



RATIONAL ServicePlus.
The all-inclusive package.





Good service knows no bounds.
We're there for you long-term.

As soon as you have one of our appliances in your kitchen, you can start accessing RATIONAL ServicePlus services at any time – from the first day of product service life to the last.



Get even more out of your investment. We'll help you.

Ever been there? You want to improve workflows in your kitchen, but you don't know how. You wish you had more time to try out new ideas, or you've got questions on applications or recipes.

At times like these, it helps to have partners supporting you and helping you to put your plans into action. People whose help you can practically take for granted. Partners who know what they're talking about, and for whom your needs are more important than anything.

RATIONAL is that very partner at your side:

An advisor who listens and gives you answers that genuinely benefit you. A trainer who shows you ways of doing things more effectively in your kitchen without a lot of effort. A specialist who always has new tips and tricks at the ready for you.

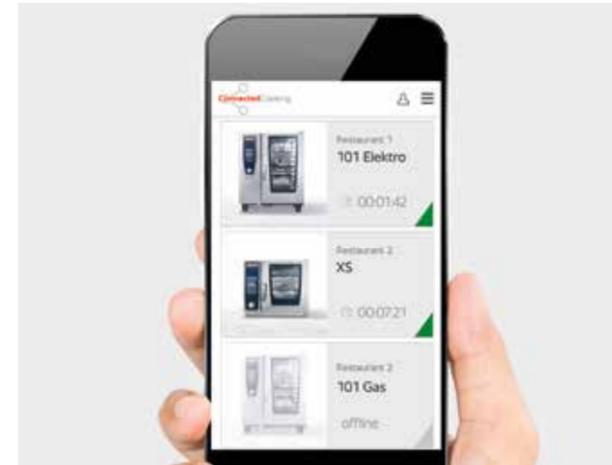
These services are included with every purchase of one of our units and they don't cost you a single penny more.

It doesn't matter how old or new your unit is, or how large or small your concerns are.

With more than 1,000 chefs worldwide, RATIONAL is there for you, wherever and whenever you need us.

The all-inclusive package.

One that deserves its name.



SelfCookingCenter® live

Cook with our master chefs and discover how RATIONAL can revolutionise your kitchen. Check event dates at rationalaustralia.com.au
Free trial: 1800 035 327

Consulting and planning

Let us help you with your decision. We will work closely with you to develop a solution that fits your needs best, and also give you planning suggestions to help you design your new kitchen or renovate your existing one.

Free trial

Would you like to test our SelfCookingCenter® in your kitchen for a while before you commit to buying? No problem. Just call us on: Free trial 1800 035 327

Installation

Our RATIONAL Service Partners will take care of installing your device in your kitchen.

Personal orientation

We will come to your kitchen and show your team how our appliances work, or how to use them most effectively for your needs.

Academy RATIONAL

Additional training is included, something you'll only get with us. Register for one of our free seminars at rationalaustralia.com.au. We also offer paid events on selected special topics, where you can find out how to incorporate the SelfCookingCenter® into your kitchen operations most effectively, and discover the possibilities it opens up for event catering or attractive menu creation.

Software updates

The software updates are included with us: Benefit from the latest findings of our cooking research. We thus ensure that your SelfCookingCenter® is always up to date with the latest technology. This even happens automatically with RATIONAL ConnectedCooking. Just start the update, that's it.

RATIONAL ConnectedCooking

The internet platform for professional kitchens. Simply connect your appliances and benefit from numerous additional functionalities, such as simple appliance management, remote control via smart phone or simple transfer and management of your cooking programmes or automatic HACCP documentation. Let yourself be inspired by the full recipe library with thousands of international recipes, which you can simply download onto your unit at the click of a button. This is in addition to lots of expert tips, suggestions and videos for the optimisation of your kitchen. This is of course also available for your mobile via app and fulfils the highest security standards. Register at no cost and take advantage of all the benefits immediately: ConnectedCooking.com.

ChefLine®

We would be happy to answer any questions you have on applications or recipes through our telephone hotline service. Call us for quick, straightforward advice from one chef to another, 365 days a year. You can reach our ChefLine® on Tel. 1300 663 864.

RATIONAL Service Partners

Our SelfCookingCenter® units are reliable and built to last. Should you ever encounter technical issues, our RATIONAL Service Partners can provide fast, efficient assistance. Spare part supplies are guaranteed, and weekend emergency service is included: Service Partners – Tel: 1800 810 161.

Returns and recycling

In the interest of maximising resource efficiency, all of our products are recyclable. We will collect your old appliances and return them to the resource cycle.

“I cook with RATIONAL because it's better to have the best people on your team.”

Holger Stromberg, entrepreneur and chef for the German national football team, Germany

ConnectedCooking.

Greater convenience. Greater security.
Even more inspiration.



