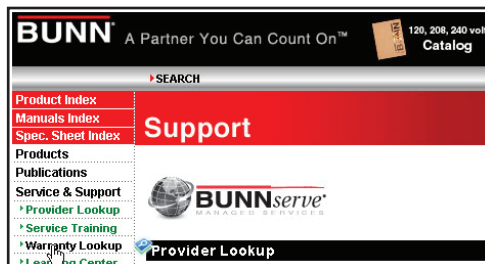


Authorized Service Provider Parts Warranty Policy & Procedure

Please use the following steps in order to ensure a proper submission of warranty parts.

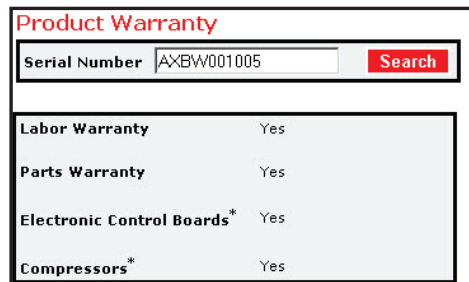
1. Go to www.bunn.com
2. On the left-side of the page, click on “Commercial”.
3. On the left-side of the page, click on “Support”.
4. Once the next page has loaded, click on “Warranty Lookup”.



5. You will automatically be directed to the product warranty search page, where you will be asked to enter the serial number of the machine in need of service.
6. Enter the serial number and click on “Search”. Once the search is completed, the screen will show you whether or not an item is in warranty.



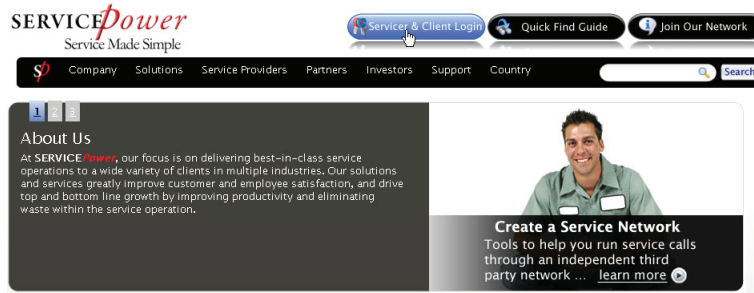
7. If the part(s) are in warranty:
 - All part(s) replaced that have a list price of \$50 or more must be returned. Certain parts are required to be returned regardless of their price. The Service Power claim system will indicate those parts to you when submitting a claim.
 - Part(s) that do not meet that threshold should be held for 60 days for inspection. After that they may be discarded.
 - If the part in need of replacement is a control board or the total cost of repair exceeds \$250, whether labor is covered or not, contact BUNN Technical Service before replacing the part(s). Upon approval, you will be given a concession number.
 - Please note that not all parts are covered in warranty. These parts are commonly referred to as wearable items. Such parts include, but are not limited to: gaskets, seals, filters, plungers, seat cups, preventive maintenance kits, etc.



Technical Service Department can be reached at: 1-800-286-6345

8. You will need a BUNN invoice and concession number if applicable, before you can enter a claim in Service Power. If a control board was replaced without a concession number, you must contact the Regional Service Manager for your area in order to get their approval, evidence by a concession number. Please refer to the RSM map attached in this document.

9. Confirm that you have a username and password for submitting claims through Service Power. If you do not have a user account, contact Connie Silva at (217) 585-7762 or Connie.Silva@bunn.com.
10. Visit www.ServicePower.com and click on Service & Client Login.



If you forgot your username and password or have a problem logging into the system, contact Service Power support staff at 1-800-377-3678.

11. Once logged-in, enter your claim through the online system.
 - When completing a claim, refer to current user’s guide for assistance.
 - Include any charges for return shipping. There is a field in Service Power for shipping.
 - Include the BUNN invoice or order number to document when the parts you are claiming were purchased from BUNN. There is a field in Service Power labeled “Invoice Number”.
 - Any missing information may result in delaying the processing or denial of the claim. You may check the status of your claim via e-mail or logging back into Service Power. Service Power also sends status e-mails to the e-mail address on file with them for your company. These status e-mails will give you important information about the status of your claim as the claim makes its way through the process. See the current Service Power User’s Guide for more detailed information on status definitions and common errors.

12. Ship warranty parts that require return, including Service Power claim number or a printed copy of the claim to:

Bunn-O-Matic Corporation
900 E. Townline Rd.
Creston, IA 50801
Attention: Warranty Department

UPS ground is the preferred shipping method. This allows tracking of the part(s) as well as minimizing shipping costs.

13. Your payment will be processed upon the approval of the claim. All submitted parts are subject to test for quality control purposes. In the event that a part tests negative for defects, the part may be sent back to the service provider.

BUNN® Commercial WARRANTY Equipment shipped by BUNN before 4/2/12.

Bunn-O-Matic Corp. ("BUNN") warrants equipment manufactured by it as follows:

- 1) all equipment other than as specified below: 2 years parts and 1 year labor;
- 2) electronic circuit and/or control boards: parts and labor for 3 years;
- 3) compressors on refrigeration equipment: 5 years parts and 1 year labor;
- 4) grinding burrs on coffee grinding equipment to grind coffee to meet original factory screen sieve analysis: parts and labor for 3 years or 30,000 pounds of coffee, whichever comes first.

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, 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.

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® Commercial WARRANTY Equipment shipped by BUNN on or after 4/2/12.

