

CustomerCare**Plus**



The RATIONAL USA Customer Experience.

The best in class aftercare.



We are behind you
every step of the way.



Good service does not stop at the installation.

This is just the beginning.

Our goal is to provide maximum customer benefit. The CustomerCarePlus is an all-inclusive package that provides you with superior services – throughout the product life.

First, seeing is believing!

Come cook with us.



“Once my customers come to a RATIONAL CookingLive event, they are immediately sold. They see the value in the piece of equipment because it provides many solutions due to the SelfCookingCenter® being multifunctional. In addition, RATIONAL has an impressive service network that responds immediately, which is a key factor for our customers.”

Fred Lillian, General Manager/Director of Operations, Restaurant Design and Sales, LLC, Bellevue, WA

The RATIONAL CookingLive culinary events give you the opportunity to see our technology in action. You will be able to taste the quality of the food being cooked, test the ease of use, experience the versatility, and much more. Last year, more than 3,500 attendees cooked with us at over 200 sites across the US and learned, first-hand, about the benefits of our technology.

Experience the high-performance SelfCookingCenter® for yourself and visit one of our free RATIONAL CookingLive events at a location near you. We host over 1,000 events in the US every year. Register today rationalusa.com. We look forward to seeing you at our next event!

Our CustomerCare Team

Your inside sales point of contact when it comes to purchasing, shipping, setting up installation and trainings, and more. You can reach us toll free at 888-320-7274.

Advice and Design

We will visit your kitchen, observe your operation, and work closely with you to develop a solution that is tailored to your needs.

Test to buy*

Experience the SelfCookingCenter® in your kitchen before purchasing. Give it a try before you buy!

*Test to buy is not available for the XS model.



We are there for you.
From purchasing, to installation,
to using your unit effectively.



"After purchasing RATIONAL units, two staff members and myself participated in an Academy RATIONAL event, where we were personally trained on the equipment. This alone sold it for me."

Lyman Graham, Director of Food Services,
Roswell Independent School District,
Roswell, NM



North America Distribution Center

With 80,000 square feet and 14 functional loading docks, RATIONAL USA's North America Distribution Center maintains a constant flow of inventory, which includes units, accessories, spare parts, and more. The distribution center is located in Elgin, IL and works closely with its 3rd party shipping carriers to ensure a timely and positive experience.

Total Freight Solution Program – Superior service from door to door

One way we deliver superior service is by offering our customers a Total Freight Solution Program for all units ordered. This means that all orders with units will receive free freight during their 1st leg of delivery.

RATIONAL Certified Installation

RATIONAL has an extensive network of RATIONAL Service Partners that are trained on how to properly install your piece of equipment. RATIONAL offers two Certified Installation options to choose from, an installation with a Pre-Inspection Site Survey or one without. Pre-Installation Site Survey ensures that the site has the proper space and connections for gas, electric, drain, and water.

Commissioning Program

Should you choose to assume the responsibility of the installation, we offer a no-charge Commissioning Program to ensure that your RATIONAL unit is installed properly.



RATIONAL Service Partners

Our professional and responsive network of RATIONAL Service Partners provides swift and efficient help locally. Each factory-certified technician is trained annually on our equipment in order to better support you. We have a guaranteed spare parts supply and emergency coverage after normal business hours and weekends. You can contact your RATIONAL Service Partner or call our 24/7 hotline at 866-891-3528. You can also find out who your RATIONAL Service Partner is by visiting our website at rationalusa.com.

Software updates

We even include free software updates, so that you can benefit from our cooking research specialists' latest findings. Now, your SelfCookingCenter® will always be on the cutting edge of technology. RATIONAL ConnectedCooking can even make it happen automatically. Just start the update process – the unit will take care of the rest.

Planned Maintenance Packages

In addition, RATIONAL Service Partners offer Planned Maintenance Packages in order to help maximize your return on investment from the very start.



Chef Assistance (Initial End User Team Training)

After your RATIONAL has been successfully installed, we provide free Chef Assistance. RATIONAL Certified Chefs will come to your kitchen and help you and your team become familiar with your new equipment. The RATIONAL Certified Chefs are industry professionals who support you with your team's trainings and much more.

