



# Sure Tamp<sup>®</sup> Machine Post-Installation Checklist



THIS FORM MUST BE COMPLETED AND SUBMITTED TO BUNN AFTER THE MACHINE IS INSTALLED.  
 FAX: 217-585-4551 or EMAIL: espresso.support@bunn.com. If assistance is required during the installation, please contact BUNN Technical Services at 1-800-286-6345 with Installation questions or for additional Information.

**Installation Site Address:** \_\_\_\_\_  
 (please print clearly)

Store No: \_\_\_\_\_

Serial No: \_\_\_\_\_

Confirmation No: \_\_\_\_\_

Time: \_\_\_\_\_

## PHYSICAL SITE REQUIREMENTS:

	<b>PLACEMENT:</b> The supplied mounting bracket was attached to the top of the worktop refrigerator. The espresso machine was placed on top of the worktop refrigerator with the rear legs inserted into the mounting bracket. The milk delivery system (MDS) box was placed inside the refrigerator. The MDS box cables and tubing were routed to the espresso machine with no strain or pinch points.
<input type="checkbox"/>	<b>ELECTRICAL:</b> The espresso machine was connected to verified 208V AC L6-30 R receptacle on a dedicated 30amp circuit. The receptacle was within 4.5 feet of the machine and no extensions to the machine's power cord were used. The L6-30P cord cap supplied with the machine was installed on the machine's power cord and plugged securely into the receptacle.
<input type="checkbox"/>	<b>WATER:</b> The machine was connected to the coffee stick water supply; there was an individual shut-off for the machine. Dynamic water pressure was measured between 20-90 PSI
<input type="checkbox"/>	<b>DRAIN:</b> The supplied waste water hose was connected to the machine and routed to an appropriate drain at the site. The drain hose was installed and routed according to the installation instructions. The site drain was located within 5.5 feet of the machine

### Water Filtration Information

Type of RO Filter System: \_\_\_\_\_

Check the following water readings before the filter:

Total Hardness \_\_\_\_\_

Carbonate Hardness \_\_\_\_\_

Chlorine \_\_\_\_\_

PH \_\_\_\_\_

TDS \_\_\_\_\_

### Machine Settings

Activated BUNNlink

Software Version \_\_\_\_\_

Home Position Offset \_\_\_\_\_

Pump Pressure \_\_\_\_\_

Brew Water Temperature \_\_\_\_\_

Milk Dispense Temperature: Set to 165°F +/-2°

Milk 1 Pump RPM: \_\_\_\_\_

Milk 2 Pump RPM: \_\_\_\_\_

### CUSTOMER SET-UP

- Screen layout set to McDonald's standard
- Product recipes set to McDonald's standard

### CUSTOMER TRAINING:

- Machine use - all of the following were covered:
  1. On/Off switch location
  2. Filling bean hoppers
  3. Loading milk
  4. Milk prime
  5. Empty puck bin
  6. Machine terminology
  7. Product buttons
  8. Daily Care Screen
  9. How to make drinks
  10. Accessing on-screen McDonald's guide
- Complete daily cleaning cycle demonstrated
- Answer any customer questions
- Review this document with the customer
- Reviewed service call procedures
- Reviewed cleaning supply re-order procedure
- Placed BUNN Managed Service Espresso Hotline sticker on the rear of the touchscreen

All of the installation requirement must be met in order to meet the warranty requirements. Your signature acknowledges that all of the steps have been completed and that the machine has been installed according to all of the installation requirements.

Service Provider (sign and print) \_\_\_\_\_ Date \_\_\_\_\_

Customer (sign and print) \_\_\_\_\_ Date \_\_\_\_\_



# Sure Tamp® Service Visit Completion Checklist



**Instructions:** complete this checklist at the end of each service visit (reactive service call or scheduled preventative maintenance). Failure to complete and submit this checklist with your workorder will result in non-payment of your Invoice. Please print clearly. For any questions about completing this checklist please contact a BUNN Espresso Customer Service Representative at 1-888-997-9733.

Machine Serial No. \_\_\_\_\_

Date of Service \_\_\_\_\_

Software Version \_\_\_\_\_

SV Number \_\_\_\_\_

### Machine Data

Enter programming and select the **Lifetime Totals** button from the **Machine Statistics** screen

Total Cycle Counts \_\_\_\_\_

Water Usage \_\_\_\_\_ gal.

Steam Time \_\_\_\_\_ min.

Left Grinder \_\_\_\_\_ lbs.

Right Grinder \_\_\_\_\_ lbs.

Cleaning Cycles \_\_\_\_\_

Number of Cleaning Cycle Errors \_\_\_\_\_

### Water Quality / Filtration

Use an electronic Total Dissolved Solids (TDS) meter and water test stripes to collect the following water quality measurements

Carbonate Hardness (GPG) \_\_\_\_\_

Total Hardness (GPG) \_\_\_\_\_

pH \_\_\_\_\_

TDS (PPM) \_\_\_\_\_

Type of Water Filter (circle one):    C300    C500

Date of Filter Installation \_\_\_\_\_

Must be documented in permanent marker on the filter cartridge, if the date is not written on the filter cartridge please call BUNN Espresso support at 1-888-997-9733 to provide the water filter install date.

### Error Codes

Enter Programming and navigate to the Service History Menu in the Advanced Menu Options screen. Document the last 5 error codes the machine has generated.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Machine Operation

Verify the correct operation of the machine

Water Pump Dispense Pressure \_\_\_\_\_ psi.

Dispense Time Double Esp. Left \_\_\_\_\_ sec.

Dispense Time Double Esp. Right \_\_\_\_\_ sec.

Check / Calibrate Home Position Offset

Perform Complete Cleaning Cycle

Sure Tamp Auto Drink Settings:

- Latte Fill Level to Customer Specifications
- Cappuccino Fill Level to Customer Specifications
- Latte Temperature to Customer Specifications
- Cappuccino Temperature to Customer Specifications

Service Technician: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name