





Standard Technical Support on all BUNN Platforms

Included Services:





Equipment Brands Serviced:





Customizable Contractual Technical & Field Support on **BUNN Platforms and Most** Competitive Equipment Brands

Included Services:







Equipment Brands Serviced:

















AND MORE

COMPREHENSIVE COVERAGE





Fast On-site Diagnosis Powered by Virtual Reality Technology

The real-time support tool connects your Field Service Engineer to our in-house expert technicians, drastically reducing equipment diagnostic time by literally guiding your servicer by hand. Here's how it works:

- 1. Maintenance or repair scenario arises
- 2. Field Service Engineer identifies complex problem
- 3. Open Virtual Tech on smartphone or tablet and connect to an expert
- Merged reality technology allows experts to display their hands on your screen, guiding your servicer with precision
- Maintenance or repair task is quickly diagnosed and/or completed, saving both parties money, time, and repeated service visits





BUNN® Representatives Always Answer

BUNNserve goes above and beyond typical repair and maintenance services. Our expert technicians are available around the clock to assist you, whether it's routine maintenance or a time-sensitive fix.

24/7/365 - Our call center based in Springfield, IL is ready to receive your call around the clock

BUNNserve Priority - The hotline receives hundreds of calls a day that are answered with an average speed of 30 seconds or less

No Automated Response - You'll always connect to a BUNN-trained Representative, no matter what time of day (or night)





Nationwide Network of Field Service Engineers and Contracted Support

Rely on BUNNserve Pro to help you execute full coverage professional service options for most brands of dispensed beverage equipment.

INSTALLATION PHASE



BUNDLED FIXED PRICE MODEL for One-time Installation Event

Warehousing/Logistics +

All Other Equipment

FIXED PRICE MODEL for One-time Installation Event

OPERATIONS PHASE (Equipment In-field)

TIME & MATERIAL MODEL for Single Event Fixes

Reactive Service

Event Invoicing

BUNDLED FIXED PRICE MODEL for Regular Maintenance

Manufactured Recommended PM Schedule

Flat Rate Invoicing as

You know your warranty status and manage annual service costs

Events Completed

You know your warranty status and manage annual service costs

MULTI-YEAR SUBSCRIPTION MODEL

Reactive Service Priority Lane Preventive Maintenance Schedule

Water Quality Testing/Consultation

Asset Tracking

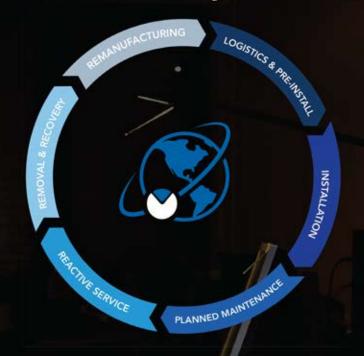
Warranty Management/Upgrades

Fixed Price Monthly Invoice

We manage to SLA's; Continually evaluate profitability

Real-time status and reporting in dedicated online portal

Capabilities Cover the Lifecycle of the Equipment



01 LOGISTICS & PRE-INSTALL

- Custom program pricing
- Operational tracking
- Manufacturing & warehousing (BUNN platforms)
- Asset acquisition (Competitive platforms)
- Deployment

02 INSTALLATION

- Custom pricing
- Site surveys
- Concierge project management
- National rollout coordination

03 PLANNED
MAINTENANCE

- Calibrations
- Cleaning
- Filtration changeouts
- Water quality consultation
- Recipe upgrades

04 REACTIVE SERVICE

- 24/7/365 call center staffed by BUNNserve reps
- Repair & Restore
- Virtualtech realtime support
- Not-to-exceed limits
- Warranty optimization

REMOVAL & RECOVERY

- Equipment logistics & disposal
- Deinstallation
- Asset tracking

06 REMANUFACTURING

- All platforms (BUNN + competitive)
- Inventory management
- Warehousing



BUNNserve is Your Partner After the Sale

- ✓ Decades of Proven Experience in Every Foodservice Channel
- √ Concierge Project Management through the Equipment Lifecycle
- √ Best in Class Restore/Response Rates
- √ State of the Art Field Management Communication Technology
- √ BUNN-trained FSE's and Monitored Network of Service Alliance Partners
- √ Taking our NA Footprint and Experience to Grow Globally
- ✓ Investing Heavily in Infrastructure
- ✓ A Partner Who Cares about Lowering Operational Costs and Increasing YOUR Profitability

1-800-209-2866

