



After sales Service Department

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NECTA WITTENBORG TECHNICAL SUPPORT & SITE VISIT PROCEDURE

Necta Wittenborg offer a full technical support function which must operate to the procedure set out below, this will allow a full evaluation of the equipment, nature of the fault and to identify any training needs for our clients.

- Should a problem develop on an N&W vending machine and the service engineer is not successful on resolving the issue, a technical help-line is available to assist with the situation. Calls can be made direct on 01902 355007. These calls will be logged for future reference and will help identify quality issues and additional training needs for our clients.
- Should a problem become persistent or an engineer is unable to rectify a fault, N & W offer a service that may lead to onsite assistance. This will result only when all avenues available to repair the equipment have been investigated and should not be abused by the client using N & W Technical Support as a general repair service.
- Prior to this site visit we must verify that Engineer has been trained on the equipment or the site has been visited by a Supervisor or Senior Engineer to ensure malfunctions are a result of bad working practice or lack of knowledge.
- All requests made for on site assistance must be documented in writing and the request must involve communication with the senior representative of the operating company e.g. Senior Engineer or Technical Manager.
- Requests made via Sales, Necta or Client must be complimented with all client details, a full service history and details of the Service/Technical Manager to be contacted.
- Once the request is justified, assistance will be given at the earliest opportunity that will be agreed mutually by Department Line Managers of both Companies.
- The vending operator must accompany all site visits at all times.
- On completion of the site visit a report will be drawn up which will show an overview of the problem initially encountered, actions carried out whilst on site, further recommendations and any outstanding issues which will be dealt with accordingly.
- Any outstanding parts required to rectify a problem will be left with the vending operator to order in the normal manner through of spares ordering procedures - the site visit report will be made available on request from the client.