



## **Cold Beverage Dispenser EZ CARE 1.1 and EZ CARE 2.0 DRINK QUALITY PROGRAM**



**EZ CARE 1.1**



**EZ CARE 2.0**

**The DQP Handbook is for the exclusive use of Nestlé Professional staff, distributors, service partners and beverage dispenser operators.**

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# WARNINGS



**DANGER**  
Electric shock



**DANGER**  
Moving parts



Use gloves for handling chemicals



Wash hands before performing these operations.



Always switch OFF the machine before cleaning.



Use non-abrasive materials for cleaning of machine parts.



Follow the cleaning, disinfection and maintenance schedule in this user manual. When in doubt, always consult this manual.

- **CAUTION:** Risk of fire and electric shock
- Replace only with manufacturer's original cord set.
- Disconnect from power supply before servicing
- To reduce the risk of electric shock, do not remove or open cover; no user-serviceable parts inside. Refer servicing to qualified personnel.

## CAUTION:

To ensure quality and safety, use only Nestlé Professional products and potable drinking water. This machine must remain closed during operation. Do not place the machine in direct sunlight or near a source of heat or under rain.

## DISCLAIMER:

This machine should not be serviced by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. Children under 8 years old must be supervised when using the machine. Children must not play with the machine. Children under 8 years old must not carry out cleaning and maintenance procedures. This machine is intended for indoor use, in food service applications such as:

- small shops, convenience stores and kiosks
- bars and restaurants
- staff kitchen areas in shops, offices and other working environments
- hotels and motels

## SPECIFICATIONS: 230 V, 50/60 Hz

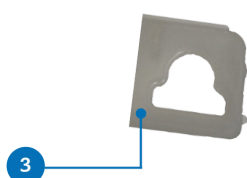
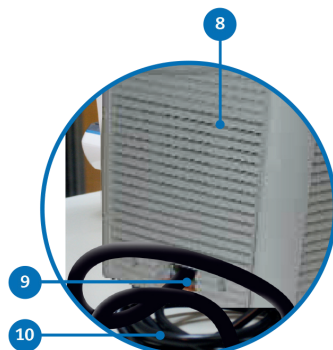
**Mini Duo:** Height: 71 cm  
Width: 32 cm  
Depth: 46 cm

Weight (Net): 28 kg  
Weight (Gross): 32 kg  
Power Consumption: 230 W (~P20/day)

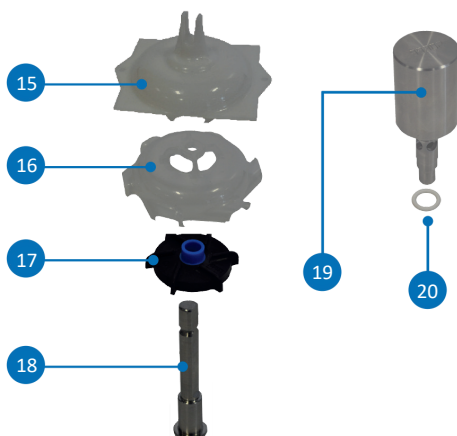
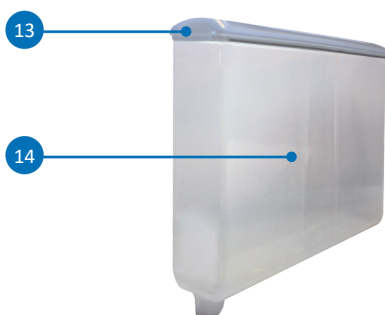
**Double Bowl:** Height: 71 cm  
Width: 60 cm  
Depth: 46 cm

Weight (Net): 50 kg  
Weight (Gross): 55 kg  
Power Consumption: 395 W (~P30/day)

# BASIC PARTS OF THE MACHINE - EZ CARE 1.1



## Detailed view (bowls and parts)





# BASIC PARTS OF THE MACHINE - EZ CARE 2.0



1. Front & back panel (transparent with decals)
2. Right side panel
3. Condenser tray
4. Dispense lever
5. Main power switch
6. Drip tray and grid
7. Rear plate cover
8. Electrical cord

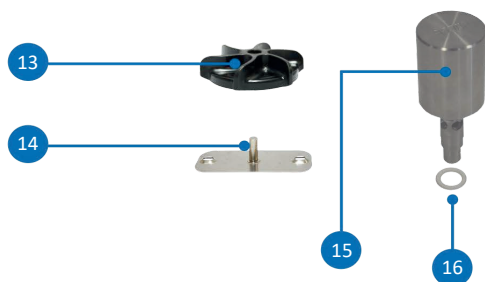


9. Cooling/evaporator surfaces
10. Filter

## Detailed view (bowls and parts)



11. Bowl cover
12. Bowl



13. Impeller
14. Plate, open impeller weldment
15. Dispense valve
16. Valve O-ring

# MACHINE DISASSEMBLY



TURN OFF THE MACHINE BEFORE PERFORMING DAILY CLEANING.  
DRAIN THE BOWL(S) AND DISCARD REMAINING PRODUCTS.



WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE  
HANDLING THE MACHINE AND THE PRODUCTS.  
USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

## EZ CARE 1.1

Manual cleaning process  
must be done daily  
(every 24 hours)

## EZ CARE 2.0



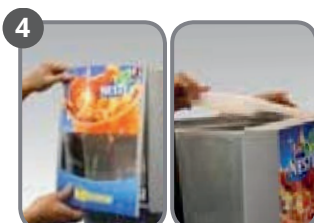
1. Turn the machine OFF.



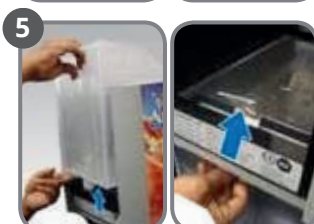
2. Drain the bowl(s) and  
discard remaining  
products.



3. Remove the drip tray by  
gently pulling it outward.



4. Remove the front and back  
panel(s) and bowl cover(s).



5. Remove bowl(s) and  
dispense lever(s).



6. Unlatch and remove the  
condenser tray.



7. (FOR EZ CARE 1.1 ONLY)  
Remove condensation  
channel cover: lift up (a)  
then remove (b).



# CLEANING AND PRODUCT PREPARATION TOOL KIT



TURN OFF THE MACHINE BEFORE PERFORMING DAILY CLEANING.



WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE HANDLING THE MACHINE AND THE PRODUCTS. USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

## RECOMMENDED CLEANING MATERIALS/TOOLS



## RECOMMENDED PRODUCT PREPARATION KIT



## CLEANING AND SANITIZING SCHEDULE

**NOTE:** All cleaning and disinfection activities should be done DAILY.

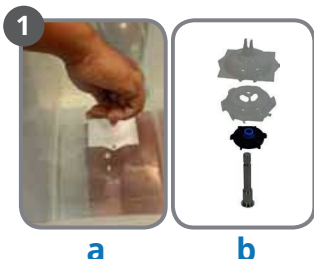
### DAILY

CLEANING		DISINFECTION
EXTERNAL PARTS	INTERNAL PARTS	EXTERNAL & INTERNAL PARTS
<ul style="list-style-type: none"> <li>Drip tray and grid</li> <li>Front and Back Panels</li> <li>Cabinet and Table</li> </ul>	<ul style="list-style-type: none"> <li>Impeller, Plate, Dispense Valve, O-ring</li> <li>Condenser Tray</li> <li>Dispense Lever</li> </ul>	<ul style="list-style-type: none"> <li>Drip tray and grid</li> <li>Bowl &amp; Lid</li> <li>Impeller, Plate, Dispense Valve, O-ring</li> <li>Condenser tray</li> <li>Dispense Lever</li> </ul>

# DAILY CLEANING PROCEDURE

Manual cleaning process: This is carried out every 24 hours or every end of day operations.  
Refer to cleaning materials as described in Page 5.

## EZ CARE 1.1



1. Remove pump assembly (a) and dismantle (b).



2. Lift out the dispense valve (a) and remove the O-ring (b).



3. Use foam and liquid soap to wash bowl and drip pan.



- 4a. Wash the condenser tray using a tube brush.



- 4b. (FOR EZ CARE 1.1) Wash the impeller, inner pump cover, outer pump cover, and axle pump.  
(FOR EZ CARE 2.0) Wash the impeller and plate using the tube brush.



- 4c. Wash the dispenser valve using liquid soap and tube brush.

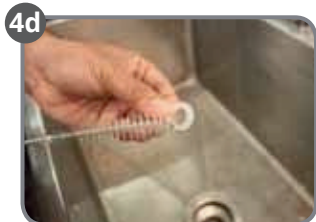
## EZ CARE 2.0





# DAILY CLEANING PROCEDURE

## EZ CARE 1.1



**4d.** Wash the o-ring using liquid soap and tube brush.



**4e.** (FOR EZ CARE 1.1)  
Wash the dispenser lever and condensation channel cover using foam and liquid soap.

(FOR EZ CARE 2.0)  
Wash the dispenser lever using foam and liquid soap.



