

ANET
FRIGERATION M

MCFARLANE TELFER

CATERING & REFRIGERATION MAINTENANCE

McFARLANE TELFER

CATERING & REFRIGERATION MAINTENANCE

McFarlane Telfer is dedicated solely to the service and maintenance of commercial kitchen equipment

Full service and maintenance services

Preventative and reactive for end users
and also on behalf of manufacturers



Installation labour and support

We can carry out installation work as well as support other teams in ensuring that work is done correctly

Warranty calls

Full diagnostic troubleshooting and remedial work service – specifically for manufacturers, listing serial numbers and importantly the exact cause of the fault on our paperwork



Performance

McFarlane Telfer is unique in focusing & aligning with specific sectors

We are market leaders, with over 20 years' dedicated experience under our belt, delivering:

- **Superior engineering support for our clients** – whether you are a Manufacturer, Facilities Management Company, Catering Company or end user.
- **Flexible service offerings** – for both breakdowns and preventative maintenance

McFarlane Telfer takes pride in its:

- Quality of staff – with a positive working environment and a customer-focused team
- Our ability to repair equipment rather than simply replace
- Top-quality training and qualifications for technicians
- Health and safety excellence
- Management processes and IT systems
- Business reporting

Equipment sales

We can source and sell new equipment units



Parts holding and sales

We will be able to stock spare parts in country for use by ourselves as an after sales partner and also for sale to others

Training

We will also look to offer training for onsite teams and also new users of equipment



Catering & Refrigeration services

We have two expert teams to focus on your service requirements.

What this means for you

- Always getting a competent technician to solve your problems
- Dealing with a company that you know you can trust and looks out for your interests
- Exceptional paperwork and systems of work
- More effective servicing on Planned Preventative Maintenance (PPM)
- Fewer breakdowns and maximised product lifetime



EVERY CUSTOMER
HAS A NOMINATED,
FULLY-TRAINED TECHNICIAN
AS THEIR KEY CONTACT
TO ENSURE CONTINUITY

Industry Accreditation & Awards

• ISO quality management system accreditations :

ISO 9001:2008	Quality Management
ISO14001:2004	Environmental Performance and Impact
OHSAS 18001:2007	Occupational Health & Safety Management
SA8000	Social Accountability in the Workplace

• Investors in People Gold standard

Held since 2010 - demonstrating excellence, recognising achievement and valuing



.....

WE ADD VALUE

Vast knowledge and experience of the industry, **relevant legislation** and **latest products**

.....

Impartial maintenance advice to help maximise the **uptime and lifetime** of your catering equipment

McFARLANE TELFER

CATERING & REFRIGERATION MAINTENANCE



George Roberts-Smith is the General Manager of McFarlane Telfer in the UAE.

A graduate with a Masters Degree in Mechanical Engineering, George spent time in the UK helping McFarlane Telfer develop its business and processes - using technology and lean manufacturing techniques to streamline the business.

“It’s my aim to mirror our UK operation and offer you industry-leading standards: from speed of response, technical competence and customer service to safety – to enable you to get the best from your assets – and experience the minimum downtime.”



Contact

Call our UAE team on +971 4 383 1523
or email George@mcft.com for further details

Office Address

520 Al Nasr Plaza, Oud Metha, Dubai

McFARLANE
CATERING & REFRIGERATION MAINTENANCE