BUNNserve®

Anytime. Anywhere.

BUNN

Professionally Managed Beverage Equipment Services

bunn.com/bunnserve

COMPREHENSIVE COVERAGE

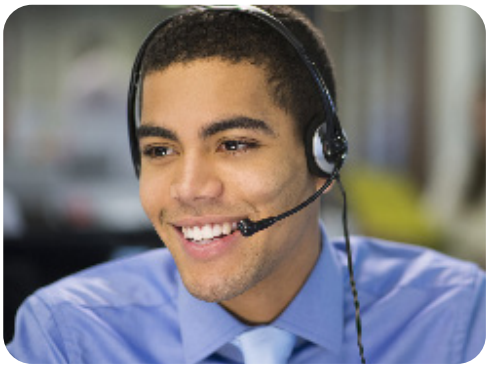
VIRTUALtech

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

CALLtech



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)

FIELDtech

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.

- Installations, rollouts, preventative maintenance, reactive service and more
- Expertly trained and certified Technicians
- State-of-the-art field and back of the office technology
- Flexible, flat-rate, monthly billing and nationwide pricing options

YOUR SERVICE PARTNER

BUNNserve

Standard Technical Support on all BUNN Platforms

Included Services:

VIRTUALtech CALLtech

Equipment Brands Serviced: BUNN

BUNNserve PRO

Managed Service for Beverage Equipment Installation, Preventative Maintenance, Reactive Service and More. Available on BUNN Equipment and Most Competitive Brands.

Included Services:

VIRTUALtech CALLtech FIELDtech

Equipment Brands Serviced: BUNN AND MORE

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

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 Technician and Monitored Network of Service Alliance Partners
- ✓ Taking our North America Footprint and Experience to Grow Globally
- ✓ Invested in Lowering Infrastructure
- ✓ A Partner Who Cares about Lowering Operational Costs and Increasing YOUR Profitability

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