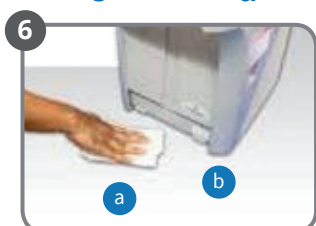
**a**

**b**



**c**

**d**



**a**

**b**



**7.** (FOR EZ CARE 1.1)  
Remove condenser filter from the back and clean.

(FOR EZ CARE 2.0)  
Remove condenser filter at the bottom and clean.

Re-install the condenser filter after cleaning.

## EZ CARE 2.0



**a**

**b**



**c**

**d**



**a**

**b**





# DAILY SANITIZING PROCEDURE



**Ensure parts are cleaned and free from residues before sanitizing.**

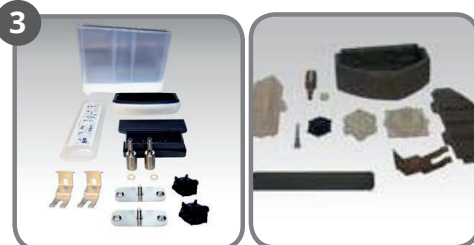


1. Prepare 200 ppm sanitizing solution for food-contact surface sanitization as per manufacturer's instruction.

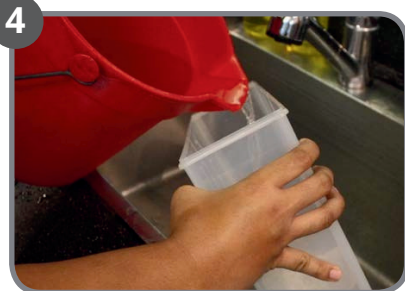
*(e.g. for chlorine-based sanitizer add:  
2 teaspoon sanitizer (equivalent to 2 cap full)  
+ 4 liters of water to make 200 ppm solution)*



2. Submerge all small parts for 1-2 minutes in prepared sanitizing solution.



3. Place all parts in a clean tray and air dry.



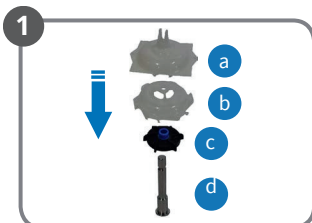
4. Pour used sanitizer into the bowl.  
(alternatively, used sanitizer can be transferred into sprayer bottle and sprayed onto the bowl surface.)



5. Rinse the bowl(s) with warm water and air dry.

# MACHINE REASSEMBLY

## EZ CARE 1.1



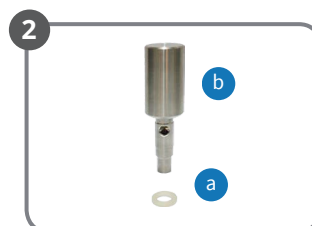
### 1. (For EZ CARE 1.1)

Assemble (a) outer pump cover, (b) inner pump cover, (c) impeller, (d) axle pump.

### (For EZ CARE 2.0)

Assemble (a) impeller into (b) plate, open impeller weldment.

**For both machines**, fix the pump in position using the locator pins at the bottom of the bowl.



2. Insert the o-ring (a) into the valve (b) and then place it in the bowl.



3. Install condenser tray and lock in place.

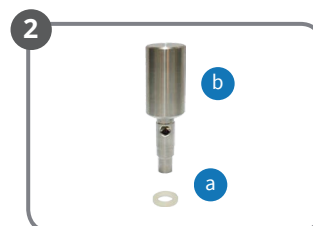
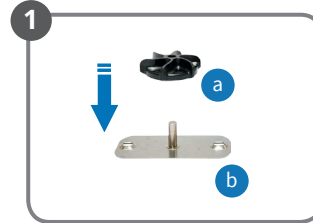


4. Fix the dispenser lever in place.



5. Place the bowls into the machine

## EZ CARE 2.0

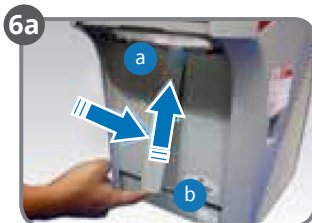


# MACHINE REASSEMBLY

## EZ CARE 1.1



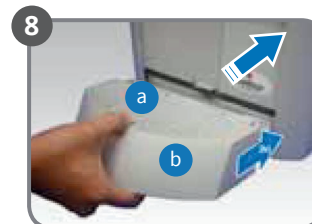
6. Push the valve into place.



6a. (FOR EZ CARE 1.1)  
Place the condensation channel cover (a) into the top and allow to drop into position (b).

