

## Service & Maintenance



# Overview

Here at Space Service, we offer fast reliable repair, installation and maintenance services for operators of all types of catering equipment throughout the UK.

We can help keep your catering operation running smoothly with fully qualified and experienced catering engineers and a knowledgeable support team.







## Reactive Callouts

When your equipment breaks down, our goal is to minimise critical downtime and get you back up and running as quickly as possible. This is achieved through punctual attendance by our qualified engineers and a high first-time fix rate.

If a first-time fix is not possible (or exceeds pre-agreed spending), our service team can quickly take care of ordering all spare parts, which are delivered straight to the site or to the engineer for replacement as soon as possible once the work has been authorised.



## Equipment Installations

Replacement may be necessary if a piece of equipment is beyond economical repair or if there is a new requirement, perhaps caused by a menu or facility change. Utilising our extensive supply base, we can be your single point of contact for equipment purchasing, arranging qualified installation, equipment removal and even managing warranties. Just ask for a quote and once approved, we will organise the rest.

Similarly, if numerous pieces of equipment are needed on one or multiple sites, we can also arrange this for you - whether it's a multisite equipment rollout or a full kitchen installation.





## Planned Preventative Maintenance (PPM)

PPM is the routine maintenance of equipment aimed at ensuring its safety, cleanliness, optimal performance and alignment with current needs. This is often advisable to ensure you derive the maximum value from your asset investment in terms of performance and longevity. Catering facilities and their operations are unique, so we tailor each PPM programme to specific requirements. To do this, we conduct a comprehensive review during our first visit, providing advice on the equipment's condition and recommending inspection periods or other courses of action.

A PPM programme will be based on the listed equipment and quoted per attendance at the specified sites. Equipment is expected to have been kept clean and in good working order. If a deep clean and/or full overhaul is required, this will be quoted for you. We aim to replace worn or damaged parts within agreed spending limits. If parts required are outside these limits or need ordering, a return visit will be arranged separately.



Get in touch today to talk to us about your next project.

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