



## COMMON QUESTIONS

### 1 | How fast do you react to a service request?

24 hours or faster if a leak occurs.

### 2 | Are K-Cup® Pods recyclable?

Yes, K-Cup® Pods can be recycled through the Grounds to Grow On™ program. [Click here](#) to learn more.

### 3 | Can we do a rental or do we have to purchase the equipment?

You can rent. Renting provides an inexpensive insurance policy for service and a never ending warranty. If we can't fix the machine we will swap it out as long as we are doing business. [Click here](#) to inquire about a rental.

### 4 | What manufacturers do you have relationships with?

We work closely with over 100 manufacturers like Keurig®, Green Mountain Coffee Roasters®, Starbucks®, Newco, Bunn®, De Jong Duke and Oasis®.

### 5 | I'm a national company with locations throughout the continental United States, can you install and service equipment?

Yes. Service is within 48 hours and installs are within one week. National service and installs are closely monitored by our inside team in central New Jersey. No running around to find answers, if you have a question we are one call or email away.