



**1300 000 323**

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## Commercial Kitchen Equipment Service Preventative Maintenance Service Program - Plant and Equipment Agreement

The following agreement is set between Commercial Kitchen Equipment Service (here in as CKES) and (the client):

**BUSINESS NAME:** .....

**BILLING ADDRESS:**..... Postcode:.....

**SERVICE ADDRESS:**..... Postcode:.....

**CONTACT NAME:**..... Phone:..... Email:.....

I/We hereby agree to allow CKES's Service Department to attend six monthly (or sooner if required) to our premises for the purpose of carrying out a **Preventative Maintenance Service** to the plant and equipment listed and specified in in the tables below.

**CKES's Preventative Maintenance Service** shall be performed by qualified Licensed Technicians, directly employed or contracted and supervised by CKES. The purpose of the **Preventative Maintenance Service** is to ensure the equipment's correct functions, OH&S compliance, and maintaining the specified maximum efficiency of each piece of equipment. **Any rectification work required will be quoted prior to work commencement.**

**Work will be quoted for standard business hours between 9:00AM and 5:00PM on weekdays; any after-hours work, or work performed during public holidays, will attract penalty rates in accordance with the relevant employment award**

**EQUIPMENT TO BE TESTED:**

**REFRIGERATION EQUIPMENT**

	BRAND	MODEL	DESCRIPTION	SERIAL NUMBER	PLANT NUMBER
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## **GAS EQUIPMENT**

	BRAND	MODEL	DESCRIPTION	SERIAL NUMBER	PLANT NUMBER
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

## **OTHER EQUIPMENT**

	BRAND	MODEL	DESCRIPTION	SERIAL NUMBER	PLANT NUMBER
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

The six-monthly check-up provide the client a guarantee that the service person will be assessing and addressing any OH&S issues, essential functions and repair requirements relevant to the specific piece of equipment.

## **REFRIGERATION EQUIPMENT:**

In the case of **refrigeration equipment**, the service person will ensure that all condensers are cleaned and there are no short to medium term parts that may require replacement. Once the essential service is carried out, the service person will provide the client with details of the required part replacement, if any.

A quote will be provided for the cost of the parts and labour for approval prior to commencing any rectification work. The technician will also advise the importance and urgency of the work and confirm with the client if the FREE LABOUR GUARANTEE from CKES will be affected if the relevant work is not carried out at that stage.

**Unsafe appliances will be reported and shut off until rectification work is completed to ensure the safety of your premises and personnel.**

### **FREE LABOUR GUARANTEE**

**After two consecutive years of the client's equipment being serviced by CKES's qualified technicians**, the client is entitled to **Labour Free** change of a compressor or an evaporator (this is classified as major works) per appliance. Note that CKES will supply, at no charge, **the labour** to exchange major parts and will charge only for the parts, (i.e. compressor, filters and any other component associated with this repair). For clients with "Motor Fusion Insurance" it could mean that the work may end up being done for free.

### **GAS EQUIPMENT**

In the case of **gas equipment**, the service person will ensure that all appliances are maintained correctly, that there are no gas leaks and there are no short to medium term parts that may require replacement.

Once the essential service is carried out, the service person will provide you details of the required parts replacement - if any.

A quote will be provided for the cost of the parts and labour for approval prior to commencing any rectification work. The technician will also advise the importance and urgency of the work and confirm with the client if the FREE LABOUR GUARANTEE from CKES will be affected if the relevant work is not carried out at that stage.

**Unsafe appliances will be reported and shut off until rectification work is completed to ensure the safety of your premises and personnel.**

### **FREE LABOUR GUARANTEE**

**After two consecutive years of the client's equipment being serviced by CKES's qualified technicians**, the client is entitled to **Labour Free** change of any major components such as gas valves, thermostats or pressure regulators (this is classified as major works) per appliance. Note that CKES will supply, at no charge, the labour to exchange the relevant component and will charge only for the parts, (i.e. gas valves, thermostats, gas pressure regulators or component associated with this repair).

### **OTHER EQUIPMENT**

In the case of **other equipment**, the service person will ensure that all appliances are maintained correctly, that there are no gas leaks and there are no short to medium term parts that may require replacement.

Once the essential service is carried out, the service person will provide you details of the required parts replacement - if any.

A quote will be provided for the cost of the parts and labour for approval prior to commencing any rectification work. The technician will also advise the importance and urgency of the work and confirm with the client if the FREE LABOUR GUARANTEE from CKES will be affected if the relevant work is not carried out at that stage.

This will provide the client with up to date information as well as ensure that other appliances such as electric bench top equipment (toasters, fryers, ovens) and any other appliance that do not fall under refrigeration and gas equipment will be safe to operate.

**Unsafe appliances will be reported and shut off until rectification work is completed to ensure the safety of your premises and personnel.**

### **FREE LABOUR GUARANTEE**

**After two consecutive years of the equipment being serviced by CKES'S qualified technicians**, the client is entitled to **Labour Free** change of any major components such as elements, switches, thermostats and power cords (this is classified as major works) per appliance. Note that CKES will supply, at no charge, the labour to exchange the relevant component and will charge only for the parts, (i.e.: elements, switches, thermostats, power cords or component associated with this repair).

## **FEES AND CHARGES**

The stipulated fees for the Preventative Maintenance Service Program are as follows:

- **ENROLMENT FEE:** There is no charge for enrollment in the program.
- **CALL OUT FEE:** The call out fee entitles the customer with the attendance of a qualified technician and the checking and reporting of any two appliances, of the same type and at the same premises. If more than two appliances of the same class need testing, hourly rate applies.  
**Call Out Fee: \$105.00 + GST**
- **SERVICE FEE:** The service fee is an hourly fee and entitles the customer to the checking and reporting of three appliances hour also at the same premises.  
**Hourly Service Fee: \$105.00 +GST**
- **TRAVEL FEE:** The travel fee is only applicable for clients outside the metropolitan area of major cities and it is only applicable if the technician has to travel a distance greater than 50 kilometers from their original place of work. We endeavour to use local technicians wherever possible. We will advise at the time of signing the agreement if your premises fall outside of the specified area and what travel fees will apply.  
**Hourly Travel Fee: \$90.00 +GST** (return trip charges apply)

## **ACCEPTANCE OF AGREEMENT:**

I/We,..... from (company name).....

of: ..... Postcode....., hereby

I/We accept the proposed six-monthly **Preventative Maintenance Service Program** as offered and understand that the relevant fees are not fixed and can vary from time to time in accordance with the Standard Service Fees specified by CKES.

**Notice will be given in writing from CKES prior to any change of fees occurring.**

I/We understand that all fees are payable in advance (secured by credit card or pre-payment) prior to commencement of the work unless a **Credit Account** is in place with CKES prior to the work being carried out and completed.

I/We reserve the right to cancel this agreement at any time subject to written notice been given to CKES prior to a technician arriving at our premises for a pre-booked Maintenance Service call. **Cancellation Fees will apply if cancellation is done after technician attends site.**

Signature:..... Date: ...../...../.....

Name of authorised person signing the Agreement:.....

Position with the company:.....

Other Instructions:

Client's Initials..... CKES's Initials .....

**CKES USE ONLY:** ACCOUNT CUSTOMER: YES  NO  ENTERED IN SYSTEM: YES  NO

ENTERED BY:..... DATE:...../...../.....