

Care Document

Welcome to the Bevi family!
The following tips will ensure you and your machines maintain a fruitful relationship.



bevi®

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Initial Chilling

When your Bevi is first installed it will need a few days to get fully chilled and sparkling. We highly recommend employees to not use the machine during the initial chilling period.

Ordering Flavors

When a flavor is low we will replace it, if you wish to change flavors, simply email us at support@bevi.co with your new selections. Otherwise, we will continue to provide flavors based on your prior choices and popularity.

General Maintenance

Our team will handle all ongoing replacement of water filters, beverage concentrates, and all machine components. We will also clean the machine's exterior upon each visit to your location.

Beyond our efforts, please keep an eye out for the following situations:

If the touchscreen is dirty...

If the touchscreen is dirty, it can affect the sensitivity of the machine. For fingerprint smudges, dust, and lint, wipe the screen gently using a dry microfiber cloth.

If water is collecting in the drip tray below the dispensing nozzle...

If the drip tray starts getting full, simply slide it out and pour it into a sink. Please rinse and dry the drip -tray before reinserting. Please check on this weekly, depending on usage.

Occasionally if the drip tray is not emptied promptly there may be some spilling onto the front of the Bevi machine and on the floor. If this happens, please use a damp paper towel to wipe clean.

If the machine is unplugged or loses power...

It can take up to 2 hours for the system to calibrate after the power goes back on. Until then, beverages may not be as cold as desired, and carbonation may be weak. That said, feel free to drink away!

If the water line is shut off...

Please do not use the machine until the water supply is restored - only strong flavors, with very little water, will dispense. If people comment that the drinks are too strong, this could be a sign that someone has shut off the water line and you should contact your facilities manager for assistance.

If you experience any issues outside of the above, please contact us for help.

Feedback

We want your beverage experience to get better and better. Any time is a good time to let us know how we can provide you with better drinks and better service. Just call or email us.

Contact

support@bevi.co
617-315-4715