Get inspired by ConnectedCooking, the modern internet platform for professional kitchens. A full library with thousands of international recipes for download, with tips and tricks from our chefs as well as practical application videos all provide lots of inspiration. The site also has numerous downloadable cookbooks available to anyone looking for creative ideas around a particular theme.

ConnectedCooking can also make life in the kitchen much easier: Simply connect the SelfCookingCenter®, VarioCookingCenter® or CombiMaster® Plus units together to enjoy the many advantages of the digital kitchen. This allows you to receive push notifications on everything that is happening on and in your units. You can also operate your units via remote access*. You can transfer and manage cooking programs. You will also receive automatic software updates. It doesn't get more convenient than that.

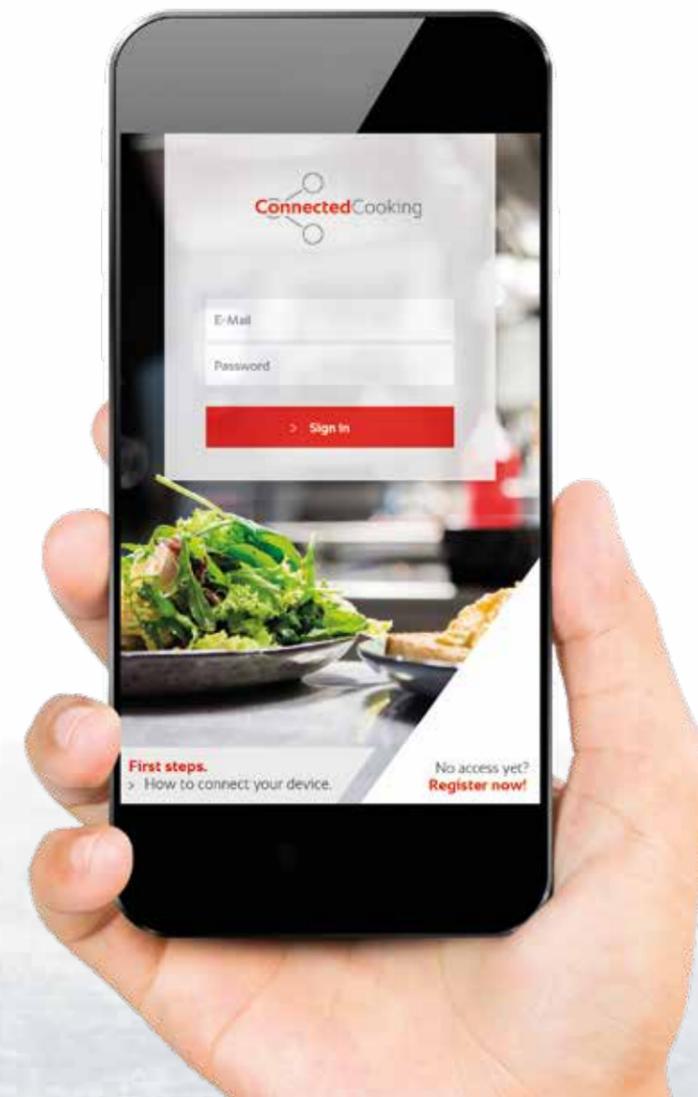
* not available for the VarioCookingCenter®

Automatic HACCP documentation, user profile management and, if required, approval by the service partner also help to ensure security. What you can depend on: All data are encrypted using the latest technology, making them secure.

Would you also like to join a network with over 100,000 members worldwide? Then register right away with your name, email address and password at ConnectedCooking.com. And if you're looking for more information, you can also find it on the website.

“With ConnectedCooking, I am always kept up to date on what is happening in my kitchen and can intervene even when I am not there. It's great to be able to distribute cooking programs to all the units in my kitchen with ease.”

Alex Gower, CFO, Cobb & Co., restaurant chain, Tauranga, New Zealand



Chefs on the go can also download ConnectedCooking as an app through Google Play or the App Store.



Academy RATIONAL.

We train chefs.



Making sure you and your team undergo regular training will help you diversify your menu, motivate your employees and thrill your customers. Academy RATIONAL seminars can help with all of that.

Get professional guidance on ways of using your RATIONAL appliances in your kitchen even more efficiently. Find out how a few simple tricks, or the right accessory can help you improve your processes and save time – time that will quickly pay off for you. You will also receive comprehensive course materials and certificates of participation at no additional charge. Cook with your colleagues and compare notes.

Visit rationalaustralia.com.au to find out when the next seminars are being held in your area.

For assistance tailored even more specifically to your business, take advantage of our individual operations consultation and assistance services. Our specialists will visit your kitchen, analyse your processes and develop ways for you to utilise your technology even more effectively.

All event descriptions, dates and locations are listed in our Academy RATIONAL brochure and on our website.



“We cook with RATIONAL because we want to keep up with the times and stay up-to-date.”

