



Flat Rate Preventive Maintenance

Includes labor, travel and PM Kit charges for two Preventive Maintenance Visits on BUNN® Beverage Equipment 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. Published Flat Rate Preventive Maintenance Pricing is applicable when purchased with new equipment or for equipment that has been installed less than 6 months. Contact BUNNserve® for Flat Rate PM Pricing for equipment that does not meet these requirements.

PM Parts

Flat Rate Pricing includes standard PM Kits or PM Parts. Contact BUNNserve for a listing of specific parts included by model.

PM Completion

Preventive Maintenance calls are scheduled at 6 months from equipment installation and repeated at 6 month intervals. BUNNserve will dispatch PMs and ship required PM Kits to service providers upon scheduled due dates. Preventive Maintenance services will be completed within 14 days from the date that call is dispatched.

Preventive Maintenance Visits cannot be expedited or substituted for repair visit requests. Requests for repair visits are available at Flat Rate Service Dispatch pricing.

Labor for replacement of water filtration cartridge is also included if the filtration components are on-site at the time of the Preventive Maintenance Call or purchased by the customer and shipped to the servicer prior to the date of the PM. Cost of filtration components is not included.

Additional Repairs

Additional charges may apply for equipment not functioning at the time of the scheduled PM Visit. Additional labor and parts beyond the scope of the PM will be invoiced to the customer at the servicer's actual labor rate, plus the list price of replacement parts.

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 per PM Visit.

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

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.