

BUNNserve®

Anytime... Anywhere



BUNNserve®

Professionally Managed Uptime of Multi-vendor and Multi-beverage Platforms

[bunn.com](http://bunn.com)



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
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 BUNN 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.

# FLEXIBLE PRICING MODELS

## INSTALLATION

### Equipment

#### BUNDLED OR FIXED PRICING

Equipment  
Logistics  
Installation  
Training & Calibration  
*Extended Services plans are available  
at time of equipment purchase.*

### All Other Equipment

#### FIXED PRICING

Logistics  
Installation  
Calibration

## POST-INSTALLATION AND PLANS FOR EXISTING EQUIPMENT

### & All Other Equipment

#### TIME & MATERIAL

Planned Maintenance  
Reactive Service  
Installs/Uninstalls  
Calibrations  
Customized Service

### Equipment

#### FLAT RATES

Planned Maintenance  
Installs/Uninstalls  
Calibrations

### Equipment

#### MONTHLY SUBSCRIPTIONS

*All Services Inclusive in Monthly Fee*  
Assigned Service Account Manager  
Performance Reporting  
Asset Tracking  
**Menu of Services:**

- Planned Maintenance (*including filtration*)
- Reactive Service
- Water Quality Testing/Consultation
- Calibrations
- Recipe Upgrades
- Other Customer Specific Requirements

# 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
- National rollout coordination
- Customer training

03

## PLANNED MAINTENANCE

- Calibrations
- Cleaning
- Filtration changeouts
- 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 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**

5020 Ash Grove Drive, Springfield, IL 62711 USA  
(800) 637-8606 | +1 (217) 529-6601 | [www.bunn.com](http://www.bunn.com)

