



Espresso Systems Warranty

Bunn-O-Matic Commercial Product Warranty

Bunn-O-Matic Corp. ("BUNN") warrants the BUNN Espresso®, Espresso Systems as further described below for a **warranty period of 1 year parts and labor.**

These warranty periods run from the date of installation. BUNN warrants that the equipment manufactured by it will be commercially free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty period. This warranty does not apply to any equipment, component or part that was not manufactured by BUNN or that, in BUNN's judgment, has been affected by misuse, neglect, alteration, improper installation or operation, improper maintenance or repair, non periodic cleaning and descaling, equipment failures related to poor water quality, damage or casualty. This warranty is conditioned on the Buyer 1) giving BUNN prompt notice of any claim to be made under this warranty by telephone at (217) 529-6601 or by writing to Post Office Box 3227, Springfield, Illinois 62708-3227; 2) if requested by BUNN, shipping the defective equipment prepaid to an authorized BUNN service location; and 3) receiving prior authorization from BUNN that the defective equipment is under warranty. Additionally, the following is excluded from the warranty period:

Warranty Exclusions:

Parts such as, but not limited to, hoppers and lids, drip trays, steam wand sheaths, and plastic parts damaged due to improper handling or cleaning agents.

Replacement of wear items such as, but not limited to, O-rings, gaskets, silicone tubes, hoses, and valve seats.

Repairs made necessary due to poor water quality such as dispense valves, water inlet valves, scaling in the steam or hot water boilers. (Carbonate Hardness range of 4-7 gpg constant)

Improper voltage. (See equipment operations manual for voltage specifications)

Failure to use BUNN approved cleaning supplies constitutes improper maintenance.

Failure to have required preventive maintenance performed by BUNN technician or authorized espresso service agent.

Parts replaced under the terms of this warranty carry the remainder on the machine's parts warranty term, or 60 days, whichever is greater.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF EITHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The agents, dealers or employees of BUNN are not authorized to make modifications to this warranty or to make additional warranties that are binding on BUNN. Accordingly, statements by such individuals, whether oral or written, do not constitute warranties and should not be relied upon.

If BUNN determines in its sole discretion that the equipment does not conform to the warranty, BUNN, at its exclusive option while the equipment is under warranty, shall either 1) provide at no charge replacement parts and/or labor (during the applicable parts and labor warranty periods specified above) to repair the defective components, provided that this repair is done by a BUNN Authorized Service Representative; or 2) shall replace the equipment or refund the purchase price for the equipment.

THE BUYER'S REMEDY AGAINST BUNN FOR THE BREACH OF ANY OBLIGATION ARISING OUT OF THE SALE OF THIS EQUIPMENT, WHETHER DERIVED FROM WARRANTY OR OTHERWISE, SHALL BE LIMITED, AT BUNN'S SOLE OPTION AS SPECIFIED HEREIN, TO REPAIR, REPLACEMENT OR REFUND.

In no event shall BUNN be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

BUNN Espresso® BUNNserve® Packages

Pre-Installation Site Survey

A BUNNserve Installation Manager will be assigned to work with the appropriate site contact via email and telephone to ensure that the site is ready for installation. A pre-installation checklist will be emailed to the site contact identifying all site utility requirements and miscellaneous items that the site is responsible for having on hand on the designated installation date. Upon receipt of the completed pre-installation checklist, the BUNNserve Installation Manager will contact the site to review the checklist and establish an installation date.

Base Unit Installation

Installation includes labor, travel, electrical cord-set and miscellaneous plumbing fittings required to connect machine to existing utilities during normal business hours. Also includes labor to install water filter head and cartridge. Water filter head and cartridge must be purchased separately at time of equipment purchase. Equipment operation and maintenance training will be provided to operators available at the completion of the installation.

Refrigerator Installation (1 Step Units)

Installation includes labor required to connect unit to existing utilities and espresso base unit during installation of base unit.

Preventive Maintenance

Preventive Maintenance visits are scheduled and dispatched for completion by BUNNserve at 6 months and 12 months from the date of equipment installation. BUNNserve Packages include 2 Level 1 PMs performed during normal business hours. PMs include labor, travel, pm kits and replacement water filter cartridges.

Level 1 PM Detail

- Inspect - hoppers, screw motor belt, pistons, filter screens, grinder burrs, milk tubes/valves.
- Clean - ventilation, hoppers, grinders, burrs, including auger mechanism, pistons, filter screens drip tray, fan, outlet nozzle, milk mixing chamber, (refrigerator interior and condenser if applicable).
- Replace - piston o-rings, wear plates/spacers, (refrigerator tubing if applicable) and water filter cartridge.

Repair Services

BUNNserve Managed Service provides 24x7x365 phone support and on-site services. Requests for on-site service will be prioritized based on the functionality of the machines and the safety of the operators. Dispatched calls will be designated by the following Service Level Agreements (SLAs).

- **Emergency:** Machine will not function or endangers the operator or customer. The Certified Service Provider is expected to arrive on-site within 4 hours of the initial call dispatch, unless an alternate arrangement is made between the store and the service provider.
- **Urgent:** Machine is able to function and does not endanger the operator or customers, but requires repair work. The Certified Service Provider is expected to arrive on-site within one business day of the initial call dispatch, unless an alternate arrangement is made between the store and the service provider.
- **Planned:** Resolution as planned between BUNNserve and customer.

Warranty Service

BUNN Espresso systems are covered by a 1 year parts and labor warranty. See BUNN Espresso Commercial Warranty Statement for Details.

Non-Warranty Service

Services not qualifying for warranty coverage are the responsibility of the customer. Gold and Platinum BUNNserve Packages include pre-paid non-warranty service calls. Pre-paid calls include labor, travel and parts required to complete repairs. Non-warranty services are also available at current time and material rates.

BUNN Espresso® BUNNserve® Packages			
	Silver	Gold	Platinum
Base unit installation	1	1	1
Refrigerator installation (if applicable)	1	1	1
3 month PM - Level 1	1	1	1
9 month PM - Level 1	1	1	1
Prepaid non-warranty service calls	0	2	4

Ala Carte Services

Additional services available for purchase separately.

Non-Warranty Service

Non-Warranty repairs are available at Time and Material Rates.

Business Hours: 8:00 AM – 4:30 PM Local Time

Labor and Travel: Current Price

Parts: Current Price

Dispatch Fee: Current Price

Overtime Rates are 1.5 X for Labor and Travel. Sunday and Holiday Rates are 2.0 X for Labor and Travel.

Preventive Maintenance

PM services available for purchase after PMs included in packages have been performed.

Level 1 PM

- Inspect - hoppers, screw motor belt, pistons, filter screens, grinder burrs and milk tubes/valves.
- Clean - ventilation, hoppers, grinders, burrs, auger mechanism, pistons, filter screens drip tray, fan, outlet nozzle, milk mixing chamber, (refrigerator interior and condenser if applicable).
- Replace - piston o-rings, wear plates/spacers, (refrigerator tubing if applicable) and water filter cartridge.

Level 2 PM

- Inspect - same as Level 1 PM
- Clean - Level 1 PM + milk pump - remove & clean, remove and de-scale steam boiler
- Replace - Level 1 PM + o-rings for top & bottom piston, belt for screw motor, springs in the pistons, milk tubing, seals for steam boiler, plungers in 2/3 way valves, fittings/hoses in the steam module, liquid level probes, check valves, milk pump seals, tubing, plungers in check valve

Level 3 PM

- Same as Level 2 + Replace Grinder Burrs