

Care Document

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

Initial Chilling

When your Bevi is first installed, it will take three hours for the water to become fully chilled and sparkling. During this time, the Bevi touchscreen will display a countdown timer. When the timer hits zero, the water is ready to dispense!

Ordering Flavors

Favorite flavors come and go. Whenever you want to change flavors, simply email your Customer Success Manager or primary service contact with your new selections.

Emptying the drip tray

If the drip tray starts getting full, simply slide it out and empty into a sink. Please rinse and dry the drip tray before reinserting. We recommend checking on the drip tray regularly, depending on usage.

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 you hear a grinding noise...

Don't worry! This usually just means there has been a disruption to the water flow inside the machine. Contact us at support@bevi.co, and a technician will come fix the issue.

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. If, after turning the water back on, the sparkling water does not dispense, simply restart the Bevi using the power button on the back of the machine (or the large green button on the carbonator unit for countertop models). This will make sure the carbonator restarts and water flows properly.

If the machine appears to be leaking...

If the leak appears to be coming from the front or bottom of the Bevi, check the drip tray first as it may be full and overflowing. If emptying the tray does not solve the problem, turn off the water using the hand valve that is on the water line behind the machine (or under the counter for countertop models).

Contact support@bevi.co with the location and description of the leak, and a technician will come by ASAP.

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 email us.

Contact

support@bevi.co