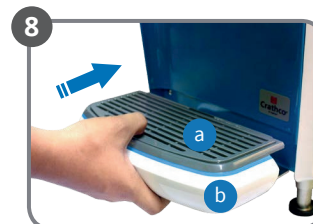


7. Reinstall the bowl cover and front and back panels.



8. Reassemble the grid (a) on the drip tray and place it back (b) onto the machine.

## EZ CARE 2.0



# PRODUCT PREPARATION



Follow the standard product preparation of Nestlé Professional dispenser packs.



1. Mixing tools: measuring pitcher and ladle



2. To guarantee the safety and quality of the beverage, it is essential to use only reliable sources of purified or potable water with available certificate of analysis.



Use potable\* water and ice.

\*refers to water and ice that are safe and suitable for drinking, conforming to the quality and safety standards established by local regulations, specifically the Philippine National Standards (PNS) for Drinking Water.

# PRODUCT PREPARATION



3. Pour 7L of water into each bowl. Switch power on and let cool for 30 minutes.



4. Prepare beverage concentrate by mixing powder with 1L water, use ladle until completely dissolved. Follow recommended dilution per product label.



5. Pour the concentrate into the dispenser and securely attach the bowl cover. The product will be ready to serve in 45 to 60 minutes.



Always maintain a minimum fill level of 3 liters for the 18L bowl or 1.5 liters for the 9L bowl to prevent foaming that may occur at low levels.

# DISPENSING A DRINK



1. Fill the glass with the required amount of potable ice cubes, as necessary.



Use potable\* water and ice.

\*refers to water and ice that are safe and suitable for drinking, conforming to the quality and safety standards established by local regulations, specifically the Philippine National Standards (PNS) for Drinking Water.



2. To dispense a drink, press the appropriate dispense lever with your glass until the desired volume has been achieved.

# BEVERAGE QUALITY REMINDERS

## Six Control Points to Ensure Beverage Quality Table top Cold Machines

### Water & Ice



#### USE SAFE AND POTABLE WATER & ICE.

- Certificate of Analysis (COA) is available with recent results for micro and chemical tests as required by Philippine National Standards for Drinking Water
- Water and ice are stored in clean & closed containers and are not placed directly on the floor
- Submersible pump is clean
- Water container is sealed and protected from contaminants

### Powder & Product



#### USE NESTLÉ PROFESSIONAL PRODUCTS & INGREDIENTS.

- Store open packs in an airtight container to prevent contamination.
- No hardening, abnormal odors, no foreign materials
- Intact packaging, no pest bites.
- Products are not expired

### Temperature



#### MACHINE SHOULD BE WORKING PROPERLY.

- Refer to the troubleshooting guide included in this handbook.
- If troubleshooting fails, call the NP hotline for service.

### Product Mix & Bowl Life



#### PREPARE ONLY WHAT IS NEEDED.

- Consume prepared beverages immediately
- Do not serve any leftover beverage that has been exposed to possible contamination.

### Product Preparation



#### USE CLEAN TOOLS WHEN PREPARING BEVERAGE.

- Follow the correct water to powder dilution to ensure end cup quality.
- Do not use wooden spoons and hard to clean tools.

### Cleaning



#### CLEAN INTERIOR AND EXTERIOR OF MACHINE DAILY.

- Clean and sanitize machine parts DAILY
- Refer to the cleaning and sanitizing guide for detailed step-by-step procedures on effective cleaning.
- Machine is fully covered during pest control activities.

#### NOTE:

SOPs for Personnel Hygiene, Cleaning and Sanitizing, Pest and Waste Management should be in place.



# FOOD SAFETY REMINDERS

## ALLERGENS

Some products may contain allergens (substances that trigger allergic reactions); please check the allergen declaration on the product packaging.

## WATER AND ICE QUALITY

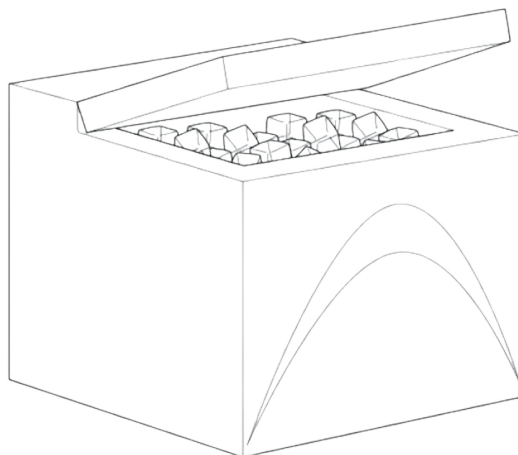


### Use potable\* water and ice.

\*refers to water and ice that are safe and suitable for drinking, conforming to the quality and safety standards established by local regulations, specifically the Philippine National Standards (PNS) for Drinking Water.


