



World Class Technical Support Services

You can be confident that world class support is available for all newly purchased FETCO® equipment. In addition to the comprehensive warranty for new brewing and dispensing systems, add-on services such as installation, reactive repairs and preventative maintenance programs are available to help extend the life of your equipment and keep it performing at its optimum level.

These additional fee based services provide a single source of support through a nationwide network of FETCO® trained technicians who provide focused maintenance, repairs and access to OEM replacement parts.

Ask your local FETCO® sales manager or customer service representative for pricing and service details. Flat rate programs are available to our customers who have an open account or preauthorized credit card and their account is in good standing.

Available FetProtect™ services*:

Pre-Installation Site Surveys

Professional Installation Services

Preventative Maintenance Plans

Service Record and Asset Management

Reactive Service Dispatch

Equipment Calibrations

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*These services can be ordered as a complete package or individually as needed.

For more about FETprotect™, contact Tech Services (800) 338-2699

Professional Pre-Installation Site Surveys

DESCRIPTION

Before any professional installation is scheduled, an onsite survey form must be completed on behalf of the customer for every predetermined install location. On many occasions, initial equipment installations are not completed on schedule or at all due to complications that arise from the facility being unprepared for the installation. FETCO's Professional Pre-installation Site Survey service is highly recommended to ensure the most efficient and lowest cost installation and help eliminate added costs, anxiety and confusion caused by improper or incomplete site surveys.

For a pre-negotiated fee, FETCO® will dispatch a trained service professional to perform a complete and thorough on-site survey to ensure that the install location meets all predetermined requirements for the specified equipment.

PRICING

Individual site survey charges are based on a flat fee however; site surveys and equipment installation charges may be "bundled" for a preferred rate when ordered together or as part of a large scale chain rollout.

HOW TO ORDER

Contact the FETCO Tech Services Department (1.800.FETCO99) with the required information below when ordering a Professional Pre-Installation Site Survey:

- Name of the business
- Local contact name, phone number and email address
- Address of installation location
- Model name, number and configuration of specified equipment
- Equipment serial number of (if possible).

TERMS OF SERVICE

- Authorized service providers are determined solely at the discretion of FETCO®.
- The surveyed location must be within 60 miles round trip of the chosen service provider.
- Service will be performed during regular business hours (8am-4:30pm) local time.
- Overtime or holiday hours are available at 1.5 times the standard rate.
- Orders for site surveys are typically scheduled and completed within 5-7 business days.

Professional Installation Services

DESCRIPTION

Installing a coffee brewing system requires the skill and experience of a qualified professional. FETCO®'s highly qualified Tech Services team can directly manage and coordinate the entire installation process from product shipment all the way through store personnel training.

Once ordered and confirmed by the customer, a FETCO® Tech Services representative will work directly with all parties and communicate to the customer every step of the installation process to make sure that all new FETCO equipment is performing to the customer's expectation before leaving the site.

FETCO® Professional Installation Service Includes:

- Equipment shipment and install schedule coordination between FETCO and the authorized service provider.
- Possible removal of existing equipment.
- Calibration of newly installed equipment
- Operational training of store personnel
- Installation of FETCO water filtration system and/or cartridge if it is purchased from FETCO(r) at the time of the equipment sale. Filter must be shipped with the FETCO(r) equipment or confirmed to be onsite prior to the scheduled installation date.

PRICING

Flat rate and pre-negotiated rate programs are available for national and regional rollouts of any size.

TERMS OF SERVICE

- An official FETCO site survey form must be completed prior to scheduling of the installation date. (A professional site survey is recommended – see page 2 for details)
- Specific installation dates requested by customer must be submitted in writing at least 10 business days prior to the requested installation date.
- Authorized service providers are determined solely at the discretion of FETCO®.
- The surveyed location must be within 60 miles round trip of the chosen service provider.
- Service will be performed during regular business hours (8am-4:30pm) local time.
- Overtime or holiday hours are available at 1.5 times the standard rate.
- Orders for site surveys are typically scheduled and completed within 5-7 business days.
- Equipment must be installed within 4.5 feet of a water supply

Professional Installation Services (cont.)

