

# CaterSafe Platinum



Making the difference...



# About Us



**IEM Caterquip** is an East Anglian based company and forms part of the Vertas Group, a fast growing facilities management business.

At IEM we specialise in the supply, installation, maintenance and service of all makes of commercial catering and laundry equipment.

We are main agents for Manitowoc Food Service, Moorwood Vulcan, Garland, Convotherm, Lincat, Blue Seal, Sammic, Falcon, Foster Refrigerator, Hobart Independent and other major manufacturers in the industry.

Our engineers have full Gas Safe accreditation for both natural and LPG installations. They are fully trained in all aspects of the repair and maintenance of both gas and the electrical equipment associated with the catering trade, including food preparation equipment, cooking and dishwashers.

Our teams are fully proficient and qualified in the installation of complete kitchen solutions including external extraction with full gas interlock systems. We also fabricate to customers' specification and install stainless steel tabling, sinks and dishwasher inlet and outlet systems.

# CaterSafe Platinum

CaterSafe Platinum is our most comprehensive equipment service. This service includes:

- ➔ **Reactive Repairs and Parts Replacement** (up to £2,500.00)
- ➔ **Annual Gas Service**
- ➔ **Annual Portable Appliance Testing (PAT)** on electrical equipment
- ➔ **Annual Electrical Appliance Testing**
- ➔ **Annual Extraction Cleaning** – canopy, extraction filters and lights in canopy (duct work not included)
- ➔ **Annual Forward Maintenance Plan and Asset Management**
- ➔ **Pest Control** – reactive maintenance and annual replacement of WIKS (winged insect killers) tubes and starters
- ➔ **Kitchen Tap Maintenance** – reactive maintenance and repair of taps but not replacement
- ➔ **Site Visit Following the Interruption of Gas** – following a gas leak and the termination of gas supply by the main provider, IEM will investigate the source and rectify where possible
- ➔ **Helpdesk** – Monday - Friday: 8am - 5pm
- ➔ **Advice, Support and Planning** – on new equipment and kitchen builds
- ➔ **Competency Training** and User Training on new equipment.

**Annual Cost for CaterSafe Platinum**

**£3,500.00**

For charging rates and further details, please see Inclusions and Exclusions overleaf.

# Combi Bolt On

The Combi Bolt On is ideal for sites that have Combination Ovens. Combination Ovens are a versatile piece of equipment however they require a lot of care due to the different cooking systems and therefore require annual servicing. We would recommend that you select a Combi Bolt On for one or two Combination Ovens onto your preferred CaterSafe. The services included are:

**Annual Service**

**Annual Brita Filter Change**

**Manufacturers Training**

Annual Cost for single Combi

**£200.00**

Annual Cost for 2 Combi's

**£400.00**

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## Want to know more? Contact Us:

If you would like to discuss a more bespoke requirement please call us on:

**01473 233 676**

or email [sales@iemcaterquip.co.uk](mailto:sales@iemcaterquip.co.uk)

## Inclusions and Exclusions

Reactive Maintenance and Replacement is inclusive of VAT. The call out charge and reactive maintenance will be charged at the Reactive Maintenance Call Out Charge. If the reactive maintenance cap is reached, further visits to site will be charged at the same rate, please see below for call out and hourly rates.

**Engineer price per hour plus call out:**

**£33.00**

Reactive Maintenance Call Out Charges

0 - 5 miles **£21.00**

6 - 10 miles **£32.00**

11 - 20 miles **£46.00**

21 - 30 miles **£55.00**

31 - 40 miles **£67.00**

41 and over **£78.00**

Portable Appliance Testing - applies to kitchen equipment only

Electrical Appliance Testing - applies to kitchen equipment only

Pest Control - is limited to the kitchen only providing the building itself has been adequately protected

Site Visit Following Interruption of Gas—any rectification costs will be charged to the reactive maintenance allowance

Advice, Support and Planning – this includes advice, proposal and quotation on new equipment and extraction systems

Competency Training and User Training – equipment purchased through IEM during the CaterSafe Contract. Maximum number of 6 persons

Annual Cost – exclusive of VAT

Combi Bolt On – Manufacturers Training – when a new Combination Oven is purchased.