EQUIPMENT SUPPORT AND RECORDS

How Café Perfection helps

A practical route from choosing a coffee or water setup to day-to-day care, servicing and useful records. Confirm which services and documents are included for your equipment and site.

The quotation and agreed service scope govern what is supplied. Documentation supports your site processes; it does not certify the entire site or replace the dutyholder's policies, risk assessments or legal responsibilities.

01 Understand the site

- Discuss users, drink demand, space, water supply, access and practical requirements.
- Compare suitable coffee, water, boiler or tap options against the brief.
- Confirm the site checks and decisions needed before the equipment is specified.

02 Installation and handover

- Agree the installation responsibilities, utilities, access, ventilation and any filtration or plumbing work.
- Confirm which checks and handover are included for the selected equipment.
- Make the user instructions, routine-care responsibilities and fault-reporting route clear.

03 Plan ongoing servicing

- Base planned maintenance on the model, usage, water conditions and relevant site needs.
- Agree included tasks, visit arrangements, parts, labour, exclusions and charges.
- Keep an owner for the service plan and follow-up actions.

04 Hygiene, filters and scale

- Discuss sanitisation, filter replacement and descaling where relevant to the equipment.
- Keep approved routine user cleaning separate from professional technical work.
- Use the current model manual and cleaning-product instructions.

05 Faults and operating concerns

- Report leaks, warnings, worn parts, poor performance or changed operation.
- Send the model, postcode, symptom and relevant recent history.
- Follow the site procedure for unsafe equipment and agree any repairs or remedial work.

06 Records you can request

- Ask which asset records, visit reports, filter or descale history and user-care guidance are included.
- Keep fault notes, corrective actions, recommendations and any agreed next-service date together.
- Find record templates and guidance at cafeperfection.com/pages/compliance-support.