewasher and ultimately pro-long its life span, ensuring that it continues to give first class results. A regular service can also help to identify any potential problems with your warewasher, allowing us to put things right before causing any lasting damage or a potential breakdown call.

Without a regular, thorough service it is possible that your glass or dishwasher can breakdown and this downtime could have a significant impact on your sales and service levels. As an example, it is possible that limescale build up could go unnoticed causing parts such as water pumps and hoses to clog up and ultimately result in your machine being inoperable.

The ClenaCare packages have been designed to ensure that the service Clenaware provides, and the customers experience, is the best that it can be.



Customer Benefits

When signing up for either of the monthly payment packages below, a customer will automatically be registered for the following ongoing benefits:

Machine Maintenance Service Monthly Customers

- 30% Discount off all future purchases from Clenaware
- Free delivery on all future orders from Clenaware excluding Chemicals
- Reduced call out and labour rates if an engineer is required
- 1 years extra free warranty if signed up for in the first month with the monthly chemical plan

Extended Warranty And Machine Maintenance Servicing Monthly Customers (Available on expiry of the machines warranty)

- 40% Discount off all future purchases from Clenaware
- Free Replacement Basket every 12 Months (dropped off at the point of Service)
- Free Delivery on all future orders from Clenaware excluding chemicals
- Reduced call out and labour rates if an engineer is required for a non-warranty call

Service & Support Overview

Machine Installation Service

The Machine Installation Service covers your new or replacement Clenaware machine to be delivered and installed and includes all of the products in the Clenaware range.

Machine Breakdown Service

The Machine Breakdown Service is designed to provide onsite attendance by well trained, experienced Clenaware engineers when required by a customer for a breakdown.

Machine Maintenance Service

The Machine Maintenance Service is designed to provide maintenance and service to your Clenaware machine every 6 months to ensure that it continues to provide first class results. Like all equipment, a regular maintenance service provides long term benefits for the machine and its life span.

Machine Extended Warranty With Machine Maintenance Servicing

The Machine Extended Warranty package with Machine Servicing is designed to provide a fixed cost package for a complete peace of mind service that ensures a long life for your Clenaware machine. Your machine will be serviced every 6 months and if any parts are required due to failure then there would be no charges for parts or labour.

CTU Exchange Service

The Calcium Treatment Unit (CTU) Exchange Service is designed as a cost-effective way of replacing exhausted CTUs'. The resin in the CTU will eventually become in-effective with usage over time and requires changing.

Airack Extended Warranty

The Airack Extended Warranty Parts & Labour is designed to provide a fixed cost package for a complete peace of mind service that ensures a long life for your Airack. Should there be any parts required due to failure then there would be no charges for parts or labour.

Chemical Package

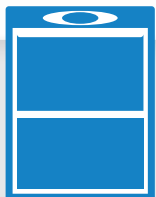
The Chemical Package is designed to provide an affordable monthly plan that covers your chemical needs for your glasswasher and are dropped off during your Machine Maintenance Service every 6 months.

Quick Reference Guide

Service	Parts	Labour	Servicing	Benefits*
Machine Installation Service	✗	✓	✗	✗
Machine Breakdown Service	✗	✓	✗	✗
Machine Maintenance Service	✓**	✗	✓	✓
Machine Extended Warranty With Machine Maintenance Servicing	✓	✓	✓	✓
CTU Exchange Service	✓	✓	✗	✗
Airack Extended Warranty	✓	✓	✗	✗
Chemical Package	✓	✗	✗	✗

*The packages above that include benefits are only applicable for the customers who are on a monthly payment plan.

**Serviceable parts only.



Machine Installation Service

Service Overview


The Machine Installation Service covers your new or replacement Clenaware machine to be delivered and installed and includes all of the products in the Clenaware range.

What This Service Covers

- The installation is carried out by well trained, experienced Clenaware engineers
- Connecting the machine to the required electricity supply
- Connecting the machine to the required water supply
- Connecting the machine to the required waste supply
- The removal and disposal of your old machine if required
- Commissioning and testing of your Clenaware machine
- Full user training on the use and aftercare of your Clenaware machine
- All work carried out is supported by written paperwork left with the customer

The Machine Installation Service can take up to two hours.

