

Spares Authorisation Procedure

N&W's aim is to ensure that when parts dispatched have a significant impact on the repair of a Vending machine, the fault diagnosed is matched to the action required.

Eighteen months ago we identified that many major parts such as control board, brewers and chillers units were being ordered unnecessarily.

Boards returned for repair were not faulty which must lead to machine down time, and customer frustration.

To avoid the despatch of expensive parts an authorisation procedure has been put into place by N&W for all high value warranty items.

Parts included in this procedure are as follows:

- All control/relay boards.
- All major assemblies e.g. cup unit and brewers.
- Chillers.

To obtain an authorisation number please call 01902 355007 or 01902 01902 355000.

The call will be given priority.

To obtain the authorisation number the following information is required:

1. Machine model
2. Machine serial number
3. Initial fault
4. Action taken by engineer on site
5. Part/Part no. requested

In 40% of calls taken into the N&W Help Desk we have avoided the despatching of expensive parts, which results in less machine down time, and less time spent on returning warranty and service exchange parts by our customers.

Should you require any further information please contact our Technical Director on 01902 355005. Alternatively E-mail gary.diggett@nwglobalvending.co.uk