

BUNNserve provides a web site or one phone number to manage your:

- Service
- Installations
- Service dispatch
- Scheduled preventive maintenance

Your account is monitored so specific service needs are promptly met.

With BUNNserve, you have access to a network of 450 BUNN authorized service providers who are available 24/7 in most areas and stock BUNN parts. On-site services are billed directly to location by service provider.



CHOOSE AMONG THREE SERVICE OPTIONS:

1. Technical Service – Standard Support: Free with purchase
2. On Line Support – Standard Support: Free with purchase
3. Managed Service – Full Service Option: Available at Competitive Rates

FLAT RATE BUNNserve OFFERINGS:

Available for an additional fee, these offerings provide services at predefined, published pricing including:

- Installations
- Warranty Dispatch
- Service Dispatch
- Preventive Maintenance
- Nationwide Equipment Rollout Programs

Details of included services for each offering are below.



Comparison of Flat Rate Offerings							
Service	Travel	Labor	Parts	Pre-determined Costs	Service History	Asset Reporting	Comments
Installations	Included	Included	Included	Included	Service history at www.bunnserve.com	Included	>Predefined services offered at published pricing >Reduce unnecessary service calls >Reduce multiple trips and travel times >Shorter troubleshooting and repair times
Warranty Dispatch	Included	Included	Included	Included	Service history at www.bunnserve.com	Included	>During normal business >Warranty work - no charge >Outside warranty Flat Rate Charge
Service Dispatch	Included	Included	Included	Service costs billed at agent's actual time & material plus BUNNserve Management Fee.	Service history at www.bunnserve.com	Included	>Installation, Service Dispatch and Preventive Maintenance for non-BUNN equipment or services that fall outside Flat Rate guidelines >Charges include Service Partner's actual charges plus a management fee >Copies of Service Partner's invoices are provided for time and materials services only
Preventive Maintenance	Included	Included	Included	Included	Service history at www.bunnserve.com	Included	>Purchased with new equipment >Includes 2 scheduled visits per year >Includes parts required to repair equipment during maintenance visit
Nationwide Equipment Rollout Programs	Program is tailored to customer's needs. Fees are developed based on customer's requirements.						>Coordination of equipment, shipping and installation dates that fall outside Flat Rate guidelines >Scheduled installation appointments >Constant monitoring of installation progress >Flat Rate pricing - Eliminates multiple billings