



# FLAT RATE REPAIR SERVICE PRODUCTS

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Now you can choose the level of repair service you want for your BUNN equipment. All three options are available at a flat rate, based on the equipment you are having repaired:

## 1. CUSTOMER PREVENTIVE MAINTENANCE

For products in good working condition.

## 2. CUSTOMER REPAIR

For products that are not currently functional without structural damage or major cosmetic defects.

## 3. REMANUFACTURE

For products in either functional or non-functional condition that require extensive repair.

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If unit is heavily damaged or unrepairable, contact will be made to arrange for disposition.  
Replacement of any missing parts is an added charge.  
BUNN reserves the right to reject units submitted for any of these service products.

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**See Repair Service Products Price List for pricing of these products. Call the BUNN Order Department at 1-800-626-2866 to order these products and to arrange for shipping.**

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## 1. Customer Preventive Maintenance (PM)

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**For functioning units in good working condition. (\*Not available for cold drink equipment)**

The equipment can not have structural or major cosmetic damage to the housing or frame of the unit. All components must be original equipment BUNN parts or approved equivalent. All accessories (stainless funnels, etc.) must be with the unit when received. Units that have components that are not functioning at the time of inspection will not be eligible for this product. The unit submitted will be tested to verify operation of all functional components.

### Service includes the following:

- Replace decals with current design and add any new instructional or warning decals.
- Clean the unit's exterior to remove normal build-up of coffee, dirt, etc.
- Replace or clean the following as needed:
  - Sprayhead (if applicable)
  - Flow control washer and strainer (if applicable)
  - Standard PM parts (FMD)
- Package in approved shipping cartons complete with appropriate accessories. (funnels, delimiting springs, etc.)  
\*Liquid coffee dispensers do not include pump and product tubing. These items may be purchased separately based on type and style required.

*If delimiting of the tank system is requested or found to be necessary for proper operation, please refer to the Remanufacture Section for details and pricing.*

**Warranty:** Units carry a 6-month parts and labor warranty following this service.



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## 2. Customer Repair

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***For products that are not currently functional without structural damage or major cosmetic defects.***

All components must be original equipment BUNN parts or approved equivalent. All accessories (stainless funnels, etc.) must be with the unit when received. The unit submitted will be tested to verify operation of all functional components.

**Service includes the following for hot drink equipment:**

- Replace decals with current design and add any new instructional or warning decals.
- Clean the unit's exterior including light re-graining of the stainless steel housing and light touch-up on painted parts.
- Replace or clean the following as needed:
  - Mechanical "On/Off" and start switches and lamps
  - Warmer dishes (if applicable)
  - Sprayhead (if applicable)
  - Standard PM parts (FMD)
- Replace or rebuild the solenoid, flow control and strainer (if applicable) as needed.
- Replace or repair any component not functioning at the time of repair.
- Package in approved shipping cartons complete with appropriate accessories. (funnels, delimiting springs, etc.)
  - \* Liquid coffee dispensers do not include pump and product tubing. These items may be purchased separately based on type and style required.

*If delimiting of the tank system is requested or found to be necessary for proper operation, please refer to the Remanufacture Section for details and pricing.*

**Service includes the following for cold drink equipment:**

- Replace decals with current design and add any new instructional or warning decals.
- Ultra machines - Only units less than 5 years old qualify for repair. We replace shaft seals, bearings, and torque sensor boards.
- Juice machines – Replace internal water and product tubing, air filter, drip tray and bath temp probe.
- Check refrigerant and recover/charge as necessary.
- Package in approved shipping cartons.

*Please do not ship Ultra hoppers or Juice door covers. We do not service hoppers or door covers, and we do not include new ones with repaired equipment. If you need new hoppers or door covers, please order separately as necessary.*

**Warranty:** Units carry a 6-month parts and labor warranty following this service.

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### 3. Remanufacture

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***For either functional or non-functional units that require extensive repair.***

The equipment can not have structural damage to the housing or frame. All components must be original equipment BUNN parts or approved equivalent. All accessories (stainless funnels, etc.) must be with the unit when received. The unit submitted will be tested to verify operation of all functional components.

**Service includes the following for hot drink equipment:**

- Complete cleaning of unit's interior and exterior.
- Light re-graining and minor cosmetic repairs to stainless steel exterior and light touch-up of painted housing components.
- Delime tanks and tubing. (*Replacement of tank or metal tubes is an added charge*)
- Replace decals with current design and add any new instructional or warning decals.
- Replace or rebuild as needed, timer, liquid level controls, solenoid, flow controls, mechanical thermostats, etc.
- Replace or clean the following as needed:
  - Warmer dishes (*if applicable*)
  - Standard PM parts (FMD)
  - Sprayhead (*if applicable*)
- Replace or rebuild the solenoid and flow control washer and strainer (*if applicable*) as needed.
- Replace limit thermostats, plastic front end caps, mechanical "On/Off" and "Start" switches and lamps, and keep-warm heaters.
- Replace or repair any component not functioning or not meeting BUNN specifications.
- Package in approved shipping cartons complete with appropriate accessories. (funnels, deliming springs, etc.)
  - \* Liquid coffee dispensers do not include pump and product tubing. These items may be purchased separately based on type and style required.

**Service includes the following for cold drink equipment:**

- Replace decals with current design and add any new instructional or warning decals.
- Complete cleaning of unit's exterior and interior. No re-graining of stainless steel completed.
- Ultra machines – Units 5 to 7 years old qualify for remanufacture. Units greater than 8 years are not eligible for remanufacture. Replace parts included in Repair above, and, replace compressor, motors, drive shafts, drums, condenser fan, copper tubing, filter, and main circuit board.
- Juice machines – Replace parts included in Repair above, and, replace compressor and relay, condenser fan motor, fan blade, recirculation pump, filter dryer, and main circuit board. On the LED Juice door machines, we will replace the LED lighting.
- Check refrigerant and recover/charge as necessary.
- Package in approved shipping cartons.

*Please do not ship Ultra hoppers or Juice door covers. We do not service hoppers or door covers, and we do not include new ones with repaired equipment. If you need new hoppers or door covers, please order separately as necessary.*

**Warranty:** Units carry the same warranty as new equipment following this service. Warranty includes 2 years parts and 1 year labor; 3 years parts and labor for electronic circuit boards; 5 years parts and 1 year labor for compressors on refrigeration equipment; and 4 years parts and labor or 4 0,000 pounds of coffee for grinders.