

Equipment Training

Catertherm do not offer in-person equipment training as standard. This is because the equipment we sell is simple and intuitive to use. We have a range of straightforward training videos online which are under 5 minutes long. They offer all the information we would provide in-person but have the convenience of being on-demand and can be shown to new staff if they join.

Training videos can be found at:

[catertherm.com/downloads](https://www.catertherm.com/downloads)

You are welcome to share these training videos with staff so they can easily be accessed.

If in-person training is requested, then we will invoice estimated expenses. This will include travel and other incurred expenses. In-person training is subject to staff availability.

Information required to book in-person is below. If the information is incomplete or incorrect, we cannot attend or complete training but you may still be invoiced.

- Date of training:
- Time:
- Site full address, including floor/area:
- Site requirements (PPE):
- Is site induction required?:
- Site contact details (please provide 2 people)

If the training date is moved, please contact Catertherm as soon as possible, otherwise the invoice will still be charged and a callout charge will be applied on the second visit.