- Equipment must be installed within 4.5 feet of an electrical supply
- Cord and plug only included for 120 volt models
- Charges to meet local codes to install water hammers or back flow preventers not included.

NOTE

- Installations are typically expected to be scheduled and completed within 7 business days of ordered installation package, depending upon actual equipment ship dates.
- Requested installation dates are not guaranteed, but FETCO(r) will make every attempt to accommodate the customer's request, depending upon equipment availability or preferred service provider capability.
- Any delays due to the site not being ready for the scheduled installation will be the responsibility and expense of the customer.
- Changes or alterations to the building, water or electrical supply are not the responsibility of the pre-authorized FETCO(r) representative.
- Charges will apply if the service provider cannot perform the installation on the initial visit and a FETCO(r) management fee will be incurred.
- New purchase orders are required for any subsequent attempts to perform the initial installation.

Preventative Maintenance Plans

DESCRIPTION

To help protect your equipment investment over the years, FETCO's comprehensive Preventive Maintenance Program is highly recommended. A regularly scheduled preventive maintenance program helps keep your equipment operating at its peak performance, extends its usable life and reduces the occurrence of untimely breakdowns and cost of maintenance. Through regular systematic inspections, potential issues are detected and corrected either before they occur or before they develop into major problems that may result in downtime to your operation.

FETCO will plan and schedule semi-annual inspections to be performed by authorized FETCO(r) technicians who run diagnostic tests, install standardized part kits and calibrate the equipment for optimum performance. We will also replace at no extra charge, a water filtration cartridge if it is onsite prior to service agent visit.

Based on your needs, Preventive Maintenance Plans are available for one, two or three years. The authorized service agent will inspect, calibrate, adjust and test the equipment during their visit.

PRICING

Flat rate preventative maintenance plans include travel, labor and kit charges for two visits to your facility per year. Contact your FETCO representative for specific price information.

TERMS OF SERVICE

- The selection of the authorized servicer is determined solely at the discretion of FETCO(r)
- The location must be within 60 miles round trip of the chosen service provider
- This service must be performed during regular business hours (8am-4:30pm) local time
- Overtime or holiday hours can be arranged and will be charged at 1.5 times the normal rate.
- Preventative service calls are expected to be completed within 10 business days of receipt of customer order.
- Any custom settings or customer specifications beyond original factory defaults must be provided in writing prior to the preventative maintenance visit.

Preventative Maintenance Plans (cont.)

NOTE

- Maintenance visits may not be substituted as a Reactive Service visit. If the need for an essential repair is discovered during a preventative maintenance visit, the customer will be contacted and authorization is required prior to the repair being performed. Once approved, a separate invoice will be issued for the specific repair at standard labor rates and list prices for parts.
- Deliming and/or descaling of the equipment or any of its parts is NOT covered under the Preventative Maintenance Program. If this service is determined to be essential to the proper operation of the equipment, the customer will be contacted and authorization is required prior to the service being performed. Once approved, a separate invoice will be issued for the specific repair at standard labor rates and list prices for parts.
- Delays caused by the customer or if the site is unprepared for any scheduled services will be at the responsibility and expense of the customer. Charges will apply if the service provider cannot perform the service on the initial visit and a FETCO(r) management fee will be incurred. New purchase orders are required for any subsequent attempts to perform the service.

Service Record and Asset Management

DESCRIPTION

FETCO can generate customized historical Service Record and Asset Management reports based your needs. We can track your equipment so you don't have to. Our state of the art database allows for customization and easy exporting of any available site survey, equipment installation, sales order history, calibration and preventative maintenance record in our system. Reports can be ordered on a monthly or quarterly basis, or sent out automatically.

