SERVICE PLANNING OVERVIEW

# Coffee machine professional servicing

Use this overview to discuss servicing for the actual coffee machine. The model, use level, water conditions and history should shape the work agreed for the visit.

These are examples of possible professional work, not user instructions or an all-inclusive service promise. Confirm included checks, parts, labour, access requirements, charges and follow-up in the agreed scope.

## 01 Internal service and hygiene

- Work may include appropriate cleaning of internal coffee and water-contact areas.
- Discuss the inspection and cleaning of accessible brew components and milk-system parts where fitted.
- Use the model-approved procedure and products for any internal cleaning or sanitisation.

## 02 Preventative maintenance

- Relevant checks may include seals, hoses, O-rings and other wear parts.
- Brewer, grinder, pumps and valves may need inspection where fitted.
- Any lubrication or adjustment must follow the manufacturer's procedure and professional scope.

## 03 Performance and drinks

- Discuss temperature, flow and operating performance against the model requirements.
- Grinder or dosing assessment may be relevant to the machine.
- Agree any drink checks, calibration, adjustments or remedial work and record the findings.

## 04 Technical and safety checks

- Competent personnel may inspect electrical components, sensors, controls and error indications.
- Discuss reported leaks, blockages, scale and worn parts.
- Record faults and recommended next steps; additional repairs may need separate authorisation.

## 05 Other work to agree

- Filter replacement and descaling depend on the equipment, water conditions and instructions.
- Confirm any settings checks, user-care advice or operational handover included.
- Set the maintenance approach for the model and use, rather than assuming a universal interval.

## 06 Before and after the visit

- Send the model, postcode, service history, current symptoms and error messages.
- Keep the model-approved user-cleaning routine in place between visits.
- Retain the service record, parts details and agreed follow-up actions.