


Equipment Support through the MyCCA Portal:

Log into account, go to ‘support’. Select equipment.





EUROPACIFIC
PARTNERS


Home


Frequently Ordered & Products

My Account

Logout

Support

Cart



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.

Classification - Internal

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





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EQUIPMENT

This outlet has 4 pieces of equipment

▼ Cooler (1)

^ Coffee (3)

SANREMO F18SB 3 GRP

ID: 11414063 SERIAL: 24C0073

Get help with an Issue

MAZZER KONY S ELECTRONIC

ID: 11417647 SERIAL: 24C0360


Get help with an Issue

PUQPRESS Q1

ID: 11418220 SERIAL: 24C0443

Get help with an Issue

Classification - Internal

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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