



INSTALLATION FIELD SERVICE REPORT

WORKORDER #	
DATE	
TIME IN	
TIME OUT	

CUSTOMER LOCATION	
CUSTOMER CONTACT NAME	
SERVICE COMPANY	
SERVICE TECH NAME	
SMARTBREW SERIAL #	

DATA COMMUNICATION

- Call 888-759-0195 x 238 or 223
- Whom did you verify communication with at TEAZZERS? _____

TEAZZERS will perform verification; once service tech calls and verifies all test brews for SmartBrew machine.

VERIFICATIONS

YES / NO	Electrical Supply meets specs? (120vac, 15A, dedicated)	YES / NO	Any Water / Sweetener Leaks?
YES / NO	Water Supply meets specs? (20-80psi)	YES / NO	Recipes on Screen / Urn labels match?
YES / NO	Adequate Space available?	YES / NO	Damaged / Missing items?
YES / NO	Tablet Battery charges properly?	YES / NO	Equipment Operates properly?

NOTES:

TRAINING EXPECTATIONS

- How to enter password on tablet?
 - **BREW (2739)**
- How to Brew?
 - Explain to store personnel that tea bag must be flat within the brew basket & brew basket must be pushed all the way back or water will miss basket and leak down back of urns.
- How to Connect and Disconnect BIB (Sweetener)?
- How to reset machine?
 - Show store personnel & explain process.
- How to reset tablet?
 - Show store personnel where metal reset rod is located and how to reset tablet.
- Explain how to use shut off valve in case of water leak.
- Cleaning of Equipment:
 - Rinse all parts out with Hot Soapy Water daily after each use.
 - Use cleaning brush when necessary.
 - Remove and rinse pinch tubes at end of day, **DO NOT** throw them away.
- Explain store must brew twice daily per urn, every 8 hours.
 - The timer below the urn image on the tablet is a count down for those 8 hours.

Store Personnel (Preferably the Store Manager):

SIGNATURE _____ DATE _____

By signing this Field Service Report, one is stating that all the above is true and equipment is working properly.

TECH SIGNATURE _____ DATE _____