



A SERVICE TEAM  
YOU CAN **RELY** ON

## OUR MISSION

To be pro-active, not reactive. We measure our success by how little down time you have.

## SUPPORTING YOU 24/7

The worst feeling a frier can have is a full shop of customers and a range that stops responding the way you'd expect. We understand how important it is to get you back up and running, that's why we support you 24 hours a day, 7 days a week to keep you frying with as little disruption as possible. We strive to offer a 4 hour\* response time for total shutdown of your range to a next day call-out for a single failure.

## A WEALTH OF INDUSTRY EXPERIENCE

Each member of the team brings their own individual range of knowledge and experience from the catering industry.

Our expert team of Gas Safe registered and COMCAT4 qualified in-house service engineers are the best people to advise you when a problem arises, or when you simply need advice or a recommendation. With your best interests at heart, our Service Team are confident they can help you get the best use out of your equipment.

## THE FLORIGO SERVICE TEAM



**ANDREW**  
OPERATIONS MANAGER



**JAMES**  
SERVICE COORDINATOR



**MARK**  
ENGINEER



**MARTYN**  
ENGINEER



**GAVIN**  
ENGINEER



**BARRY**  
ENGINEER



**SIMON**  
ENGINEER

\*Subject to zone area - contact us for more information

“

From the first call to the last...  
Grant is an absolute legend....Such warm and genuine guy.. really love this guy!!!! Also Gavin... what a man...Thank you so much for your top.. top service!!!! #jollyfryer #florigo #therealdeal

Theo, Jolly Fryer

“

Had a full range failure today, called Florigo out and had an engineer on site with the correct part, repaired and up and running within 4 hours. Great service.

Rafael, Hillycroft Fisheries

“

This is our third Florigo since we took over the shop, Florigo have always been reliable, service has been brilliant and we find that the high efficiency range is great when keeping up with customer demands!

**Lauren, Kellaways**  
2019 Young Fish Frier Winner





## ALWAYS HERE TO **HELP**

Operating nationwide and with a 95% first fix rate, our service team offers customers a dedicated 24hr phone line as well as our engineers being available 24 hours a day, 7 days a week. In the event of a shutdown we will be with you within 4 to 8 hours depending on your location zone, so we can provide you with peace of mind knowing we are always available to help you get back up and running in times of need.

Our inhouse Service Team are your first point of contact in the unlikely event of a problem or if you're just after some advice. Most fixes can be done over the phone with our experienced team.

## WHAT GOES ON **BEHIND THE SCENES**

We use a technologically-advanced CRM system to keep up to date on every customer and make sure all communication is as accurate and efficient as it can be. By always implementing new innovations with technology, we aim to provide the best service possible at all times.

Every Florigo van is stocked with parts so we can aim to fix any issues there and then without any delay. Every Florigo van is tracked so that our inhouse Service Team can plan our engineers efficiently and ensure you are fully informed of when we will arrive on site. As we mentioned before, communication is key here at Florigo and our friendly team are always happy to have a chat and put your mind at ease, so don't hesitate in giving us a call.

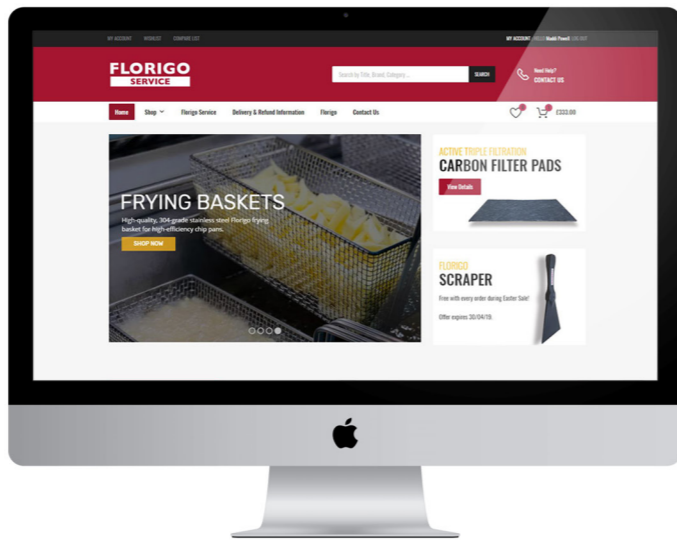
# FLORIGO SERVICE STORE

Our service store allows customers to buy additional equipment and parts at any time of the day. Products range from Filter Pads, Miroil Bags, Oil Monitors, Bold Equipment/ Accessories, Batter Troughs, Crumb Filters, Baskets, Scrapers, Hotbox Bulbs and more.

We often have sales, discounts and competitions running on the website so be sure to keep an eye on our social media for any upcoming announcements.

To access our Service Shop, search the link below.  
[www.florigoservice.co.uk](http://www.florigoservice.co.uk)

Alternatively, you can scan the below QR Code for quick access to all of our websites and social media.



## YOUR SERVICE CONTRACT WITH **NO HIDDEN FEES**

### **Annual Service**

Upon purchasing a Florigo frying range, your annual service cost will be broken down into monthly payments by direct debit. This provides you with the ease of budgeting over the year and enables us to provide next years service at this years price.

### **Benefits of a Florigo Service Package**

We offer two options of service contracts - Florigo Care or Florigo Total Care.

With our Care package you are simply paying for your annual range service, spread throughout the year in easy to manage monthly instalments. There are no hidden fees and you will receive extra benefits by choosing Florigo Care. With our Total Care package, you are paying for your annual range service along with four call outs. You will receive further benefits by choosing Florigo Total Care.

### **FLORIGO CARE**

Annual Service Cost Only

- 10% discount off parts\*
- Discount on Service cost
- Guaranteed response for range failure
- Reduced cost for labour on site
- Priority response to call outs
- First half hour free with every Call Out

### **FLORIGO TOTAL CARE**

Annual Service Cost & 4 Call Outs

- 20% discount off parts\*
- Discount on Service cost
- Guaranteed response for range failure
- Reduced cost for labour on site
- Priority response to call outs
- First half hour free with every Call Out, if 4 call outs exceeded
- Further reduction on cost for labour on site if exceeded the 4 callout/ 3 hour on site agreement

\*Please note this discount applies to parts fitted by a Florigo Engineer only and excludes consumables.



# THE DIFFERENCE IS **FLORIGO**

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