

Equipment Support through the MyCCA Portal:

Log into account, go to 'support'. Select equipment.

Outlet number 1234567 [Switch outlet](#)

Delivery Address

Order by **2.00pm, Fri 12th Dec** → **Delivery on Tue 16th Dec**

[View delivery schedule](#)

SUPPORT

- [? FAQs](#)
- [🔧 Equipment](#)
- [💬 Open enquiries](#)
- [📞 Contact us](#)

SUPPORT

[? FAQs](#)

Browse help topics and find answers to frequently asked questions about our products and services.

[🔧 Equipment](#)

Browse your equipment and request support if required.

[💬 Open enquiries](#)

View your open equipment support tickets for your outlet.

[📞 Contact us](#)

Get in touch with the myCCA team via live chat, email or phone.

Once selected 'equipment'. Select coffee, then select the piece of equipment you need support with.

The screenshot shows the 'Support' section of the Coca-Cola Europacific Partners website. The top navigation bar includes links for Home, Frequently Ordered & Products, My Account, Logout, Support (which is underlined in red), and Cart. A search bar is also present. Below the navigation, there are fields for 'Outlet number' (1234567) and 'Delivery Address', along with delivery date and time settings (Order by 2.00pm, Fri 12th Dec, Delivery on Tue 16th Dec). A 'Switch outlet' dropdown is also visible. The main content area is divided into 'SUPPORT' and 'EQUIPMENT' sections. The 'SUPPORT' section contains links for FAQs, Equipment, Open enquiries, and Contact us. The 'EQUIPMENT' section shows that the outlet has 4 pieces of equipment. It lists three items: SANREMO F18SB 3 GRP (1 unit), MAZZER KONY S ELECTRONIC (1 unit), and PUQPRESS Q1 (1 unit). Each item card includes its ID and serial number, and a 'Get help with an issue' button.

SUPPORT

- FAQs
- Equipment
- Open enquiries
- Contact us

EQUIPMENT

This outlet has 4 pieces of equipment

▼ Cooler (1)

▲ Coffee (3)

SANREMO F18SB 3 GRP
ID: 11414063 SERIAL: 24C0073

MAZZER KONY S ELECTRONIC
ID: 11417647 SERIAL: 24C0360

PUQPRESS Q1
ID: 11418220 SERIAL: 24C0443

Get help with an Issue

Get help with an Issue

Get help with an Issue

[Back to equipment](#)

TROUBLESHOOTING

SANREMO F18SB 3 GRP

If you are having an OHS Issue with your equipment, please contact us on **13 2653**.

▼ [No power](#)

▼ [Not heating](#)

▼ [Noisy machine](#)

▼ [Bad taste or smell](#)

▼ [Product not dispensing](#)

▼ [Water leak](#)

▼ [Error message or beeping](#)

▼ [Grinder issue](#)

▼ [No steam or water pressure](#)

▼ [Taste too strong](#)

▼ [Taste too weak](#)

▲ [No steam or water pressure](#)

Tip:

Check to make sure the water supply is turned on

Still having issues?

[Request support](#)

Request support

* Category

No steam/water pressure

* Equipment description

SANREMO F18SB 3 GRP

* Site contact name

* Site contact email

india.perrie@ccamatil.com

* Site contact phone

* Location of equipment on your site

eg. front of store

* Site access hours (at least 6 hours) [Edit](#)

Day	Access from	Access to
Monday	Closed	Closed
Tuesday	Closed	Closed
Wednesday	Closed	Closed
Thursday	Closed	Closed
Friday	Closed	Closed
Saturday	Closed	Closed
Sunday	Closed	Closed

* Details of equipment fault

Site access information

eg. Induction required, how to access site

[Submit](#)

This will bring you to a page of issue options.

Select the drop down that links most with the issue. This will give you some trouble shooting tips then the option to request further support.

Lastly fill out the support form, make sure to update your access hours so our technician can reach you before you close!

Click Submit.

This will then supply a case number which you can use to refer back to if you need to escalate further.

Please note the Call centre number **13 2653**