Prices

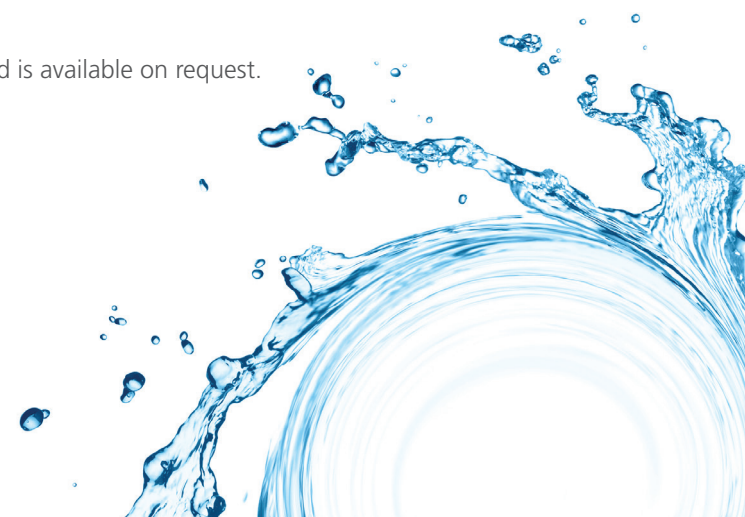
Service	Monthly Plan	Pay As You Go	Benefits
 Machine Installation Service	✗	✓	✗
		£210.00 + VAT	

Things To Do Before Your Installation

1. Ensure you read your confirmation email confirming the electrical requirements for your machine and that all the details for installation are correct. This includes checking the dimensions of the machine in the email with the space you have ready for the installation. If anything is incorrect you must inform us before installation takes place.
2. The machine must be sited on a sound level surface, with adequate clearance for servicing. If the machine is NOT level it can run into issues with items such as water siphoning and Wash Arms not rotating correctly.
3. Ensure that your electrical connection is safe, has no cracks in the cover moulding or missing screws or loose dangerous wiring. Also, ensure that the electrical connection point is within one metre of the machine.
4. A cold water supply is recommended for the machine; however a single cold or hot water feed can be used. Ensure that the water feed is easily accessible and within one metre of the machine.
5. Ensure that the current waste set up is trapped waste (has a U-bend) and if possible, ensure there is an upstand pipe in place (as the machine has pumped waste). If there is no upstand pipe please let us know before the install so the engineer can bring all the right parts for an upstand to be put in.

It's important to remember, that if the required services aren't in place before the engineer attends then this could result in us having to cancel the installation and charge for a second visit.

The Installation Card is available on request.





Machine Breakdown Service




Service Overview

The Machine Breakdown Service is designed to provide onsite attendance by well trained, experienced Clenaware engineers when required by a customer for a breakdown.

What This Service Covers

- Onsite attendance usually within 48 hours of booking an engineer
- Fixed price call out fee
- Onsite labour charged in 30 minute segments after the 1st hour
- Call outs attended by well trained, experienced Clenaware engineers
- Engineer attendance Monday to Friday, 8.30am to 6.00pm
- All parts used and supplied are genuine Clenaware parts and are carried by the Clenaware Engineers ensuring a 1st time fix where possible
- All work carried out is supported by written paperwork left with the customer
- Free access to the Technical Support Team over the phone Monday to Friday, 9.00am to 5.30pm

Prices

Service	Monthly Plan	Pay As You go	Benefits
 Machine Breakdown Service	 £120.00 + VAT Call Out & 1st Hour	 £140.00 + VAT Call Out & 1st Hour	

Tips To Help Prevent Breakdowns And Unnecessary Call Outs

1. Follow the daily cleaning maintenance schedule as listed on the Care Card. Unnecessary dirt build up can cause issues with the working of the machine, such as dirt build up around the Door Frame. This can stop the machine Door Switch activating leading you to believe the machine isn't working.
2. At the end of the working session allow the machine to fully closedown when you select the closedown cycle. Once the cycle is fully finished isolate the power to the machine. If you prematurely switch off the machine, the next time you go to use it the machine won't start up correctly.
3. In the colder winter months, the water coming into the machine will take longer to heat. So, at the start of the working session have a little patience and DO NOT press any buttons whilst waiting for the machine to heat. If you do press buttons unnecessarily this will 'confuse' the machine and it won't fully operate, leading you to believe the machine has broken down.
4. If you have any glass breakages in the machine, ensure that all of the glass is removed and make sure all of the Wash Tank Filters are firmly in place as these prevent broken glass from getting into the Pumps.
5. Use good quality chemicals in the machine, this not only gives you better wash results but also helps to keep the machine clean. It also stops the detergent and rinseaid indicator lights on the Control Panel from going orange, which can lead you to believe the chemicals aren't dosing properly.
6. If you're in a hard water area fitting a water treatment to the machine will prevent breakdowns that can result from limescale build up inside the machine. Parts such as heating elements and hoses can get 'caked' with limescale and become less efficient.
7. If you have done all of the above then the Technical Support Team will be available to diagnose over the phone and if required they will book an engineer visit to site.





