

BUNNserve®

Anytime. Anywhere.



Professionally Managed Beverage Equipment Services

[bunn.com/bunnserve](https://bunn.com/bunnserve)

## 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.

- 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



Standard Technical Support  
on all BUNN Platforms

*Included Services:*



*Equipment Brands Serviced:* **BUNN**



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

*Included Services:*



*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

**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)



8/21 © 2021 Bunn-O-Matic® Corporation