### Water and Ice Safety Guidelines

- **Source Verification:** Ensure that only potable water and ice from a certified and reliable source are used. Always verify the availability of a certificate of analysis. Refrain from refilling water gallons.
- **Daily Cleaning Protocol:** Clean and disinfect the ice box or chest daily to prevent cross-contamination. Additionally, ensure that hands are thoroughly clean before refilling the ice box or chest.
- **Ice Scooper Management:** Do not leave the ice scooper inside the ice box or chest. Instead, store it in a clean and separate container to maintain hygiene.





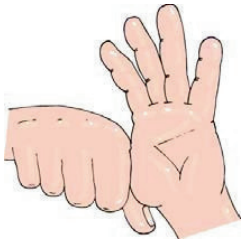

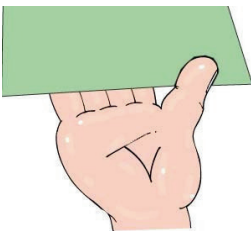



# PERSONAL HYGIENE

## When to Wash Your Hands

 <p>Wash your hands before starting work at a machine and after visiting the toilet.</p>	 <p>Wash your hands after touching your hair, eating, coughing, sneezing, blowing your nose, handling waste food, refuse or even plants/flowers.</p>	 <p>Wash your hands after handling cleaning chemicals or equipment.</p>
 <p>Wash your hands after putting on a waterproof dressing or dealing with an ill person.</p>	 <p>If no handwashing facilities are available close to the machine use handwipes or other suitable cleaners.</p>	 <p>You should use disposable plastic gloves which should only be used once to protect your hands but remember they must be changed whenever you would otherwise wash your hands - e.g. after handling rubbish or cleaning chemicals.</p>

## How to Wash Your Hands

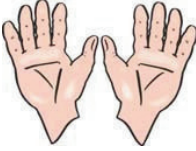


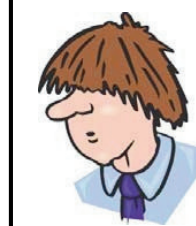
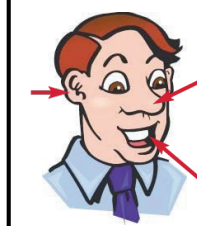
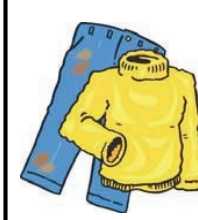
<p>1.</p>  <p>Wet hands thoroughly.</p>	<p>2.</p>  <p>Use soap.</p>	<p>3.</p>  <p>Rub palms together.</p>	<p>4.</p>  <p>Rub the fingers.</p>
<p>5.</p>  <p>Rub the thumbs.</p>	<p>6.</p>  <p>Rinse hands thoroughly.</p>	<p>7.</p>  <p>Use paper towel for drying.</p>	<p>8.</p>  <p>Turn off the tap using the paper towel.</p>

*The essentials of Hygiene "A Guide For Vending" by Richard A. Sprenger*

# PERSONAL HYGIENE

## Personal Hygiene

Food poisoning bacteria can be found:

					
on the hands especially if you have skin problems.	in cuts, boils, sores, and spots.	in the intestine.	in the hair.	ears, nose, and mouth.	clothes and uniforms.



**Remember:** You are very likely to carry food poisoning germs and spread them to food if you are ill.

You must advise your supervisor before you start handling food if you:


















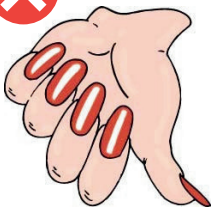


- feel ill, especially if you have sickness or diarrhea, a bad cold, sore throat, or discharge from the nose or ears.
- have food poisoning, cuts, septic spots, boils, or other skin infections.
- contact with someone with food poisoning or sickness and/or diarrhea.



**Important:** In some cases you will need medical clearance before handling food. Check with your supervisor.



## Personal Hygiene Essentials









 	 	 	 	 
Keep yourself and your uniform clean. Remember to wear strong sensible shoes.	Wash your hands thoroughly.	Keep your nails clean and short. Don't bite them. Don't lick your fingers or spit.	Cover cuts with a waterproof dressing. A blue one if available.	Keep your hair clean and tidy. Don't scratch your head.
 	 	 	 	 
Don't smoke or eat when you're working with food.	Don't cough, sneeze, or touch your mouth whilst working with food.	Don't wear earrings, hairgrips, rings, bracelets, or wristwatches.	No nail varnish or false nails.	Don't wear strong aftershave or perfume.