Machine Maintenance Service





Service Overview

The Machine Maintenance Service is designed to provide maintenance and service to your Clenaware machine every 6 months to ensure that it continues to provide first class results. Like all equipment, a regular maintenance service provides long term benefits for the machine and its life span.

What This Service Covers

- Service provided by well trained, experienced Clenaware engineers
- Fixed price that includes the maintenance parts to be replaced
- Replaced maintenance parts are genuine Clenaware designed & manufactured
- All work carried out is supported by written paperwork left with the customer
- Engineer attendance Monday to Friday, 8.30am to 6.00pm
- Up to 1 hour of onsite attendance by the engineer

Prices

Service	Monthly Plan	Pay As You Go	Benefits
 Machine Maintenance Service	 £20.00 + VAT Per Month	 £140.00 + VAT Per Service	 See below*

*Benefits for this plan are for the customers on the monthly payment scheme.

Tips To Keep Your Machine Running Efficiently Between Services

1. Follow the maintenance schedule every day, remove Wash Arms, Rinse Arms and the Filters and clean them.
2. If you want to keep the interior of the machine clean, use Renovate powder once a week to clean the Wash Tank. Use one scoop of powder and then select a wash cycle without any glasses in the glass basket.
3. Invest in a Clenaware Machine Cleaning Kit which contains brushes designed specifically for cleaning inside the Wash and Rinse Arms and machine. The Cabinet Brush in the kit is ideal for sweeping out any dirt from inside the tank.
4. Take a clean damp cloth and wipe it around the door sill to free up any build up of sludge that can be caused by moisture from the machine and chemical residue.
5. If you have a manual water softener fitted to the machine, ensure that this is salted and regenerated at least once a week to keep on top of unsightly and harmful limescale build up.
6. Close your machine down fully each day at the end of a session and ensure you leave the door ajar slightly so that the machine interior is allowed to 'breathe' to prevent a musty smell coming from the machine and transferring onto your glassware.

The Care Card is available on request.





Machine Extended Warranty With Machine Maintenance Servicing





Service Overview

The Machine Extended Warranty package with Machine Servicing is designed to provide a fixed cost package for a complete peace of mind service that ensures a long life for your Clenaware machine. Your machine will be serviced every 6 months and if any parts are required due to failure then there would be no charges for parts or labour.

What This Service Covers

- Access to technical help and engineers via the phone
- Support and advice on machine technical and user issues
- Unlimited call outs and onsite attendance[†]
- Cover for all parts within the Clenaware machine[†]
- Replaced service and repair parts are genuine Clenaware designed & manufactured
- All work carried out is supported by written paperwork left with the customer
- 12 months warranty on all new parts supplied
- Service provided by well trained, experienced Clenaware engineers
- Onsite attendance within 48 hours of booking an engineer

Prices

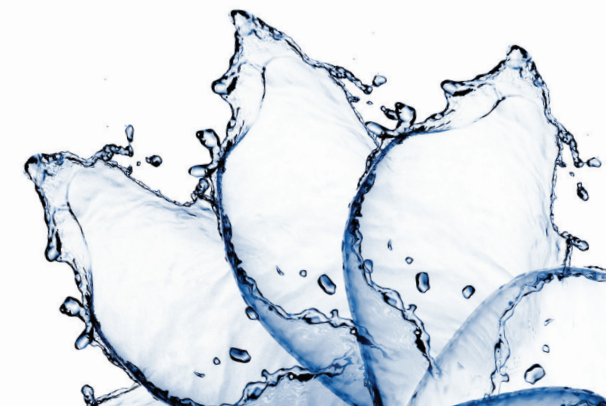
Service	Monthly Plan	Pay As You Go	Benefits
 Machine Extended Warranty with Machine Maintenance Servicing	 £40.00 + VAT Per Month	 £480.00 + VAT Per Year	 See below*

*Benefits for this plan are for the customers on the monthly payment scheme.