Academy RATIONAL (Advanced Team Training)

We also offer advanced training for you and your team members if you are looking to get more out of your RATIONAL equipment. At Academy RATIONAL one-day advanced training seminars, you and your team can learn how to get the best use out of your RATIONAL unit under the instruction of professional RATIONAL chefs. You can register for an Academy RATIONAL event by visiting our website at rationalusa.com.

RATIONAL USA/Canada Training App

Simply select what you want to learn and enjoy! The new training app offers an array of benefits, such as application and instructional videos, manuals, brochures, spec sheets, contact information, and much more. Available on the App Store or Google Play for free. Just search RATIONAL USA/Canada Training App and download.

Going above and beyond.

Because you matter.

ChefLine

If you have application or recipe questions, we provide support 365 days a year. You can reach the ChefLine at 866-306-2433. Fast and easy support – from one foodservice professional to another.

2 year warranty on units and 5 year warranty on steam generator

We stand behind our technology and as a result we offer a 2 year warranty on our units and a 5 year warranty on our steam generator. Superior technology that provides endless benefits.

Chefs' Company

RATIONAL is not simply the company of chefs, but it is a company for chefs, with over 250 RATIONAL chefs employed worldwide. The SelfCookingCenter® is the result of over 40 years of cooking experience. It has been developed by chefs for chefs.

ENERGY STAR® Certified*

RATIONAL SelfCookingCenter® units and CombiMaster® Plus 61 and 62 models are ENERGY STAR® certified, which will help provide sustainability in commercial foodservice operations.

Social Media

Connect with us! Visit our website at rationalusa.com.



2 year warranty

5 year warranty on steam generator



Lean & Green
Management
Award 2014



*The SelfCookingCenter® XS and 202 electric models are not ENERGY STAR® certified.



ConnectedCooking.

More convenience. More security.
More inspiration.