*The essentials of Hygiene "A Guide For Vending" by Richard A. Sprenger*

# SAFETY AND SANITATION


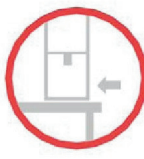

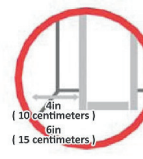
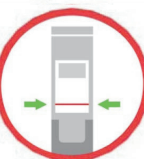



## PRODUCT HANDLING



 <p>Check product expiry date on the label.</p>	 <p>Follow recommended product preparation and dilution procedure.</p>	 <p>ALLERGENS: Check product label for allergen declaration.</p>	 <p>Always seal packs to avoid contamination and product hardening.</p>
 <p>Serve and consume beverages immediately. Harmful germs grow fast between 5°C and 63°C.</p>	 <p>Use ice prepared from potable water or purchased from reliable source. Ensure that ice is stored in a clean container.</p>	 <p>Use only reliable, purified or potable water source as per regulations.</p>	 <p>When performing pest control, cover dispenser. Do not spray insecticides on food-contact surfaces, i.e. dispenser, preparation area, etc.</p>

## DISPENSER HANDLING



 <p>Place dispenser on a stable counter to support its weight.</p>	 <p>Ensure a sturdy table is used, and machine is firmly secured in place.</p>	 <p>Position the machine away from any heat emitting objects, ie. ovens, grills, etc.</p>	 <p>Allow 4 to 6 inches space at the side and back for proper ventilation.</p>
 <p>Always observe minimum fill level for all bowls when using the dispenser.</p>	 <p>Ensure availability of proper washing area for maintenance of the machine (i.e. daily cleaning and sanitization, refer to page 6-8), and preventive maintenance by Nestlé Operator.</p>	 <p>Do not use extension cord.</p>	 <p>Report broken parts immediately, and if not functioning properly despite troubleshooting.</p>

## OUTLET HYGIENE TIPS

 <p>Keep food preparation area, utensils, equipments, and surroundings clean.</p>	 <p>Trash bins are covered and trash are segregated and disposed regularly.</p>	 <p>Use food grade liquid soap to clean the machine contact parts.</p>	 <p>Perform cleaning task each turn or as necessary as possible to remove dirt, product spills or foods on floor and walls near machine to prevent insect infestation</p>
 <p>Monitor if your cleaning and pest control programs are in place. Document your activities.</p>	 <p>Cups must be clean and dry, free of odors caused by chemicals.</p>	 <p>Ensure compliance to laws and regulation involving food safety (e.g. sanitary permit, health certificates of personnel).</p>	 <p>Maintain pest-free surroundings. Refer to page 17 and 18 for guide on Pest Management and Control.</p>



# PEST MANAGEMENT & CONTROL

## COCKROACH GLUE TRAP GUIDE

### Pest Prevention

Install a cockroach trap to effectively monitor infestation levels in the environment. Document all sightings and pest activity.

Outside view of trap



Inside view of trap



*The glue trap must not be placed inside machine.*



Position the trap beneath the machine, aligning it with the back side, and ensure it is placed in close proximity to the machine.

### Pest Evaluation

Monitor pest activity and log the daily count from the trap. Replace the cockroach trap monthly or when it is full. Promptly report any issues to the pest control service provider for immediate action.

*Summary of levels of infestation and actions to take:*

Infestation Level	Number of <i>Blatella germanica</i> adhered to the trap	Number of <i>Periplaneta spp.</i> adhered to the trap	Action
Zero	0	0	Keep monitoring
Low	1-5	1-2	Perform machine cleaning Perform environmental cleaning. Keep monitoring.
Medium	6-10	3-5	Stop machine operation . Pest control activity needs to be performed on top of machine & environment cleaning.
High	11-20	6-10	Stop machine operation and advise for machine service. Pest control activity in area needs to be performed. Machine can be reinstalled after evaluation.

**NOTE:** Fully cover the machine during pest control activities (chemical application, etc. ). Ensure NO entry points for pest.