Examples Of Issues That Aren't Classed As Genuine Warranty

1. Follow the proper cleaning procedure for your machine as any unnecessary dirt build up around the Door Frame can stop the machine Door Switch activating leading you to believe the machine isn't working. This can also cause a leak from the Door so must be kept clean.
2. Whilst your machine is filling and your fill/ready light is amber pressing any buttons will stop the machine from functioning correctly as the only option it will allow you to do is closedown. Once the fill/ready light turns green then you can press the required buttons.
3. If you prematurely switch off the machine during a session or at the end of a session without allowing the machine to run the closedown cycle, the next time you go to use the machine it won't start up correctly.
4. Ensure Filters are firmly in place as these prevent foreign objects from getting into the Pumps like broken glass.
5. Ensure the Detergent and Rinseaid Tubing are placed in the correct bottles, i.e. blue tube in Rinseaid and clear tube in Detergent and have the Chemical Weights on the bottom. Also ensure tubing is free from kinks or obstruction.
6. If a machine isn't heating properly, this could indicate an issue with the heating element in the machine. This may be caused if the element is 'caked' with limescale and will not work efficiently.
7. When removing Wash or Rinse Arms from the machine for daily cleaning, ensure the Special Screw is fully undone and the arms are lifted from underneath. This will prevent the arms being snapped unnecessarily.

[†]Call out, labour and part failure due to customer misuse is not covered under this plan.





CTU Exchange Service


Service Overview

The Calcium Treatment Unit (CTU) Exchange Service is designed as a cost-effective way of replacing exhausted CTUs'. The resin in the CTU will eventually become in-effective with usage over time and requires changing.

What This Service Covers

- All CTU exchanges are carried out by a fully trained, experienced Clenaware engineer
- If needed the machine is also given a full descale using a specialist descaling powder at the point of changing your CTU
- All work carried out is supported by written paperwork left with the customer
- After a CTU exchange has been completed, the engineer runs a number of wash cycles to ensure the CTU is softening the water effectively
- The engineer will remove the old CTU unit from site
- If a CTU Exchange is required before your 6 monthly service is due then a member of the Service & Support team is available between 9.00am and 5.30pm Monday - Friday to get this booked in

Prices

Service	Calcium Treatment Unit	Exchange Cost	Benefits
 CTU Exchange Service	✓	✓	✗
	£249.50 + VAT Per Unit*	£140.00 + VAT Per Exchange**	

* Monthly customers receive 30% or 40% off this price dependant on their current plan.

** Only applicable if not done at a service. Monthly customers would receive a reduced rate.

How To Spot When Your CTU Needs An Exchange

1. Wash Results - You will notice spotting or a milky type residue on the glasses after they have been washed in the glasswasher.
2. Wash / Rinse Arms - The black plastic of the arms begin to look grey and chalky.
3. Wash / Rinse Jets - The small holes in the Wash and Rinse Jets become blocked with limescale and will usually cause issues with the rotation of the arm and cause the rotation light to be red.
4. Draining - If there is extra water in the machine and it isn't draining fully, it is most likely that the Filters inside the Wash Tank are full of limescale or debris, or the Outlet Hose or Drain Pump is full of limescale or debris. If the machine is constantly trying to drain it is likely the Spindles piston (located in the Wash Tank under the Wash Arm) is stuck up due to limescale. This can be resolved by using descaler but can also indicate the CTU is ready for exchange.
5. Beer Presentation - The beer isn't retaining its head, or the beer tastes flat. This usually indicates either limescale build up on the glass or can be chemical residue clinging to the limescale build up on the glass.





Airack Extended Warranty


Service Overview

The Airack Extended Warranty Parts & Labour is designed to provide a fixed cost package for a complete peace of mind service that ensures a long life for your Airack. Should there be any parts required due to failure then there would be no charges for parts or labour.

