


Our service plan ensures you enjoy great tasting coffee all day every day



At Roast & Ground, we want you to get the best value from your coffee machine investment. That's why we have a 40-point checklist to ensure your installation goes smoothly, which includes setting up your equipment in our warehouse before we come to install, then refining as necessary once it's in situ.

Our comprehensive service plan is there for on-going peace of mind. It ensures we look after your machine, keeping it in tip-top operating condition, so it produces the best quality drinks it can, and lasts for many years.

Our engineers are all experts in the machines we sell and can help you get the most from your particular model.

Your Roast & Ground Service Plan covers:

Maintenance

- Filter management and changes with options for normal and high usage
- Annual preventative maintenance visit
- Annual account review
- Opportunity for feedback in advance of the annual visit

Repairs

- Same day response for calls logged before 10am (London)
- Next day response for calls logged before 10am (outside London)
- Parts and labour for the coffee machine
Labour only on fridge repairs

Telemetry

- Personalised dashboard for drink, cleaning and other monitoring
- Remote access (with permission) for investigative and remedial work

Service Desk Support

- Phone, email and video support
- On-going cleaning support
- On-going machine use support

Drinks Quality Monitoring

- Espresso check on every visit with grinder adjustments

Training (on installation)

- Machine usage including best practice cleaning and machine maintenance routines on installation
- On-going training support as required

Drink Adjustments

- Drinks adjusted to personal taste
- Change of coffee (up to twice per year)
- Adjustments for new crockery or other changes
- On-going machine use support

Other ways we can support you

Cleaning and Sanitisation – from a daily clean and sanitisation service to monthly or quarterly deep cleans, we'll keep things running smoothly and hygienically so you can focus on what you do best.

Pressure Tests – usually performed annually on machines that have steam boilers, this includes most of our Rex-Royal fresh milk machines, unless they are Compact Foam.

Additional Services – drinks audits, regular espresso checks, guest coffees and more.

Next Day Delivery – order your coffee, granular milk, cleaning materials, tea, biscuits and more by 2pm and we'll deliver next day.

Service Desk – we're always on hand to help with advice, guidance, and more via phone, email, and videos calls.