Julia Carmen Desa and Chef Jatin Malick, co-owners, Tres Restaurant & Bar, Delhi, India



NEW:

Academy RATIONAL's new paid seminars provide even more specialist information. Refine your skills and learn new preparation methods, techniques and recipes especially for your establishment.

You can choose from speciality seminars on the following subjects:

- > Banqueting
- > Large scale catering

ChefLine®.

A hotline by chefs, for chefs.
Available 365 days a year.

It's a public holiday, the place is packed with customers and you've got questions about applications or recipes. No problem. At least not with us.

Our team of experienced chefs is there for you 365 days a year, providing telephone support through the RATIONAL ChefLine®.

Even if all you're lacking is a fresh idea, you can count on us.

This fast, straightforward, and free service has the professional advice and thoroughly tested ideas you need.

You can reach our ChefLine® on Tel. 1300 663 864.



“I cook with RATIONAL because this service provider is a partner who takes the idea of being there for me seriously.”

Michiko Ishii and Satoshi Ishii, Owners,
Kashiya, Japan





Always on the cutting edge of technology.

Free device updates – just a click away.

Every time you purchase one of our units, we make you a promise:

We will spend every day looking for new ways of making your work with us even quicker, easier, more varied, and more economical, while ensuring that your results are always top quality.

We package the results in our software updates, which we regularly provide to you as updates on ConnectedCooking, the network solution for professional kitchens.

Just download the updates to start enjoying the fruits of our labours, so that your unit will always be on the cutting edge of technology. Now your appliance can simply grow right alongside our developments.

Additional costs? None. After all, we have a promise to keep.

“I cook with RATIONAL because it is practical to cook with technology that stays modern even years later.”

Johann Mitterlechner,
Culinary Director at Hyatt Regency Köln GmbH,
Germany

Full service.

More service, starting on day one.

You can even take advantage of our services, if you don't yet own a RATIONAL appliance.

SelfCookingCenter® live

Attend one of our free SelfCookingCenter® live events to find out how RATIONAL improves life in the kitchen and discover just how powerful our appliances are. Call 1800 035 327 or visit rationalaustralia.com.au to find out when and where the next events are being held in your area.

Consultation

Would you like consultation services that take your kitchen's unique circumstances into account? Consultation where you can sense that it's about finding real solutions, not about closing the deal quickly? Then you'll feel right at home with RATIONAL. We will work closely with you to develop the exact solution that fits your needs best.

Planning

We also provide planning support, and can give you suggestions on how to construct or renovate your kitchen. You're also welcome to test our appliances for a while in your own kitchen before buying. Just give us a call on: Tel. 1800 035 327.

Installation & personal orientation

If you do end up purchasing an appliance from us, our RATIONAL Service Partners will take care of installing it in your kitchen.

We're also happy to provide on-site training in your kitchen. We'll show your team how easy it is to use our appliances and how you can get the maximum benefit from RATIONAL.



“I cook with RATIONAL because their consultation was so good that it managed to save me a great deal of space and effort.”

Pascal Heide-Nigg, JUNIOR and Head Chef,
Pschorr Bräurosl & Heide-Volm Restaurant, Germany

RATIONAL Service Partners.

Reliable customer service right in your area.

Ninety-three percent of our customers are highly satisfied with us, and rate our products as especially reliable and durable.*

Our RATIONAL Service Partners are the people who keep our devices running smoothly in more than 100 countries.

We audit and certify all of our partners regularly, checking their services and any processes necessary for them to give you perfect service.

Call us - 1800 810 161 or rationalaustralia.com.au to find a RATIONAL Service Partner in your area.

Worldwide service network

As a RATIONAL customer, you can take advantage of the largest, most tightly knit and competent service network in our industry. More than 1,200 certified RATIONAL Service Partners are available to you worldwide. No matter where your operations are based, a competent RATIONAL Service Partner is there for you at any time. Your RATIONAL Service Partner will also offer you maintenance packages tailored to your needs, so that you can play it safe and keep your unit running smoothly for many years to come.

Highly trained contact partners

We place great value on our partners' technical expertise. All of our service providers and their technicians are incorporated into our training system. They are trained and tested regularly, to make sure that they are always up-to-date with the latest technology.

* TNS Infratest, 2016 customer satisfaction analysis



“Our primary objective is the satisfaction of our customers. We achieve this objective by concentrating on what we do best: first-class technical service.”

Sergio Cera, RATIONAL Service Manager for Serv Industrial, Mexico

Your benefits:

- > All technicians highly trained
- > Top-quality technical equipment
- > Service using only original RATIONAL parts
- > Quick reaction times and high flexibility
- > Comprehensive services – consultation, installation, maintenance, repairs

RATIONAL
Service Partner



... because you can expect more.

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Subsidiary of Comcater Pty Ltd
156 Swann Drive
Derrimut
Victoria 3026

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Fax 03 8369 4699

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