

Frequently Asked Questions

Q. Why should I switch to your services?

A. We pride ourselves on providing prompt, reliable and cost effective supply, install, repair and maintenance services to our clients. Our engineers are multi-skilled which means we are able to resolve more than one problem while on site saving you valuable time and money.

Our friendly and professional service guarantees you will feel valued as a customer. Plus being a family run business means that building lasting personal relationships with our clients is our primary focus.

Q. What payment methods are available?

A. We offer different payment options to suit from Cash or Cheque on completion, Debit/Credit Card payments, 30 day credit account (subject to status) plus where appropriate we may be able to offer leasing or payment plans for larger purchases.

Q. Do you offer bulk purchasing discounts?

A. Yes, we do offer discounts for bulk purchases. The discount is specific to each order and is automatically applied so please ask when obtaining a quotation what discount you have received.

Q. If I place an emergency call out, how soon will you attend?

A. We always aim to attend emergency break downs within 4-24hr depending on the nature of the emergency. You should be advised when you report the call an expected date and time of arrival.

Q. My machine needs a replacement part, how long will it take to obtain and repair?

A. We try where possible to keep as many original or universal parts in stock, however occasionally we do have to order in specifically. In most cases we are able to obtain parts on a next day delivery, meaning we would aim to repair your machine within 24-48 hours. You will however be advised at time of order if any further delays are expected.

Q. What happens if I have a problem outside of normal trading hours?

A. We understand that our customers don't work Monday to Friday 9am to 5pm so neither do we. We operate an out of hours service which automatically diverts when the office is closed so someone is always on hand to help.

Q. Do your charges include travel and time on site?

A. Yes, unlike many of our competitors our call out charge includes the first half an hour on site time. Plus we don't charge additional mileage on top of our call out. The price quoted is the price you will pay.

Q. What guarantees do you offer?

A. All new equipment is supplied with a minimum 1 year full parts and labour guarantee.

All repairs carry a 2 week labour guarantee

New parts are supplied with a 1 year manufacturer parts warranty.

Bartech - serving the hospitality sector



BARTECH

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Maintenance Contracts

Q. What is preventative maintenance?

A. Preventative maintenance is simply regular scheduled maintenance of equipment. Tasks vary by item type but generally include cleaning, operation inspections, component inspection and testing and reporting.

Q. Why should I bother with preventative maintenance?

A. When you make an investment in new equipment it is very likely that the equipment is critical to the success of your business. Just as you would maintain your car it makes good business sense to maintain your investments in the best condition possible to ensure optimum performance and reliability and to maximise the life expectancy.

Q. Why should I take out a contract when I can just call Bartech when the equipment breaks down?

A. Our maintenance contracts not only allows you the peace of mind that your equipment will be regularly serviced and you don't need to remember when the items were last maintained but also our experience has found that by regularly maintaining equipment the item is not only more efficient but the risk of costly breakdowns is significantly reduced. Again it is about protecting your valuable investments.

Q. Do I have to take out a contract for preventative maintenance?

A. No at Bartech we do offer "ad hoc" maintenance services, however these are more expensive and you would not be entitled to the other benefits offered with a contract. Do you really want to pay more for the same service and potentially not have the added benefits of free call outs, discounted parts, chemicals?

Q. What payment options are there for a maintenance contract?

A. We offer three flexible forms of payment options to suit every type of budget, these are either twelve equal monthly payments by standing order, or two equal payments on completion of the maintenance visits or full upfront payment at the beginning of the contract.

Q. How do I redeem my money off voucher and discounts?

A. When you wish to redeem your voucher, please quote the unique number from the bottom right at time of order and this will be deducted from the total value. The voucher will then be collected by the attending engineer or delivery person. Please note vouchers are only valid for 12 months from date of issue. Any applicable discounts will be automatically applied to any charges prior to invoicing.

Q. When will my maintenance visits happen?

A. Our visits will be pre-booked appointments made for the most convenient time for you and your business.

Q. I'm interested, what do I do now?

A. Call our helpful team on 01794 324876 who will arrange an appointment for one of our representatives to visit and take you through all three packages and help you decide which is the best option for you and your business.

Start saving money today by calling our helpful team to arrange a free, no obligation consultation on 01794 324876 or email sales@bar-tech.co.uk.



All of the Bartender packages will ensure you are compliant under new F-Gas Regulations.

f-gas
register

**"We have been with Bartech for a long time and find their service is very reliable. We recommend them to others."
John (Steward), Netley
Abbey Royal British Legion
Club**

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