



RHIMA CARE

Protect your Assets

Extend the life of your washer by servicing your equipment regularly with RHIMA CARE. Just like a car, regular servicing is critical for longevity and performance. Preventative maintenance and safety inspection are additional safeguards to maintain reliability.

MINIMISE UNPLANNED STOPPAGES AND COSTS TO YOUR BUSINESS. CONTACT US TODAY.

Why Rhima service & FAQ's

- Fast response through our central customer service booking line
- Fleet of fully equipped service vehicles to ensure fast breakdown resolution
- Factory trained, experienced technicians that know your Rhima washer
- Preventative maintenance agreements tailored to your specific needs
- Generous discounts on parts and labour
- Prolong the life of your appliance reducing total cost of ownership
- Ensure your washer meets current health department hygiene and HACCP guidelines, protecting your customers and your business
- Minimise unplanned stoppages and subsequent costs to your business
- All Rhima technicians are fully insured

Preventative Maintenance & HACCP Compliance Agreement

PM/HACCP AGREEMENT BENEFITS

Agreement Term	1 – 5 years
Labour Discount	First 2 hours (no charge) *1
Spare Parts Discount	10%*2
Priority Service	Included
24 x 7 Phone Support	Included
24 x 7 Site Attendance	Included*3

*1 First two hours of labour on breakdown repairs. Applicable Call-Out fee applies.

*2 Applies to Rhima spare parts only, third-party spare parts are excluded.

*3 Applicable out of hours Call-Out fees and Rates apply.

Q DOES MY MACHINE NEED REGULAR SERVICE AND MAINTENANCE?

A Yes, even your Rhima dishwasher needs maintenance. You can extend the useful life of your machine by using quality original spare parts and by having the equipment regularly serviced. Preventative maintenance and safety inspection service are additional safeguards to maintain the highest level of reliability.

Q IS MAINTENANCE AND SERVICING COVERED UNDER THE APPLIANCE WARRANTY?

A No, just like a car, regular servicing is critical for longevity, reliability, and performance whereas the warranty will cover your appliance for defects in materials or workmanship. For further information on warranty terms and conditions please visit www.rhima.com.au.

Q MY WASHER IS 6 YEARS OLD. CAN I TAKE OUT A RHIMA PREVENTATIVE MAINTENANCE AGREEMENT?

A Yes, Rhima welcomes the opportunity to take care of your washer servicing needs and we have the technical expertise to bring your machine back to 'like new' performance, extending its useful life.

Who are we

Rhima has been established for over 30 years, and provides washing equipment to the hospitality, industrial and medical sectors in Australia, New Zealand and SE Asia, as well as providing professional after sales service and maintenance care. Our clients include businesses from small cafes and

restaurants, to wineries, hospitals, aged care facilities and multi-national organisations.

Our highly trained, qualified service technicians provide not only breakdown repairs, but also installation, commissioning preventative maintenance and compliance auditing services.

Innovative designed detergents

For maximum washing performance use Rhima's specially formulated detergents and rinse additives. These high-quality, concentrated chemicals are designed to ensure your Rhima washer gives consistently superior washing results in all situations.

We have detergents that are suitable for all industries and applications, from cafés and restaurants,

to hospitals and aged-care facilities, through to heavy-duty industrial washing applications.

Our highly trained technicians can set up the ideal chemical dosage for your specific requirements.



AU detergents – Mediwash (5L bottle), Final Rinse (5L bottle), Superwash (5L bottle) & Superwash (10L drum).



NZ detergents – Mediwash 2.0 (5L bottle), Final Rinse 2.0 (5L bottle) & Superwash 2.0 (5L bottle).



SG detergents – Rhima Wash (5L bottle), Rhima Rinse (5L bottle), Rhima Wash (20L bottle) & Rhima Rinse (20L bottle)



Quality
ISO 9001

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