What This Service Covers

- Access to technical help and engineers via the phone
- Support and advice on machine user issues
- If the issue can't be fixed over the phone we will arrange to collect the Airack and repair it at the factory
- Upon receiving the Airack we have a 72-hour lead time on getting it back to you
- If the Airack can't be fixed it will be replaced with a brand new Airack
- Covers all Parts & Labour for repairs

Prices

Service	Monthly Plan	Pay As You Go	Benefits
 Airack Extended Warranty	✗	✓ £25.00 + VAT Per Year	✗

Tips For Looking After And Using Your Airack

1. Follow the daily maintenance as per the Care Card enclosed with the Airack.
2. Make sure you site the Airack correctly as per the Installation Card enclosed with the Airack.
3. When the Airack is not in use, disconnect it from the mains supply and remove the Top Cover from the base for cleaning.
4. Only clean the Top Cover of the Airack with a clean, damp cloth. Pay attention to the air holes in case of any blockages from water residue, that may otherwise restrict the airflow when the Airack is in use.
5. For best results use your Airack with a wire basket as these have bigger clearance holes allowing the air to circulate more freely.

The Care Card and Installation Card are available on request.





Chemical Package





Service Overview

The Chemical Package is designed to provide an affordable monthly plan that covers your chemical needs for your glasswasher and are dropped off during your Machine Maintenance Service every 6 months.

What This Service Covers

- Free delivery of your chemicals with the engineer at the time of service
 - Affordable monthly option for your chemical needs
 - Covers the following chemicals to be dropped off with your service:
 - 4 x Bottles of Detergent
 - 1 x Bottle of Rinseaid
 - 1 x Tub of Renovate
- This is based on a typical 6 month usage
- At the point of your service being booked in, you can purchase any additional chemicals (if required) so they can be delivered free of charge with the engineer

Prices

Service	Monthly Plan	Pay As You Go	Benefits
 Chemical Package	 £15.00 + VAT Per Month		

Why You Should Use High Quality Chemicals

Detergent

- A high quality Detergent is formulated to cope with high levels of tannins, proteins and water hardness
- Less likely to leave residue on your glasses
- A low quality Detergent will not clean your glassware. You may find you still have tannins and proteins on the glass making them look dirty and unsightly

Rinseaid

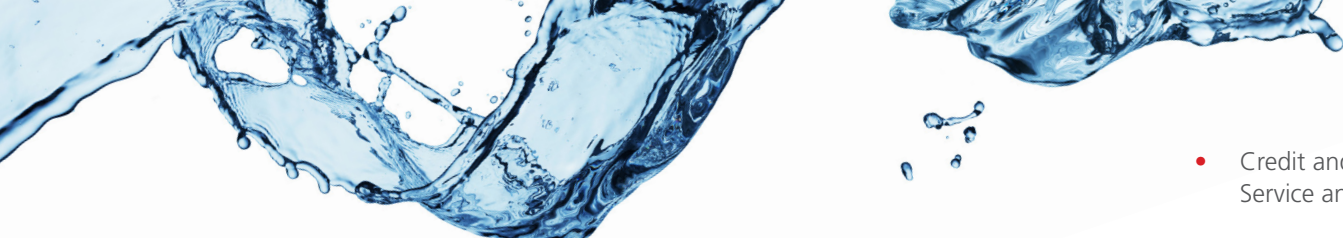
- A high quality Rinseaid will aid in the drying process by shedding as much excess water from the glass as possible, helping to prevent spotting
- The Rinseaid we recommend will not 'froth' in the Header Tank, unlike other Rinseaids on the market. If you use a lower quality Rinseaid then you may find your machine becomes intermittent and inoperable. This intermittent problem can be due to the Rinseaid frothing in the Header Tank triggering the Float Switch and causing the machine to cut out during the cycle

Renovate

- Renovating your glassware is essential for removing the manufacturers film on any new glassware
- Renovating your glassware can help to remove any mineral deposits on the glasses that build up with use over time
- A low quality Renovate could leave a film on the glass and may cause the beer to go flat

Chemicals play an important part in the overall process of achieving perfect results.





