



About Us

What makes Oyster so different from everyone else?

We believe that ***the best people to accurately identify clients' needs and provide the perfect solutions are our expert engineers and technicians*** who install and maintain the machines every day. They have the greatest knowledge of both the products and the clients they serve and want to ensure that everything runs smoothly. Because of this, ***we do not employ an expensive sales team, so there is no commission*** which enables us to pass the savings onto our customers.

NO SALESMEN - NO COMMISSION



Meeting Customer Requirements

At Oyster we endeavour to provide customers with the BEST possible service to meet all requirements.

Telephones are answered within five Rings

We understand that there is nothing more frustrating than being unable to contact someone or having to wait for the phone menu options to be read out. Instead, we ensure that trained and experienced customer service staff answer our incoming calls ***within five rings***, giving you peace of mind that your call is being dealt with. Our customer service team is there to deal with breakdown calls, consumable/machine orders, invoice queries and any general enquiries you may have.

Four Hour Response Time Target

Oyster always have an engineer on call who is never more than 2 hours away from any of our contracted customer locations, enabling us to reach customers as soon as possible. Our call centre/customer service team and engineer teams are in constant contact reviewing incoming and completed calls.

Preventative Maintenance

Our Preventative Maintenance System is in place at all times and aimed at ensuring maximum efficiency for all customers.

All machines are serviced to the manufacturers recommended specification (***replacement drum, fitting of developer & full maintenance kit***). Our engineer will also thoroughly check your machine to ensure all vulnerable parts are in good working order so to prevent future problems. Any parts that may be required are all inclusive of your maintenance costs. We are also more than happy to provide our customers with any relevant information, or if required, further training at any time at no extra cost.