



COMPREHENSIVE SERVICE

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://quenchonline.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@quenchonline.com for machine service.

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



780 5th Avenue, Suite 200 | King Of Prussia, PA 19406 | phone: 888.877.0561 | www.quenchonline.com

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