Bunn-O-Matic Corp. (“BUNN”) warrants equipment manufactured by it as follows:

- 1) Airpots, thermal carafes, decanters, GPR servers, iced tea/coffee dispensers, MCP/MCA pod brewers thermal servers and Thermofresh servers (mechanical and digital)- 1 year parts and 1 year labor.
- 2) All other equipment - 2 years parts and 1 year labor plus added warranties as specified below:
 - a) Electronic circuit and/or control boards - parts and labor for 3 years.
 - b) Compressors on refrigeration equipment - 5 years parts and 1 year labor.
 - c) Grinding burrs on coffee grinding equipment to grind coffee to meet original factory screen sieve analysis - parts and labor for 4 years or 40,000 pounds of coffee, whichever comes first.

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. In addition, the warranty does not apply to replacement of items subject to normal use including but not limited to user replaceable parts such as seals and gaskets. 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.

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.

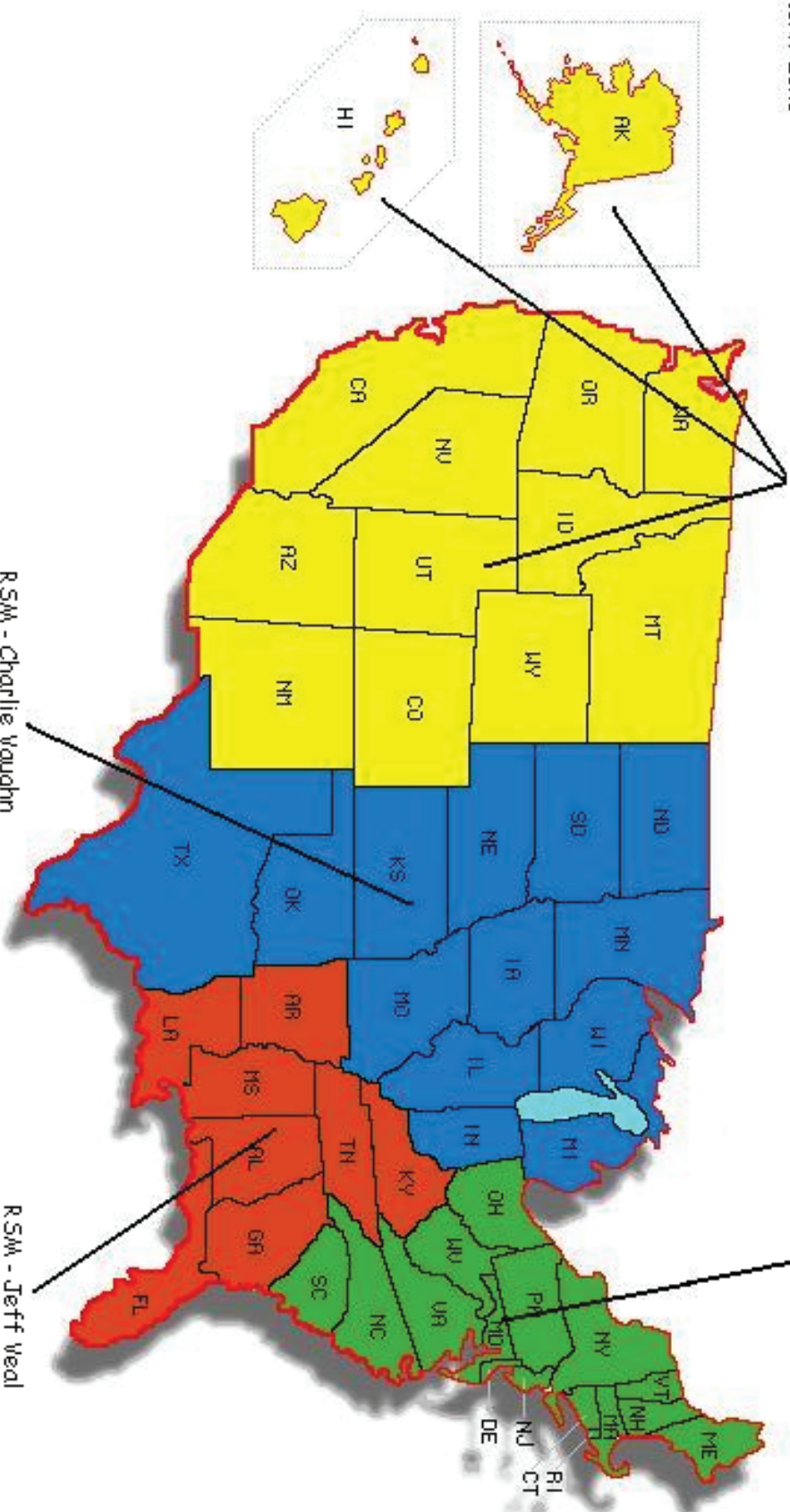
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In no event shall BUNN be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer’s customers, cost of capital, cost of down time, cost of substitute equipment, facilities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

Field Support Regional Map

- - Western Zone
- - Central Zone
- - Southern Zone
- - Eastern Zone



R.S.M. - Laurie Weikle
 Phone: 217-585-7571
 FTW - Kirk Bennion
 Phone: 217-585-7557

R.S.M. - Tim Mahoney
 Phone: 217-585-7501
 FTW - Tom Kern
 Phone: 217-585-4037

R.S.M. - Charlie Vaughn
 Phone: 217-585-7602
 FTW - Ben Martinez
 Phone: 217-585-7560

R.S.M. - Jeff Veal
 Phone: 217-585-7651
 FTW - Paul Chappell
 Phone: 217-585-7821