An example of a customized report may include:

- Name of the business
- Local contact name
- Local phone number and email
- Model of equipment
- Serial number of equipment
- History of each service call performed
- List of replacement items used
- Log of preventative maintenance visits
- Service agent information

PRICING

Please see rate chart for pricing.

Reactive Service Dispatch

DESCRIPTION

With our standard warranty comes the peace of mind in knowing that with one call to our toll free number (1-800-660-0035), an experienced technician will assist in diagnosing and troubleshooting any equipment problem at no charge. The good news is that in many cases, the problem can be diagnosed and resolved over the phone without a service provider visit.

If it is determined on the call that the resolution requires an onsite diagnosis, a national network of FETCO trained professional service technicians is available 24/7 for dispatching to identify and resolve problems quickly to your satisfaction.

ISSUES COVERED BY WARRANTY

If it is determined that the problem is covered under FETCO's equipment warranty, a service provider is contacted and dispatched as soon as possible (after coordination with an onsite contact). In most cases, any required service is completed within 24 hours. Normal warranty policies apply and cannot be amended.

NON-WARRANTY ISSUES

FETCO can help administer non-warranty visits but arrangements must be made in advance. Non-warranty visits are billed at standard labor rates and all parts are billed at list price. An additional management fee applies to all non-warranty visits coordinated by FETCO.

HOW TO INITIATE A REACTIVE SERVICE "CALL"

Contact the FETCO Tech Services Department (1-800-660-0035) with the required information below when inquiring about a warranty service call:

- Local contact name and phone number and email
- Address where equipment is located where installation is to take place
- Model of equipment being serviced.
- Serial number of equipment being serviced.

NOTE

- Deliming and/or descaling of the equipment or any of its parts is typically NOT performed under a Reactive Service plan. If this service is determined to be essential to the proper operation of the equipment, the customer will be contacted and authorization is required prior to the service being performed. Once approved, a

Reactive Service Dispatch (cont.)

separate invoice will be issued for the specific repair at standard labor rates and list prices for parts.

- Any custom settings or customer specifications beyond original factory defaults must be provided in writing prior to the reactive service visit.

TERMS OF SERVICE

- Authorized service providers are determined solely at the discretion of FETCO®.
- The service location must be within 60 miles round trip of the chosen service provider.
- Service will be performed during regular business hours (8am-4:30pm) local time.
- Overtime or holiday hours are available at 1.5 times the standard rate.
- Charges to meet local codes to install water hammers or back flow preventers not included.

Equipment Calibrations

DESCRIPTION

FETCO's Equipment Calibration program includes the labor cost and travel expense for one onsite visit to calibrate any single piece of FETCO® manufactured equipment. A local authorized service agent will inspect, calibrate, adjust and test the equipment and replace at no extra charge, a water filtration cartridge (if available onsite during the visit).

PRICING

Flat rate and pre-negotiated rate programs are available for national and regional rollouts of any size.

TERMS OF SERVICE

- To qualify, equipment must be in proper operating condition and free from defects.
- Authorized service providers are determined solely at the discretion of FETCO®.
- The service location must be within 60 miles round trip of the chosen service provider.
- Service will be performed during regular business hours (8am-4:30pm) local time.
- Overtime or holiday hours are available at 1.5 times the standard rate.
- Charges to meet local codes to install water hammers or back flow preventers not included.
- All necessary raw materials to test the equipment (coffee, tea, filters, etc.) must be onsite and available to the service provider.

NOTE

- Custom settings or customer specifications beyond original factory defaults must be provided by the customer in writing at time order is placed.
- Deliming and/or descaling of the equipment or any of its parts is not covered under the equipment calibration program. If this service is determined to be essential to the proper operation of the equipment, the customer will be contacted and authorization is required prior to the service being performed. Once approved, a separate invoice will be issued for the specific service at standard labor rates and list prices for parts.