



Green Clean Washing



The North's
#1 provider

Miele
PROFESSIONAL

Service & Maintenance Guide

24 Hour Service and Response

Whether you are having problems with your washing machine, tumble dryer, dishwasher or ironer, you can count on JTM service to fix it. Our team of highly trained engineers are here to help you get your machines up and running again.



We are committed to providing you with exceptional levels of service and support that includes:

- **24/7 service** so you can get help any time of the day or night
- **8 hour response time** so your machines are fixed and back up and running as quickly as possible
- **Lifetime service history** of your equipment which means we know any problems you have encountered
- **Uniformed JTM engineers** who all carry personal ID with them at all times
- **Paperless systems and satellite tracking** to reduce wastage and get to jobs by the quickest possible route
- **Free Telephone helpline** to trouble shoot issues or problems over the phone
- **Training** for our engineers to make sure they are up-to-date with the latest accreditations
- **Staff training & induction** for your employees so they know how to use the machines effectively
- **Water hardness checks** to make sure you are using the right detergents
- **Maintenance plans** with a range of options to give you the cover you need

Maintenance Plans

We have a dedicated maintenance support team to ensure you receive the best advice and service for your laundry equipment. And even if you didn't buy your washing machines from us, we can still provide you with a maintenance plan.

Our 24/7 maintenance cover ensures that you get the right cover to suit your needs and includes a range of services ranging from a simple Bronze service which covers break downs through to our Gold service which gives you complete peace of mind.

To join one of our plans or if you have some more questions about what would be the right maintenance plan for you, call **0800 652 5591** and we will be happy to help



	Bronze	Silver	Gold
Cover per machine			
Number of call outs	Up to 5 per year	Up to 10 per year	Unlimited
Telephone support	✓	✓	✓
Annual safety support	✓	✓	✓
Certificate of cover	✓	✓	✓
Full annual service		✓	✓
Temperature setting verification		✓	✓
15% Off all parts		✓	
All parts included			✓
7 Days a week call out			✓

Fully Trained Engineers

All our engineers are Gas Safe registered and fully trained in all aspects of commercial laundry, dishwashing and specialist cleaning applications.

Each engineer's van is equipped with a comprehensive stock of tools and spare parts to help make sure that the majority of problems are fixed first time.



And, all our vans have satellite tracking installed giving us real time locations of all our engineers. This means we can get in touch with the nearest engineer if there are any urgent breakdowns which are near their location.

Service Area

Our main area for service coverage, within the same day or next day service is



- Yorkshire & Humberside
- Northumberland
- Tyne and Wear
- Durham
- Cumbria
- Lancashire
- Cheshire

Spare Parts

Our engineers carry a good stock of spares, so it is likely that if a spare part is required they will be able to fix it on their first visit. However, this isn't always possible so we make sure that we carry a large stock of spares at the engineering base, so that the part can be sent over to you for the next day.

Call Out

If you are not on one of our maintenance plans, or if you didn't purchase your machines from us, we can still come out to fix your appliances, we just charge on a per call out basis as follows:

- **Labour is charged per 20 minutes**
- **The call out fee includes the first 20 mins**

This ensures that you only pay for the time that our engineer is there, making it cost effective.

For more information on charges call 0800 652 5591

For new customers the first call out and 20 mins labour is always free. You just need to quote **FREECALLOUT24** when you call to let us know about the breakdown or problem you are encountering.

If you feel that the call out will be a one off then, it makes sense to use on a call out basis. However, for many of our customers it is much more cost effective to join one of our maintenance plans, which cover call outs as well as servicing throughout the year.

Accreditations

We are committed to going the extra mile with our service and support and this is reflected in the accreditations we have gained to ensure that all the work we undertake is done by trained and qualified engineers.



Miele Professional Partnership

This recognises our commitment to Miele and demonstrates our close working relationship to provide the best possible service for you our customer.

Gas Safety



We are Gas Safety registered which means that all our engineers are trained to work with gas appliances in commercial laundry should it be required as part of our maintenance and repair service

ISO9001:2008



We were awarded ISO 9001 for our approach to providing a quality management system. This means that we have developed clear management systems and effective internal communication, as well as streamlined processes to reduce duplication in our working practices. This includes invoicing you electronically to reduce paper usage, and electronic storage of all of your equipment purchases etc so that we have a lifetime history of your account.

ISO14001:2004



We were awarded ISO 14001 for our commitment to our environmental management systems. This includes providing products which use low temperatures to wash. We give our engineers PDAs to cut down on paperwork and satellite tracking to plan service jobs effectively so we save on fuel and reduce CO2 emissions.

CHAS – Contractors Health and Safety Accreditation



This shows our commitment to health and safety and compliance with current legislation so that our working practices and those of our engineers are safe and sound.

SLEAT – The Society of Laundry Engineers & Allied Trades



This shows our commitment to our industry and our alliance with other partners who work within the laundry sector

Contact Us

If you have an appliance breakdown or experiencing problems such as wash quality, then call our 24 hour service hotline on 0800 652 5591. We will quickly assess the problem and let you know when you can expect an engineer to call.

We have a commitment to get to you within 8 hours, or sooner if one of our engineers is nearby and our engineers will endeavour to fix your problem first time, if they have the spares available.

Service and Maintenance Contacts



Service Manager Paul Carver

T: 0800 652 5596
M: 07904 060138
E: paul@jtmservice.com

Call Paul for any questions about your commercial appliances, to enquire about maintenance contracts or arrange in-house training.



Service Co-ordinator Lesley Hawksworth

T: 0800 652 5596
Direct: 0113 257 3360
E: Lesley@jtmservice.com

Call Lesley to book a service call, order spare parts or enquire about maintenance contracts.



Green Clean Washing

JTM Service Ltd
6 Milestone Court
Stanningley
Leeds
LS28 6HE

T: 0800 652 5692
E: info@jtmservice.com
w: www.jtmservice.co.uk