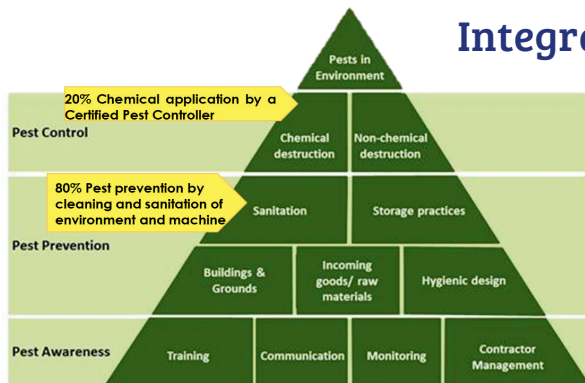
### Additional Reminders

- ✓ Maintain a contract with a pest control company to routinely perform monitoring and pest control activities.
- ✓ Cover beverage dispenser when not in use and when performing pest control activities to prevent pest entry.
- ✓ Check machine for signs of pests prior to operation.
- ✓ Do not leave food residues or food waste and drinks on the counter.
- ✓ Perform daily cleaning of equipment such as meat slicers, meat grinders, cold cutters and other equipment.
- ✓ Do not allow empty containers, cardboard boxes and disposable materials to remain within the establishment.
- ✓ Keep all food containers closed.
- ✓ Use trash bins with lids and ensure they do not overflow.



# PEST MANAGEMENT & CONTROL

**NOTE:** Pest Management & Control is the responsibility of the outlet.



## Integrated Pest Management or IPM

is a recommended practice to ensure the quality and safety of food and beverage products in food business operations.

**IPM pyramid** is a graphical representation of related activities which when implemented and when fully mastered, should lead to a predominantly pest-free environment.

### 4D's of Pest Control

1. DENY Entry
2. DO NOT Feed
3. DO NOT Shelter
4. DESTROY

### Pests can cause:

- contamination of food & beverages
- harm to customer
- loss of customer
- damage to outlet



Rodents



Flies



Ants



Cockroaches

- ✓ Seal entry points and hiding places like cracks and crevices, drains, pipes, windows, idle equipment, boxes, cardboards, and papers.
- ✓ Do not leave exposed food and water sources to feed on like food residues, crumbs, spills, trash, organic wastes, unclean equipment and dirty utensils.

## Machine Suitable Location

- ✓ Proper space should be allocated about ~4in to 6in from other equipment and walls for easy access during cleaning.
- ✓ Beverage dispenser should be away from any hot frying plate, oven, other beverage dispensers and any other equipment that may generate heat.
- ✓ Machine should be kept away from trash storage areas, food wastes, containers and toilets.
- ✓ Maintain the cleanliness of surrounding area including platform where machine is placed.

## Beverage Dispenser Best Practices

- ✓ Turn-off beverage dispenser after closing of business hours.
- ✓ Follow prescribed cleaning procedures and frequency.
- ✓ Maintain the beverage dispenser machine clean inside and out, including the drip tray, free from beverage residues.
- ✓ After closing, remove, clean and store the drip tray away from the beverage dispenser.
- ✓ Monitor pest activity using cockroach glue traps under the machine and nearby areas, replacing them monthly or when full. Report to pest control provider if more than 10 insects were trap. Do not place traps inside the machine.

# TROUBLESHOOTING GUIDE

PROBLEMS	POSSIBLE CAUSE	ACTIONS
<b>LEAKAGES</b>	<ol style="list-style-type: none"> <li>1. Defective o-ring</li> <li>2. Damaged bowl</li> <li>3. Drip tray overflowing</li> <li>4. Valve not in place</li> <li>5. Condenser tray not in place</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace o-ring. Call for service</li> <li>2. Replace bowl if cracked</li> <li>3. Empty drip tray</li> <li>4. Realign valve (push and twist to seal)</li> <li>5. Fix in correct position</li> </ol>
<b>NO MIXING</b>	<ol style="list-style-type: none"> <li>1. Impeller and/or plate weldment worn</li> <li>2. Incorrect pump position</li> <li>3. Incorrect pump assembly</li> <li>4. Incorrect adjustment of Pump motor magnet</li> </ol>	<ol style="list-style-type: none"> <li>1. Call the hotline</li> <li>2. Realign the pump assembly well</li> <li>3. Carefully reassemble Impeller</li> <li>4. Call the hotline</li> </ol>
<b>NO REFRIGERATION</b>	<ol style="list-style-type: none"> <li>1. No power</li> <li>2. With power but no refrigeration</li> </ol>	<ol style="list-style-type: none"> <li>1. Check machine if plugged in, power cord securely fitted, and machine is turned on.</li> <li>2. Call for service</li> </ol>
<b>POOR REFRIGERATION</b>	<ol style="list-style-type: none"> <li>1. Dirty condenser filter</li> <li>2. Dirty condenser pins</li> <li>3. No product mixing</li> <li>4. Bad evaporation</li> <li>5. If refrigeration is still poor</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean condenser filter</li> <li>2. Clean condenser, or call for service technician</li> <li>3. See above (actions for no refrigeration)</li> <li>4. Ensure evaporator and bowl surfaces are smooth and clean</li> <li>5. Call the hotline</li> </ol>
<b>NOISY MACHINE</b>	<ol style="list-style-type: none"> <li>1. Incorrect Pump position</li> <li>2. Bowl or Pump installed when machine switched "ON"</li> <li>3. Faulty pump motor bearing OR chattering impeller</li> <li>4. Incorrect adjustment of pump motor magnet</li> <li>5. Machine is still noisy</li> </ol>	<ol style="list-style-type: none"> <li>1. Realign the pump assembly</li> <li>2. Turn machine "OFF" and reinstall parts</li> <li>3. Ensure correct drive magnet height or call for service</li> <li>4. Call the hotline</li> <li>5. Call the hotline</li> </ol>
<b>TOO MUCH FOAM IN PRODUCT</b>	<ol style="list-style-type: none"> <li>1. Product mix below minimum level</li> </ol>	<ol style="list-style-type: none"> <li>1. Do not allow product volume to fall below minimum level               <ol style="list-style-type: none"> <li>a. 1 - 1/2L for 9L bowl</li> <li>b. 3L for 18L bowl</li> </ol> </li> </ol>