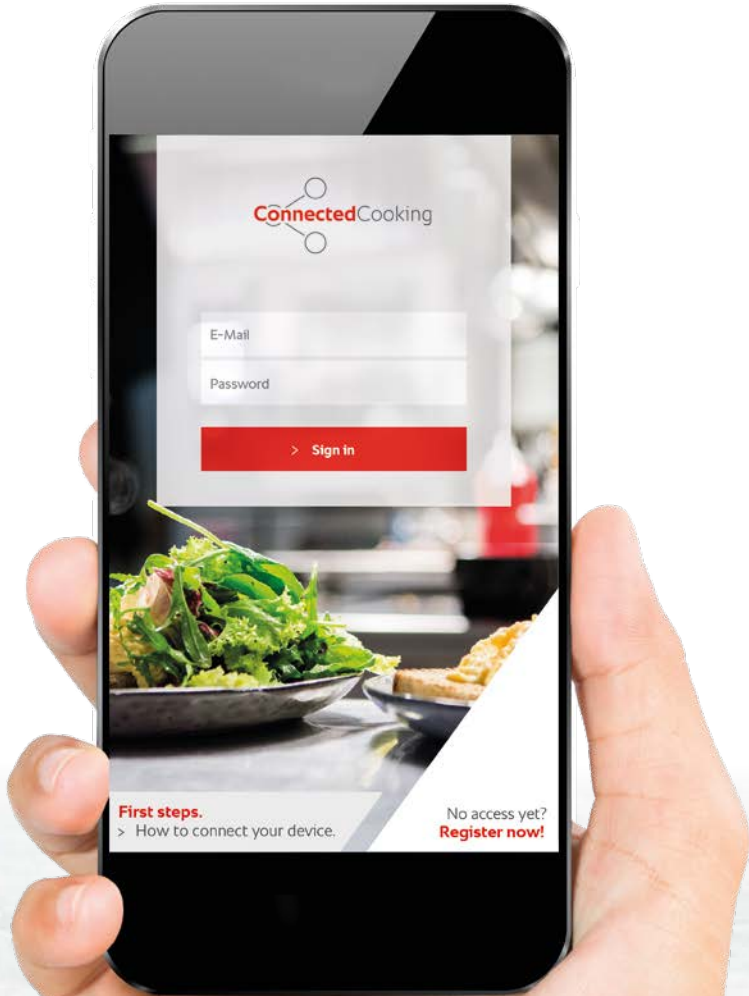
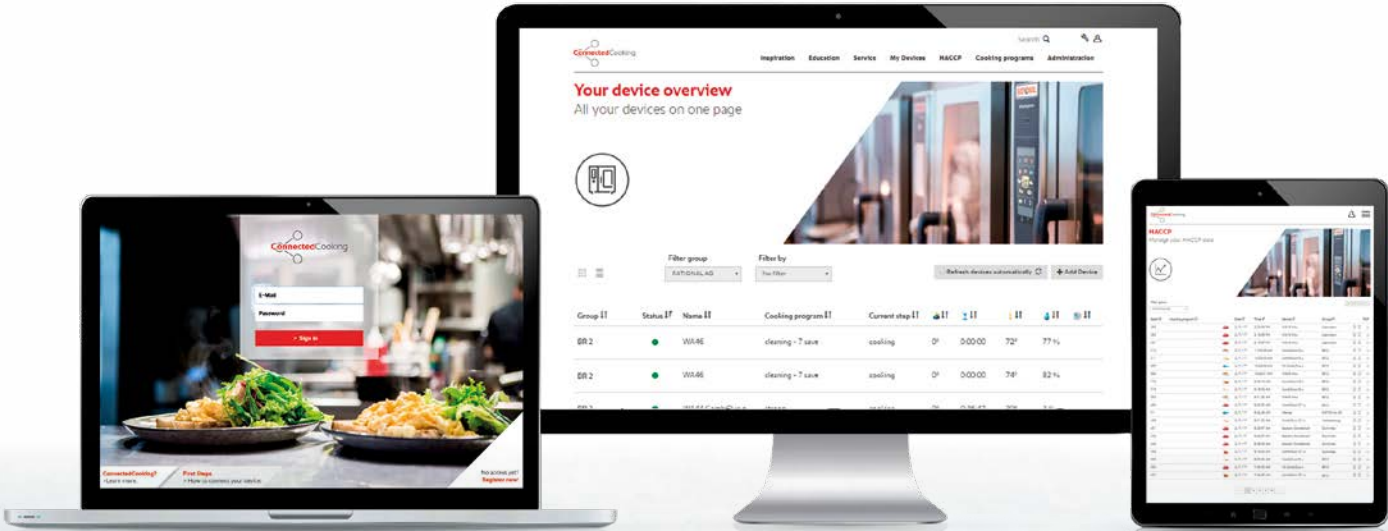


Discover the world of ConnectedCooking, the largest cutting-edge digital platform for professional kitchens: a comprehensive library of thousands of international recipes to download, tips and tricks from our chefs, as well as practical instructional videos that provide an abundance of inspiration. There are also thousands of downloadable cookbooks available to anyone looking for creative ideas around a particular theme.

On top of this, ConnectedCooking can make your life in the kitchen easier: simply network your SelfCookingCenter® or CombiMaster® Plus and benefit from the many advantages of the digital kitchen. For example, you'll get push notifications on everything that's happening with your units, operate your units via remote access, transfer and manage cooking programs, and receive automatic software updates. It couldn't be more convenient.

Automatic HACCP documentation, management of user profiles, and, if desired, communication with your service partner all make a contribution to security. And what you can really rely on is that all data is encrypted using the latest technology and thus safely stored.

Would you like to become a part of a network with over 100,000 members worldwide? Then simply register at ConnectedCooking.com. If you would like more information beforehand, you can find it here.



When you're on the go, the ConnectedCooking app is available through the App Store or Google Play.





24/7

Technical Support

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ChefLine

Tel. 866-306-2433

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**... we are behind you every
step of the way.**



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We reserve the right to make technical changes in the interest of progress.