Booking Service & Support

- Service and Support can be booked via the following methods:
 - 📞 Telephone: +44 (0) 1933 666 244
 - @ Email: service@clenaware.co.uk
- Service and Support calls are answered Monday to Friday 9.00am to 5.30pm. An answer phone service is available outside of the above days and hours and any messages will be responded to the next working day
- Free phone support is available to all Clenaware end users for our equipment

Carrying Out Service & Support

- All Service and Support work is carried out Monday to Friday 8.30am to 6.00pm
- All work is carried out by well trained, experienced Clenaware engineers
- All work is supported by engineer paperwork that will be left with the customer on the day of the engineer visit

Payment Options

- Payments are to be made in GBP. Payment can be made via the following methods:
 - Credit or Debit Card
 - Bank Transfer
 - Credit Account
 - Direct Debit

- Credit and Debit card details may be charged at the point of order to secure certain Service and Support packages

Monthly Plans And Direct Debit

- All the monthly plan payments are taken by Direct Debit which is set up by Clenaware Systems and the first payment is debited from a customer's account on the 1st of the month
- Each month the customer will receive an invoice for the payment that has been made
- Customers can cancel the scheme at any time, and once cancelled any future service or repair work, would be chargeable at the normal Clenaware rates as the equipment is no longer covered under the payment plan
- Collection of the monthly payments for any of the service packages is done via the Clenaware Direct Debit Scheme
- We use a company called "Go Cardless" for collecting payments via Direct Debit
- When requesting a payment using the Direct Debit, you will be given 7 days notice before the payment is taken, you can also access your Direct Debit account via the Go Cardless website, enabling you to keep updated with what payments you have paid in to the scheme

Terms And Conditions

Full Terms and Conditions on our servicing products can be given upon request.

Don't Forget



1 Years Extra Free Warranty!

When you sign up to both the Machine Maintenance Service & Chemical Plan in the 1st month of having your machine installed

One Kit To Clean It All!

The ClenaCare Warewasher Cleaning Kit

This includes the following:

Spraybar Cleaning Brush, Cabinet Brush and The Wash & Rinse Jet Tool

To purchase please call **01933 666 244**



Price List

Service	Monthly Plan	Pay As You Go	Benefits
Machine Installation Service	✗	✓ £210.00 + VAT	✗
Machine Breakdown Service	✓ £120.00 + VAT	✓ £140.00 + VAT	✗
Machine Maintenance Service	✓ £20.00 + VAT Per Month	✓ £140.00 + VAT	✓ See below*
Machine Extended Warranty With Machine Maintenance Servicing	✓ £40.00 + VAT Per Month	✓ £480.00 + VAT Per Year	✓ See below*
Airack Extended Warranty	✗	✓ £25.00 + VAT Per Year	✗
Chemical Package	✓ £15.00 + VAT Per Month	✗	✗

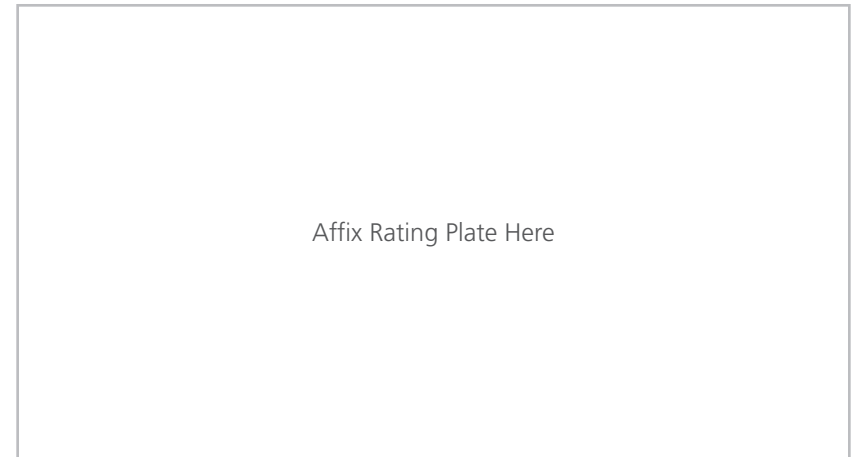
*Benefits for this plan are for the customers on the monthly payment scheme.

Service	Calcium Treatment Unit	Exchange Cost	Benefits
CTU Exchange Service	✓ £249.50 + VAT Per Unit*	✓ £140.00 + VAT Per Exchange**	✗

* Monthly customers receive 30% or 40% off this price dependant on their current plan.

** Only applicable if not done at a service. Monthly customers would receive a reduced rate.

Your Machine



Please provide the above details when calling for Service or Support on [01933 666 244](tel:01933666244)

Service History

Service	Date	Engineer	Service	Date	Engineer
1			7		
2			8		
3			9		
4			10		
5			11		
6			12		

CLENAWARE

SYSTEMS

ware excellence is standard



CLENACARE



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