

PROCEDURE TO LOG A SERVICE/REPAIR CALL – LA GERMANIA / BERTAZZONI

DOCUMENTATION REQUIRED

In order to ensure speedy response, please fully complete the following documentation and send to our service centre

1. Call card as per template attached, please complete **FULLY**
2. Proof of purchase of the appliance (in the case of a warranty claim)
3. Any photos of the fault which may be of assistance to technicians

SERVICE CENTRE NUMBERS

South Africa 0860 000 427

service@chefspride.co.za

SERVICE CENTRE WORK FLOW

Below is the work flow to be followed by our service centre;

1. Receive completed call card documentation
2. Client to be contacted either by telephone or email to confirm receipt of logged call
3. Job card is completed and allocated to a Chefs Pride technician
4. Technician to contact client by close of business on the next working day in order to;
 - a. Establish the extent of the problem and scope of work to be done
 - b. Attempt to remedy the fault by telephone (if possible)
5. Job card returned to service centre for further processing
6. Should it be required that a service technician be sent to site, this will be arranged by our service centre, contact client to inform
7. Once service technician has attended to problem on site, return job card to service centre for further processing
8. Contact client to confirm fault has been remedied
9. Inform dealer/originator of call card

