

Tech Bulletin: Using Retrofits for Part Replacement



Technicians should use the retrofit functionality on the Bevi Service Panel to mark when a part swap has been made. From time to time, if a swap is mandatory, Bevi will push an update to the machine to notify techs when they open the Service Panel to do the swap.

Techs should start by accessing the Service Panel following these instructions:

1. Click the “Ingredients” button on the touchscreen.
2. Tap one of the ingredient icons. When the pop-up opens, hold down the “X” in the top right hand corner for 5 seconds.
3. The screen will go white and you should see “Service Panel Loading”.

Retrofit Process

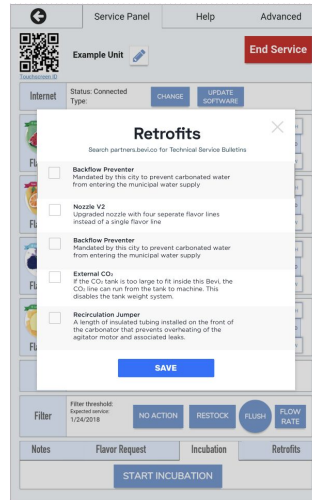
Step 1

To access the Retrofit list at any time, you can click the “Retrofits” tab in the bottom right corner of the Service Panel.



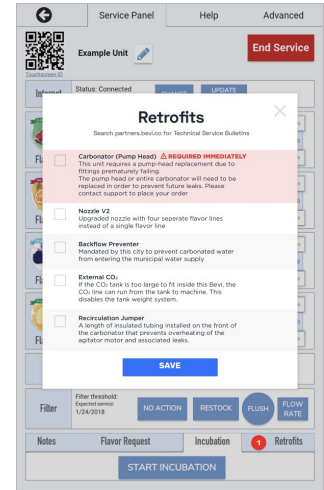
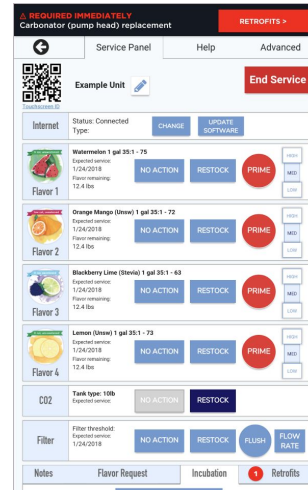
Step 2

1. This will open a pop-up with the list of retrofits to select from.
2. Mark the checkbox next to the part you’re replacing and hit “Save” to finish the swap.



Step 3

1. When a retrofit is **required**, the tech will see a banner at top the of the screen in **Red** or **Yellow** depending on the severity of the issue.
2. They can click the button in the Banner to open the retrofit menu and mark the required swap (highlighted in red or yellow).



FAQS

- **When should I use retrofits to mark a Part Replacement?**
 - All major part replacements should be marked as a retrofit to the machine.
- **What if I don't see my part in the retrofit list?**
 - Please reach out to support if you don't see your part on the list. We'll be working to update this list with our quality engineering team based on the type of machine you have.
- **What's the difference between a Red and Yellow required retrofit?**
 - Red means it's a priority 1 replacement and you should send a tech to fix the issue as an unplanned service visit. Yellow is a priority 2 and can be completed the next time a tech is at the site.
- **Can the machine be used if it has a required Retrofit?**
 - This is determined on a case by case basis. If it's unsafe to use the machine, the Bevi team will push an update so users are unable to dispense from the machine.