



Thumbs Up Anytime Anywhere

Whitco is second to none for offering a personal, practical, and affordable customer care solution across all the products and services that we provide.

We are Brand unbiased, recommending only machines that suit both the application and the budget, but never compromising on quality.

We carefully choose manufacturers and suppliers, regularly monitoring their customer service levels against our own standards.

We pride ourselves on our workmanship, design & creativity, skill, understanding of food & drink, service, retail, manufacturing, irrespective of sector, ethnicity.

Our client's range from small independents to large blue chip companies –privately owned or government managed.

Our insurances and accreditations meet the highest site and customer demands, thus allowing our skilled team to work on varied project sites installing a single asset in hours to multi-million pound projects ranging from 6 months to a year.



Thumbs Up
The Whitco Team is
here to serve you!
Anytime
Anywhere

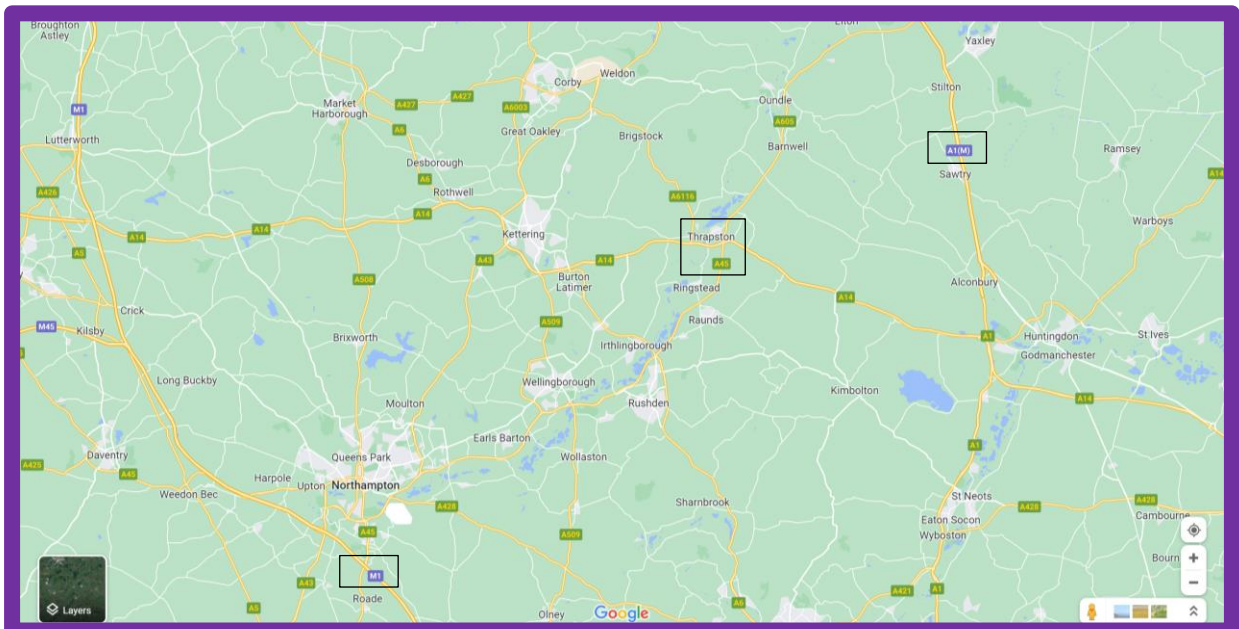


Whitco Catering & Bakery Equipment Limited
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Thumbs Up The Whitco HQ is Central!

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Thumbs Up The Heart of customer service!

Anytime Anywhere

Providing you with the support you need, taking care of your processes with a reliable service network, a range of tailor-made exclusive services that are both innovative and friendly.

Thumbs Up to superior customer care, a dedicated service of value that becomes foremost for your competitive advantage.

Service Network

You can count on us, over two hundred Fully Integrated Service Partners nationally support our in-house resolute team [FISPs], attending to responsive break-down calls ware-washing, cooking, and refrigeration every day.



Service Agreements

You can choose from flexible tailor-made packages, according to your business needs, offering a variety of maintenance and support services.




Original Accessories & Consumables

You can rely on us to respond, attend site, diagnose faults, and fit genuine manufacturer's parts.

Our Service Network for your Satisfaction

No matter where your business is located. Whitco stands ready, everywhere, supported by our Service Partners [FISP's]. Our out of hours phone is always on.

Service agreements offer

SLA	 Base	 Performance	 Premium	 Excel
Call Centre	✓	✓	✓	✓
Call Centre Accessibility Out of Hours			✓	✓
Telephone Assistance			✓	✓
Health Checks	✓			✓
Planned Maintenance		✓	✓	✓
Gas Safety Certification	✓	✓	✓	✓
Annual Staff Training				✓
Asset Management				✓
Nationwide Coverage			✓	✓
Flexible Payment Plans			✓	✓
Prior Visit Notification		✓	✓	✓
Response time 08,30-17,00*				✓
Response time 24hrs			✓	✓
Response time 48hrs		✓	✓	✓
Basic Descale			✓	✓
Wear & Tear Parts Replaced				✓
Replace or Replace Cost Analysis				✓

*Best Endeavour



Service agreements – you can trust

What do the Packages Mean?

Base

Resolve any warranty issues.

Designed to: provide help and support to clients during the warranty period and annual gas safety to those with gas appliances.

Performance

Planned preventative maintenance designed to take place whilst machines are still in warranty, this ensures that the manufacturer's warranty conditions are met and that the machine continues to perform at it's optimum. Extended warranties can be taken up.

Premium

Continues post machine in warranty and other legacy machines – [not in warranty] are included into contract, providing a total asset planned maintenance program.

Excel

360 service, from asset management and replacement planning, to supply and installation, training, warranty management, service, staff training, resolute Whitco account manager.



- ✓ Site Specific Risk Assessments
- ✓ Job Specific Method Statements
- ✓ Health & Safety Observations
- ✓ Stickered machines and asset tagging
- ✓ Chemical supplies
- ✓ Waste Management
- ✓ Water Filtration and Salinification
- ✓ Fats Oils & Grease
- ✓ HVAC Efficiency Observations
- ✓ CO2 reporting
- ✓ Pest control
- ✓ Extraction and Kitchen Deep Cleaning
- ✓ Damage Management: i.e., damaged flooring, cracked tiles, faulty power, building works, broken taps etc
- ✓ General upgrades to services, water, gas, electric