## NOTES

[illegible]

# SERVICare TECHNICAL SERVICES PROGRAM



**SERVICare**  
HOTLINE NUMBERS

**MONDAY TO FRIDAY**  
8:00AM TO 7:00PM

**SATURDAY-SUNDAY/HOLIDAYS**  
8:00AM TO 5:00PM



**+632-8898-0061**



**nphotline@ph.nestle.com**

**FOR ADDITIONAL CONTACT DETAILS, REFER TO MACHINE STICKER**

Partnering with Nestlé Professional beverage solutions does not only include quality beverages, but a full program of leading edge dispensing systems, reliable technical services, and superior customer service. We call this **SERVICare**.

<p><b><u>Branded Machines</u></b></p> 	<ul style="list-style-type: none"><li>• Free-on-loan leading edge beverage systems.</li><li>• First installation includes comprehensive training via our Drink Quality Program.</li><li>• Attractive brands of Nestlé</li></ul>
<p><b><u>Preventive Maintenance</u></b></p> 	<ul style="list-style-type: none"><li>• Free periodic maintenance check of machines</li><li>• Free replacement of parts due to normal wear and tear</li><li>• Recalibration of machine to ensure in-cup quality</li><li>• Refresher training for operations staff</li></ul>
<p><b><u>Service Hotline</u></b></p> 	<ul style="list-style-type: none"><li>• On the phone access via dedicated hotline</li><li>• A team of professional customer service agents</li><li>• Troubleshooting and resolution during the call</li><li>• Immediate dispatch of technician for issues that cannot be resolved over the phone</li></ul>
<p><b><u>Repair Service</u></b></p> 	<ul style="list-style-type: none"><li>• Skilled technicians deployed nationwide</li><li>• Ready to quickly proceed for on-site repair service</li><li>• No cost to operator on parts and labor<sup>1</sup></li><li>• Quick replacement unit for broken machines</li></ul>

<sup>1</sup> Excludes repair due to negligence (loss or damage)

# TRADE ASSET LOAN AGREEMENT

***The dispensers are the property of Nestlé Philippines, Inc.***

## **Operator Agrees:**

- To purchase required minimum monthly purchase value direct from Nestlé Professional and/or from authorized NP distributor covering the area.
- To use equipment exclusively to prepare and serve recommended Nestlé Professional Products.
- To follow the daily cleaning, sanitizing, product preparation, maintenance and other procedures prescribed by Nestlé to ensure only safe and quality beverages are dispensed at all times.
- To comply with all Health, Sanitation, and Safety laws by the government and local authority regarding use of the equipment. Nestlé is not liable for costs, expenses arising from any act of negligence or omission by the operator.
- To allow Nestlé representative and/or authorized 3rd party service and QA providers to inspect and service the equipment on site at all times.
- To shoulder loss of the equipment, cost of repair services, parts, and other expenses incurred by Nestlé due to loss and/or willful damage to the equipment.
- Not to sell, dispose, mortgage or lend the equipment in favor of a third party. In the event such action is committed, Nestlé shall initiate immediate legal action.
- In the event that operator fails to comply with any of the terms and conditions agreed upon on the Trade Asset Loan Agreement (TALA), Nestlé reserves the right to terminate the agreement and repossess the equipment in site.



Content:  
Drink Quality Program  
Video Tutorials  
Nestlé Professional Call Center



**NESTLÉ PHILIPPINES, INC.**

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