Numatic

ServiceCare

FloorCare **Servicing & Support**

- Servicing & Breakdown
- Dedicated Sales and Technical Support
- Specialist Product Training

Why choose a **ServiceCare Package?**

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- Site **Survey**
- On-site **Demo**
- **Installation** and **Training**
- **Servicing & Breakdowns**
- **Digital Training, Maintenance** and **Guides**
- Refresher **Operator Training**

Servicing your cleaning equipment periodically ensures best cleaning results, reduces the likelihood of costly breakdown and increases the life of the machine, ensuring your machine is always performing efficiently and safely.

For **extra peace of mind**, our full-service contracts cover you for any **accidental damage or breakdowns**, including two visits every year to service your machine.

Our **Protect Service Package** offers 48 Hour call out, 7 days a week to repair your machine should they breakdown. Our rapid response and highly skilled service engineers carry out repairs onsite to reduce downtime – if we're unable to fix your machine, we'll provide you with a replacement.

What are the **Packages?**

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	Protect PLUS 24	Protect 48	Maintain
INSTALLATION & SET UP Our expert team will install each FloorCare model and provide set-up training to your team on-site. They'll also give your team the know-how on how to clean and maintain the equipment to keep it working at it's best.	✓	✓	✓
OPERATOR TRAINING We'll provide operator training on how to achieve the best cleaning results with a face-to-face session. All the latest training and troubleshooting is also readily available using the multilingual Nu-Assist App.	✓	✓	✓
1ST STAGE TRIAGE From the initial call, you'll be in contact with a specialist FloorCare customer care agent, personally dealing with your case within 2 hours*. Many calls are resolved during initial consultation with our triage team to help get you back on track with support over the phone.	✓	✓	✓
SERVICE MAINTENANCE VISITS To keep you and your team running, you'll receive an on-site service visit twice a year from one of our engineers. The service visit will ensure optimum operation and maintenance of your equipment to provide the best cleaning results day in, day out. All service packages include an annual electrical safety test.	✓	✓	✓
CONSUMABLE PARTS AND FITTING To maintain maximum performance, we'll fit consumables during each service visit. Fitting provided upon purchase of consumables to include brushes, squeegee blades and filters.	✓	✓	✓
TOP UP TRAINING We'll keep your team up-to-date on how to achieve the best cleaning results with top up face-to-face training sessions, delivered on-site during our 2 planned Service Visits. All the latest training and troubleshooting is also readily available using the multilingual Nu-Assist App.	✓	✓	✗
BREAKDOWN COVER 24/48 If a problem should occur, one of our expert team members will be with you within 24/48 hours to get you up and running again. Our engineers come equipped and are ready to go, carrying the necessary equipment and spares to fix a majority of problems on-site.	✓	✓	✗
WEEKEND AND BANK HOLIDAY BREAKDOWNS Breakdown on the weekend or a peak holiday day? We have you covered with our 24 hour support.	✓	✗	✗
YOU STAY CLEANING - PARACHUTE In the event that we're unable to fix your machine on site, we'll provide you with a similar machine minimising any disruption until yours is repaired.	✓	✗	✗

Care Charges – without a Service Package

Call Out (Flat Charge)	**£70**
Hourly (Billable in 30min increments)	**£50**
½ Day Training (Certifying up to 6 people)	**£250**
2 Hour Training (Certifying up to 3 People)	**£150**
Demonstration	**FREE**