

CAFFEINE LIMITED

Quality, Pride & Passion.

Welcome to the Caffeine Family

We are a family run company that was established in 2004, with the aim to work closely with people & develop long standing relationships based on delivering excellent products and quality service.

Quality, Pride & Passion are the core values we hold close to us. We know that whatever is good for you, is good for us. We want to work alongside you & support you as we grow together for years to come.

Thank you very much for choosing to work with us. Enclosed in this pack, you will find all the information and contacts you will need, as well as some hints & tips to help you succeed with your coffee offering.

Contact Us Get In Touch

| Department | Email |
|--|--|
| Sales/Orders | sales@caffeinelimited.co.uk |
| Service & Maintenance <ul style="list-style-type: none"> • Breakdowns • Repairs • Annual Servicing • PSSR Inspections & Certificates | service@caffeinelimited.co.uk |
| Training Enquiries | sales@caffeinelimited.co.uk |
| Accounts | accounts@caffeinelimited.co.uk |

General Enquiries: 01707 278400

Our office is open Monday to Thursday 08:30 – 17:00

Friday 08:30 – 16:00

48hr response for weekday reactive call outs. An answer-phone message service is used when lines are busy or out of hours.



Placing Orders

Products Available

| Food Service – Coffee beans | Details | Case Size |
|------------------------------|---------------------------|-----------|
| Top Dog | Arabica | 6 x 1kg |
| Evolution | Arabica | 6 x 1kg |
| Ink | 60% Arabica - 40% Robusta | 6 x 1kg |
| Cool For Cats | Arabica | 6 x 1kg |
| London Calling | Arabica | 6 x 1kg |
| Retail – Coffee Beans | Details | Case size |
| London Calling | Arabica | 24 x 227g |
| London Calling Decaffeinated | Decaf | 24 x 227g |
| Retail – Ground Coffee | Details | Case size |
| London Calling | Arabica | 24 x 227g |
| Filter & Bulk Brew Coffee | Details | Case size |
| Columbian | Arabica | 50 x 60g |
| Columbian | Arabica | 25 x 200g |
| Decaffeinated Coffee | Details | Case size |
| Decaf Sachets | Double Shots | 100 x 14g |
| Bean To Cup Decaf | Coarse Ground | 100 x 14g |

| Consumables – Hot chocolate | Case Size |
|--|-----------|
| Zuma Original Hot Chocolate 25% | 4 x 2kg |
| Van Houten V10 13% | 10 x 1kg |
| Consumables – Simply syrups | Case size |
| <ul style="list-style-type: none">• Vanilla• Sugar free vanilla• Caramel• Sugar free caramel• Hazelnut | 6 x 1L |
| Syrup Pump | 1 x Pump |



Placing Orders

Products Available

| Schaerer Cleaning Products | Details | Case Size |
|--|---|------------------------------------|
| Please note that Schaerer coffee machines must only be cleaned with Schaerer cleaning products to protect the machine and warranty | | |
| Schaerer 100 Day Cleaning Kits | Coffee Soul Coffee Art (with milk fridge) | 1 x 100 Sachets 1 x 100 Tablets |
| Schaerer Coffee Pure Tablets | Coffee Art Coffee Club Coffee Soul Coffee Syke Schaerer Barista | 1 x 100 Tablets |
| Schaerer Uptime Descale Cartridges | Coffee Soul Coffee Skye | 1 x Cartridge |
| Schaerer Calcpure Liquid | Coffee Club Coffee Prime | 2 x 750ml |
| Schaerer Milkpure Tablets | Coffee Art (with milk fridge) Coffee Club Schaerer Barista | 1 x 100 Tablets |
| Schaerer Milkpure Liquid | Coffee Art (with milk fridge) Coffee Club Schaerer Barista | 1 x 1000ml |
| Schaerer Milk Tubes Orange restrictor | Coffee Prime | 1 x 50 |
| Traditional Machine Cleaning Products | Details | Case size |
| Puly Caff Powder | Traditional machines | 1 x 900g |
| Puly Caff Igenic Spray | Traditional machines | 1 x 1000ml |
| Puly Milk | Traditional machines | 1 x 1000ml |



Placing Orders

Products Available

| Accessories | Details |
|----------------------------------|---------------------|
| Knockout Box | 1 x Stainless steel |
| Knockout Drawer | 1 x Stainless steel |
| Frothing Jug 0.6 litre | 1 x Stainless steel |
| Frothing Jug 1 litre | 1 x Stainless steel |
| Coffee Tamper with Caffeine Logo | 1 x 58mm |
| Tamper Mat with Caffeine Logo | 1 x Large with edge |
| Tamper Mat | 1 x Small flat |
| Group Head Cleaning Brush | 1 x Brush |
| Thermometer Strip | 1 x Strip |
| Shot Glass | 1 x Glass |
| Barista Towel | 1 x Towel |
| Barista Kit | Call for details |
| Deluxe Barista kit | Call for details |
| Accessory Kit | Call for details |

| Delivery Weight | Delivery Charge |
|-------------------|-----------------|
| Up to 10kg | £10.45 |
| 11kg - 29kg | £18.45 |
| 30kg - 40kg | FREE DELIVERY |
| Over & Above 40kg | To be quoted |



Storage

How to Store Your Coffee

- Ideally, in a dark cupboard at room temperature.
- Once the coffee is opened, try to reduce its contact with oxygen by keeping it in an airtight container or re-sealing the bag with a clip/tape. Oxidisation will negatively affect the coffee's freshness & its overall flavour.
- Keep out of direct sunlight. Sunlight causes coffee to break down and go stale.
- Keep away from smelly foods/atmospheres. Coffee can absorb flavours, so ignore when someone tells you to store beans
- in the fridge or freezer!



Looking After Your Machine

Cleaning



- A thorough daily cleaning routine, correctly completed each day, will prolong the life of your machine and ensure it always delivers the best possible drinks for your customers
- Poor machine cleanliness can cause blockages in the machine and cause the equipment to break down. Limit your risk of machine downtime by cleaning correctly each day
- When the machine is not properly cleaned, coffee will remain trapped in the machine and will continue to cook and burn until it is cleaned away. This flavour will taint your freshly brewed coffees, and nobody wants a coffee that tastes burnt & tainted!



Looking After Your Machine

Maintenance, Servicing & Water Filters



- If you're concerned about your machine, give us a call! Our Service Desk can help over the phone or arrange a Field Service Engineer if needed.
- Report issues as soon as possible to avoid downtime or damage. We understand the impact on your business and will get you back up and running fast.

- Book your annual service to extend your machine's life, stay compliant, and keep things running smoothly - like an MOT for your coffee machine!
- If your coffee machine falls under PSSR 2000, you must ensure it's compliant. Our trained engineers can carry out PSSR (or 'Coffee Safe') checks to keep your business safe and compliant.

- Limescale is the biggest killer to any machine that uses water!
- Your annual service includes a filter change, but we recommend changing it every 6 months for hard water and high use. A small cost now keeps your machine running for years!





Staff Training

Coffee & Barista Training

- All our Coffee Customers have access to free of charge, ongoing training to ensure you are always serving drinks to the highest possible standard & keeping your customers returning time and time again.
- We have a huge 150M2 Caffeine Training Room with a full suite of bean to cup and traditional espresso machines ready to rock and roll. Get in touch to arrange bespoke training for your team.
- We train everything from the bare basics to grinder calibration, latte art and even minor machine fault fixes. In addition to the focus on machines and coffee, we aim to assist your speed of service and operational efficiency as much as possible.

