



FieldService
SOLUTIONS

The Coffee Machine Experts

Providing a full range of specialist
aftercare services for coffee machine
users throughout the UK.

Keeping the nation's coffee flowing

At Field Service Solutions, we understand the key role that well maintained, smooth-running coffee machines play in your business, and we're here to help make sure they stay that way.

We're the UK's leading field service and aftercare specialist for coffee equipment covering all brands and machine types – everything from traditional and bean-to-cup machines to water boilers, grinders and on-the-go coffee stations.

We're fast, efficient and effective, with best-in-class speed of response and first-time fix rates to keep the nation's coffee flowing – cup after delicious cup.

Our solutions include:



Installing
new machines



Planned and
emergency repairs



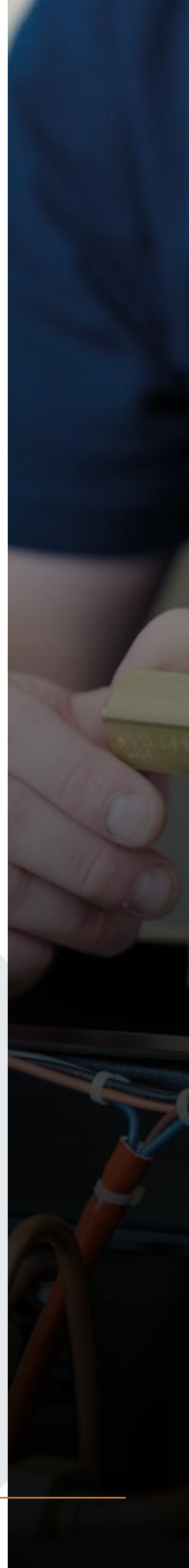
Planned
maintenance and
regular servicing



Refurbishing
existing equipment



PSSR
inspections



Supporting our customers

Your customers expect great quality coffee, and you rely on your coffee machine to deliver it. It's precision equipment that needs to be working at its best – and if it isn't operating correctly, you need to get it remedied fast.

From regular routine maintenance to emergency repairs, our Field Service Solutions team has the expertise to keep your equipment up and running – minimising downtime and protecting your revenue.

No matter where you're located or what type of equipment you operate, our team delivers real peace of mind.

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- We deliver a nationwide full-service solution including installation, maintenance and repair.
 - We are independent, supporting all manufacturers and models.
 - Our highly-trained field engineers are supported by our friendly customer service team, ensuring you get the help you need when you need it.
 - We respond fast and work efficiently, using remote fix options where appropriate, delivering best-in-class speed of response and first-time fix rates.
 - Our free communication app keeps you informed and up to date, with regular reports on all ongoing jobs.
 - If your repair looks like it could take a little longer, we have plenty of loan machines to cut your potential downtime.

Why work with us?

End-to-end solutions

We deliver a comprehensive and professional service, including coffee machine installation, regular maintenance, and emergency repairs. Our in-house engineering team covers the whole of the UK, with our friendly helpdesk helping you get the assistance you need at the right time.

Unrivalled expertise

Detailed product knowledge and strong, lasting relationships are key to what we do – qualities that have helped us grow to become a valuable and trusted partner for many successful businesses. We work across many sectors including hospitality, offices, retail and travel, with our unrivalled experience putting us at the forefront of our field.

Exceptional people

We are a passionate team with a love for all things coffee – a family-led business that puts our customers first. Our senior management team leads from the front, building a collaborative team culture that involves delivering great service, sharing ideas, and taking responsibility for the work we do.

Consistent value

You rightly expect a great service at a competitive price, and our services are designed to meet your needs and deliver outstanding value. Plus we recognise the benefits that new technology can bring, and are constantly innovating to further improve our efficiency and effectiveness.

You're safe with us

With our hard-earned expertise and our fast and friendly service, you can trust us to be a partner you can rely on. Our best-in-class speed of response and first-time fix rates keep downtime to a minimum, while our state-of-the-art customer app makes sure you stay informed every step of the way.



What our customers say

We don't do what we do just to get great feedback, but we love it when our customers let us know how we help them keep the coffee flowing.

"I first started working with Kris, Dave and the team at FSS around 5 years ago, and whilst the team has grown significantly, their attention to detail and reliable service has been just as good as always, a difficult process to pull off with major growth! I would not hesitate to recommend FSS and will continue to work with them for many years I'm sure."

Mark Shea
Mini&Mighty Ltd

"Field Service Solutions are knowledgeable and capable, with expert engineers and a proactive approach."

Clare Chinn
Head of Estates Support for Marston's



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Keeping the nation's coffee flowing

Our network of engineers
provides full service coverage
to the whole of the UK

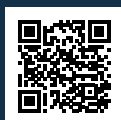
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