



Samarth Enterprises

Company Profile

Kitchen Equipment • Café Equipment • Refrigeration • Electrical & Mechanical Services

YOUR TRUSTED PARTNER IN CAFÉ & KITCHEN EQUIPMENT SERVICES



1. Company Overview

- ▶ About Us

Samarth Enterprises is a professionally managed service organization specializing in café equipment and commercial kitchen equipment repair, maintenance, and AMC services. We support corporate offices, IT parks, food courts, and institutional kitchens by ensuring reliable performance, safety, and long-term durability of critical food service equipment. With a strong focus on quality workmanship, timely response, and customer satisfaction, Samarth Enterprises has established itself as a dependable service partner for leading corporate clients and facility management teams.



2. Our Expertise

We provide end-to-end technical services for a wide range of equipment, including: Café Equipment (Coffee machines, grinders, blenders, hot plates) Commercial Kitchen Equipment Conveyor & Hood Type Dishwashers Refrigeration & Cooling Systems Ovens, Toasters, Bain-mariés, Display Counters Electrical & Mechanical Support for kitchen operations Our technicians are trained to handle both preventive and breakdown maintenance, ensuring minimal downtime and smooth daily operations.



3. Our Vision



- ▶ **Professional & Corporate**

- ▶ To become a trusted and preferred service partner in café and commercial kitchen equipment maintenance by delivering reliable, timely, and quality-driven solutions that exceed client expectations

- ▶ **Growth & Quality Focused**

- ▶ To continuously grow as a professional service organization by adopting best practices, advanced technical knowledge, and a strong focus on safety, quality, and customer satisfaction.

- ▶ **Service-Oriented**

- ▶ Our vision is to ensure uninterrupted operation of café and kitchen equipment through proactive maintenance, skilled workmanship, and commitment to excellence

- ▶ **Simple & Clear**

To provide dependable equipment repair and maintenance services with integrity, professionalism, and long-term customer relationships.

- ▶ **Our Vision**

- ▶ To be a reliable and preferred service provider in café and commercial kitchen equipment maintenance by ensuring quality service, quick response, and customer satisfaction through skilled teams and standard operating practices

4. Our Services

- Commercial Kitchen Equipment
- Refrigeration & Cold Storage
- Electrical & Plumbing Support
- Dishwasher & Conveyor Systems
- AMC (Preventive & Breakdown Services)
- Installation & Commissioning
- Spare Parts Management
- Technician Conduct & Training
- Safety Procedures
- Reporting & Documentation
- SLA & Quality Control



5. Service Workflow

The service workflow consists of:

1. Complaint Registration
2. Service Ticket Logging
3. Technician Assignment
4. Site Visit & Diagnosis
5. Quotation (if spare required)
6. Repair Work Execution
7. Testing & Quality Check
8. Handover & Confirmation
9. Documentation & Report Closure
10. Feedback & Review

6. Complaint Registration Process

- Complaints may be received via email, phone, or client portal.
- Service coordinator logs the complaint with date/time, tower, and equipment details.
- Ticket number is generated and forwarded to the concerned technician.
- Emergency breakdown calls are marked as high priority



7. Site Visit & Diagnosis

- Technician arrives within SLA time.
- Inspects equipment thoroughly.
- Identifies the root cause of malfunction.
- Updates service coordinator with findings.
- Shares part requirements (if any).



8. Quotation Preparation

- Office prepares a quotation including parts, labour charges, freight, and installation cost.
- Quotation sent to the client for approval.
- Work begins only after written confirmation



9. Preventive Maintenance (PM)

PM visits are scheduled monthly/bi-monthly/quarterly as per AMC. Each PM includes:

- Electrical & mechanical inspection
- Temperature & pressure calibration
- Lubrication of moving parts
- Checking for leakage, noise, vibration
- Safety checklist verification
- PM report submission



10. Breakdown Maintenance

- Immediate action taken based on SLA.
- Original spare parts used for replacement.
- Technician explains cause and correction to café manager.
- Breakdown job completed only after testing and validation.



11. Spare Parts Management

- Only genuine and approved spare parts are used.
- Spare stock register maintained.
- Critical spares pre-stocked for towers with high dependency.
- Warranty tracking for replaced parts.



12. Safety Procedures

Technicians must:

- Use PPE (gloves, shoes, safety tools).
- Ensure equipment is powered off before service.
- Avoid working in wet areas without inspection.
- Ensure tools are safe and calibrated.
- Follow lockout/tag out where required.

13. Technicians Conduct & Training

Technicians must:



- Maintain professionalism and discipline.
- Wear uniform and ID card.
- Attend regular training programs on new equipment.
- Update service coordinator during each stage



14. SLA & Response Time

- Minor Issue: Response within 24 hrs, Resolution within 24–48 hrs
- Major Breakdown: Response within 6 hrs, Resolution within 48–72 hrs
- Critical Equipment: Immediate response (priority)

15. Reporting & Documentation

The following documents are mandatory:

- Service Reports (SR)
- Preventive Maintenance Reports
- AMC Monthly Summary
- Breakdown Logbook
- Spare Consumption Register
- Installation Reports
- Attendance & Visit Log



16. Quality Control

- Random audits performed by Operations Manager.
- Monthly performance review.
- Customer satisfaction feedback collected.
- Continuous improvement based on service trend analysis.



17. Final Review & Closure

- Service ticket closed only after client confirmation.
- Reports uploaded and recorded.
- Escalations handled by management if unresolved issues persist.

18. Our Service Product



Four Door Refrigerator



Under Counter Refrigerator



SANDWIC GRILLER JUMBO



Hood Type Dishwasher



Bain marie Food Counter



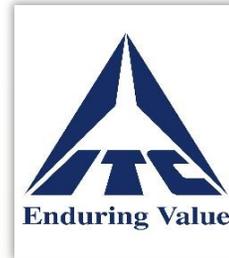
Electric Single Deck



19. Why Choose **Samarth Enterprises**

- ▶ • Professional and trained service team
 - ▶ • Fast response and reliable resolution
 - ▶ • Genuine spare parts and quality workmanship
 - ▶ • Strong focus on safety and compliance
 - ▶ • Transparent pricing and documentation
 - ▶ • Proven experience with corporate clients
- 

20. Our valued clients are as follows:



Founder : Mr. Ajit Agatrao Patil

Ph: +91-9011061406, 8668627073

www.samarthenter.com | enquiry@samarthenter.com

Flat No. 5, Sheetal Apartment, Tukal Darshan,
Pune Saswad Road, Fursungi, Pune - 412308.