



Anytime... Anywhere



BUNNserve

PROFESSIONALLY MANAGED UPTIME OF MULTI-VENDOR AND MULTI-BEVERAGE PLATFORMS

bunn.com/bunnserve



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:



thermoplan



Grindmaster
Cecilware

FETCO

AND MORE





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
4. Merged reality technology allows experts to display their hands on your screen, guiding your servicer with precision
5. 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

BUNN Equipment

BUNDLED FIXED PRICE MODEL
for One-time Installation Event

Equipment +
Warehousing/Logistics +
Installation

All Other Equipment

FIXED PRICE MODEL
for One-time Installation Event

Site Survey
Installation

OPERATIONS PHASE *(Equipment In-field)*

**TIME & MATERIAL
MODEL**
for Single Event Fixes

Reactive Service
Events Only

Event Invoicing

You know your warranty
status and manage annual
service costs

**BUNDLED FIXED PRICE
MODEL**
for Regular Maintenance

Manufactured Recommended
PM Schedule

3mo
6mo
9mo
12 mo

Flat Rate Invoicing as
Events Completed

You know your warranty
status and manage annual
service costs

**MULTI-YEAR SUBSCRIPTION
MODEL**

Reactive Service Priority Lane
Preventive Maintenance Schedule
Recovery/Removal
Parts Management
Water Quality Testing/Consultation
Calibrations
Recipe Upgrades
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

05

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

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