



RATIONAL CustomerCarePlus.

Always there for you.





CustomerCarePlus.

Questions are answered before they are even asked.

New cooking system, new employees and new ideas. There is always a reason to try out our RATIONAL services that come with every iCombi and iVario unit. RATIONAL CustomerCarePlus ensures that you always get the most from your cooking systems, that your investment pays off and that you never run out of ideas.

➔ **Support, help, service**
Relax and enjoy your day in the kitchen.



First things first.

Installation and unit introduction training.

Delivery, assembly and installation – it is always best to invest in the professional support of a RATIONAL Certified Service Partner. RATIONAL's Certified Partners are regularly trained and are familiar with the latest technology maximizing your uptime. While RATIONAL cooking systems are self-explanatory, a couple of tips and tricks can sometimes help. RATIONAL Certified Service Partners are here to help.

➔ Individual support

To enable you to start easily achieving your goals from the very first day.



ChefLine.

Your direct line to RATIONAL.

Here for you 365 days a year: RATIONAL ChefLine. Questions on preparation methods, settings and cooking paths, or even on planning a banquet? RATIONAL chefs are only a telephone call away. It's their pleasure to provide advice on how to get the most from your cooking system. Fast, uncomplicated and free of charge.

Reach the ChefLine at:
866-306-CHEF (2433)

➔ **Just call us**
and we'll turn your challenges
into solutions.



Always up-to-date.

Free updates.

The RATIONAL cooking systems continue to progress. This is why we provide regular software updates, automatically and free of charge – even if your units are not connected to a network. Simply use a USB flash drive to transfer the software update from rational-online.com to your cooking system. For those units that are on a network, it is even easier with ConnectedCooking.

➔ **This is how you benefit** from developments that deliver even better cooking results. Automatically.



ConnectedCooking. All under control.

Always knowing what the iCombi or the iVario are doing? Transfer cooking programs with just a single click? Retrieving HACCP data? Getting suggestions from the recipe database? The ConnectedCooking networking solution makes this possible. When starting your cooking system, you will be asked to log in and register your cooking system for free. If you are not sure how it works, your RATIONAL service partner will be happy to help.

➔ **Digitization made easy**
Register, log in and off you go.
Stay in control from anywhere.

More information at:
[rational-online.com/us/
ConnectedCooking](https://rational-online.com/us/ConnectedCooking)



Operational support.

Tailored to your needs.

Analyze, optimize and train - together with the RATIONAL specialists, rethink, update and optimize your menu and production. The analysis, consultation and training take place at your location and are tailored to your needs. For more efficiency and satisfied guests.

Training included.

Academy RATIONAL.

Professional, practice-based and in small groups - this is learning with RATIONAL. Learn how to get the most out of your RATIONAL cooking system. How to find new ideas. How you can motivate your employees. How you can improve work processes. Best of all, the basic demonstrations for iCombi and iVario are free. You also can attend special paid learning sessions on topics such as banqueting, baking and K-12 foodservice.

➔ **With the goal in mind:**
Amazing your guests.



Care and maintenance.

For those who are already thinking of tomorrow.

A RATIONAL cooking system is robust, it can withstand a lot and has a long lifetime. Especially with good care. You also are very well equipped in the event of a problem – over 1,200 certified RATIONAL service partners are available to you worldwide. Whether as part of a maintenance package with clearly defined services at a fixed price, as part of the 2-year warranty or simply on request. If you want, ConnectCooking can be programmed to contact your RATIONAL service provider.

➔ Always reliable

High quality services and products to prevent downtime.

rational-online.com/us/CustomerCarePlus

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