

Quench has a dedicated customer service team standing behind every water cooler, ice dispenser, and coffee brewer we install.

- 💧 Our field technicians undergo rigorous training at our own "Quench University." They are all certified, insured, and knowledgeable about the technologies used in each of our machines.
- 💧 We install thousands of Quench machines every year, in a variety of settings. Our technicians handle even the most challenging installations without disrupting your decor or the course of business, usually within an hour.
- 💧 All regular maintenance and service calls are free of charge.
- 💧 Quench Customer Care Frequently Asked Questions (<http://quenchoonline.com/customer-care/>) answers common billing and equipment service questions as well as how to troubleshoot some common service issues.
- 💧 Quench Customer Care representatives are on-call 8 a.m. to 8 p.m. EST to answer questions, solve a problem, or arrange a prompt service call.

To contact a Quench Customer Care representative:

Call 888-554-2782. Be sure to have your Q# (located on the top of your Quench machine) when you call.

Email Quenchservice@quenchoonline.com for machine service.

Email Billing@quenchoonline.com for questions about your invoice.



What is included in a Quench preventive maintenance service call?

As part of Quench's comprehensive service program, a highly-trained, certified Quench technician will routinely conduct a 11-point inspection and maintenance service on your Quench machine to ensure your office drinking water, ice, and/or coffee is always clean and great-tasting.

	Water Cooler	Ice Machine	Coffee Brewer
Replace water filter	✓	✓	✓
Inspect storage tanks & tubing	✓	✓	✓
Sanitize storage tanks & other internal parts	✓	✓	✓
Replace Ultraviolet light & components	✓		
Inspect internal wiring	✓	✓	✓
Inspect external tubing	✓	✓	✓
Clean the outside of the machine	✓	✓	✓
Test machine	✓	✓	✓
Ice Machines Only: Descalc ice-making areas		✓	
Coffee Brewers Only: Descalc brew head & brew chambers			✓
Coffee Brewers Only: Sanitize brew head & brew chambers			✓

A Quench technician will perform a preventive maintenance service call yearly for water coolers and coffee brewers and two times a year for ice machines and most sparkling water coolers.

No matter what Quench machine you have, regular Quench preventive maintenance service calls ensure that it is operating properly and efficiently to provide fresh, filtered water, ice, and/or coffee.

Tips on Keeping Quench Machines Sanitized Between PM service calls

- Keep disinfecting wipes close to your Quench machine to sanitize after each use.
- Tape a 6-foot radius around the machine to ensure proper social distancing.
- If not installed near a sink, offer hand sanitizer so users can quickly disinfect their hands before and after each use.



Call 888-554-2782
or visit quenchwater.com
to learn more!