



Flat Rate Calibrations

Includes labor and travel charges for one site visit to calibrate BUNN® Beverage Equipment to customer provided specifications during normal business hours. Normal business hours are defined as Monday through Friday (excluding holidays), 8:00 a.m. to 4:30 p.m. in the local time zone of the location. Calibration services will be complete within 48 hours of customer request. BUNNserve® cannot guarantee response times in remote areas. Flat Rate Calibration pricing is only available for calls that are specified as calibrations at the time of the service request.

After Hours Calibrations

Calibrations outside normal business hours are available at 1.5 times the standard Flat Rate Fee.

Extended Travel

Flat Rate Pricing is applicable for locations within 50 miles of the nearest BUNN Authorized Service Provider. Flat Rate Services provided to locations exceeding this requirement will be assessed an Extended Travel Fee of \$75.00.

Requirements

Equipment installation must be completed in compliance with requirements stated in the appropriate BUNN Installation and Operation Manual prior to servicer's arrival.

- Equipment and associated accessories must be unboxed and positioned on counter in desired location of operation.
- Plumbing Connections:
If applicable, equipment must be connected to appropriate water supply and drain lines.
- Electrical Connections:
Equipment must have appropriate electrical cord installed.
 - Cord and plug applications:
Appropriate electrical cord and plug must be installed within reach of corresponding electrical outlet.
 - Direct wired applications:
Electrical connection from equipment to appropriate electrical service must be complete. Servicer must have access to corresponding electrical breakers.
- Materials such as plumbing fittings, electrical supplies, back flow preventors, shock arrestors, etc., are not included.
- Product (i.e. coffee, tea, powder, juice) must be on-site, available to servicer.
- Customer must provide calibration specifications.

Primaries and Secondaries

Primary price covers first piece of equipment at site. Secondary price covers each additional piece of equipment at the same site on the same date. The highest priced service is considered as primary.

Exclusions

Charges for failed calibration attempts for locations that cannot be completed during the first trip because site is not ready will be invoiced to the customer at servicer's time, travel and material charges plus the BUNNserve Management fee of \$48. The customer must submit a new PO for the failed calibration attempt. The failed attempt charges are in addition to the original Flat Rate calibration charges.



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Flat Rate Pricing is not available for the following: Large venues such as airports, stadiums, and arenas; locations that conduct security screenings or have limited or restricted access; remote locations that are accessible only by boat or air travel.

BUNNserve services are performed by BUNN Authorized Service Providers or BUNN Factory Representatives. Selection of servicer is at sole discretion of BUNNserve.