



# Service

Partnering with you  
for smooth operations and  
satisfied customers





# TOMRA Service

Providing you and your customers with a high-quality reverse vending solution is only half of our job. The other half is offering reliable services to keep your equipment running smoothly.

Every reverse vending system benefits from regular care, and TOMRA technicians are ready to keep your system at its best, all day, every day.

Keeping your machine up and running and available to your customers is crucial. A study conducted by TOMRA\* shows that 31% of customers will simply go elsewhere if they cannot return containers at the store because of downtime. Experiencing no downtime is also the highest driver of satisfaction with stores' reverse vending facilities.

Our dedicated team strives to support you by phone, remote connection, or on site to optimize your reverse vending machine (RVM) uptime and ensure a seamless experience for your customers.

*\*\*How recycling habits impact shopping behavior: Consumer engagement with deposit return systems in Europe" Published 2023.*



Keep your recycling solution running and ready



Ensure efficiency and peace of mind



Maximize the return on your investment





# Our service portfolio

We offer a flexible portfolio of services that ensures peace of mind for your staff and keeps your customers happy. Through remote monitoring tools and our network of trusted service technicians, we'll keep your reverse vending equipment working its hardest for you and your business.

## Installation

### Ensure a safe and seamless installation

Our dedicated technicians are committed to safely installing, tailoring, and fine-tuning your reverse vending solution on site to make sure it performs at its best for you and your customers from day one. We check your location ahead of time to confirm that the recommended machine will fit right in with your store when it arrives.



## Online support

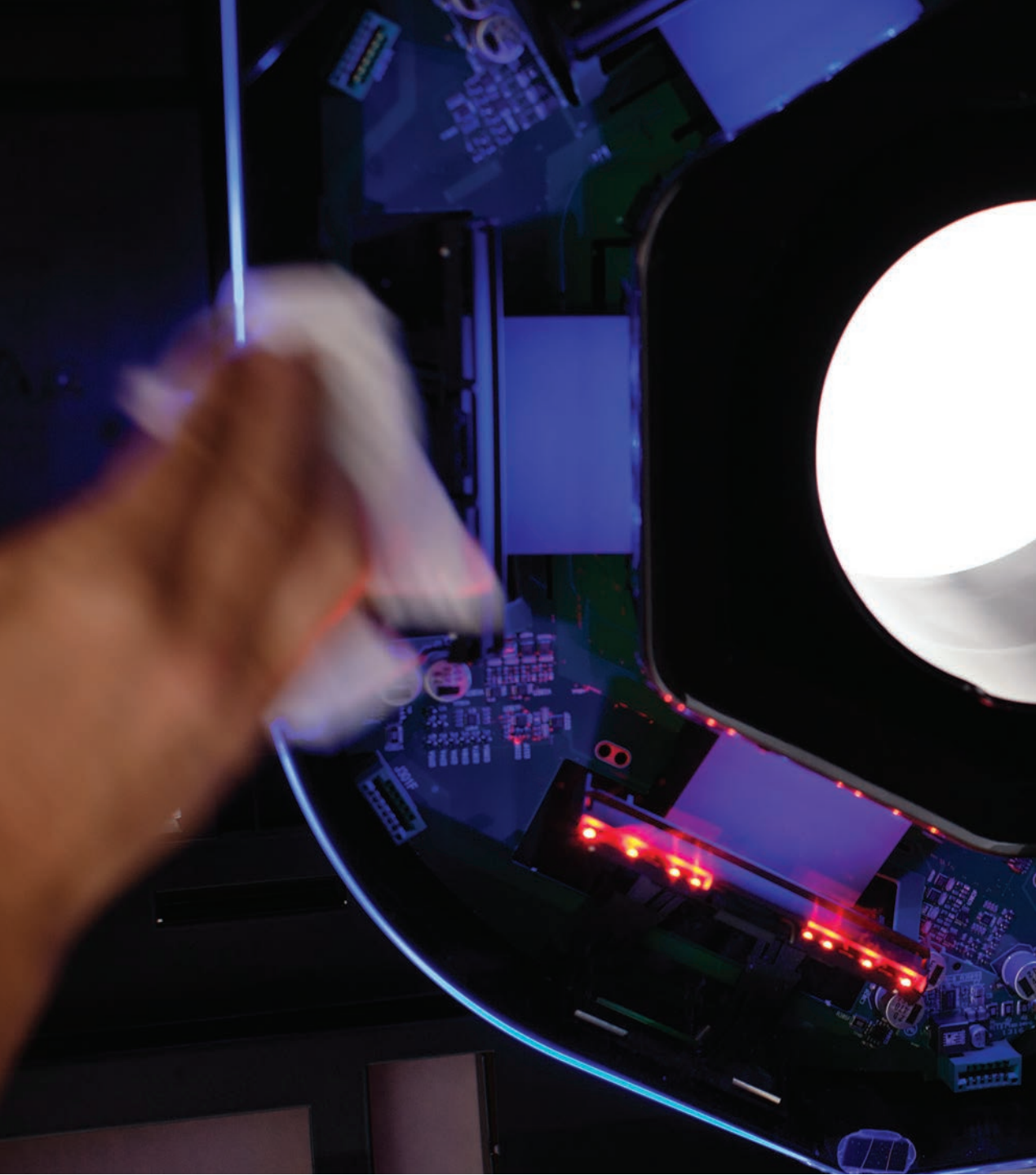
### Ask for help whenever you need it

Our attentive service desk employees are ready to help you schedule periodic maintenance, advise on service agreements, process orders for parts, and diagnose and resolve issues with your TOMRA reverse vending machine. We can address many of your requests through the online service desk or over the phone to get

your machine back in working order, saving you precious time to focus on your store. Plus, minimizing the need for travel means we can offer you a more sustainable service solution. If we cannot solve the issue remotely, our team will assist you in scheduling an on-site service appointment.







## Real-time remote monitoring

### Get specialized support in real time

We monitor your reverse vending system 24/7 through TOMRA Connect software to ensure smooth operation, prevent downtime and keep software and databases updated. Our digital specialists can provide you with valuable real-time data insights so you can optimize your system's operations.

## Field service

### Maintain your machine with on-site service

TOMRA Field Service technicians arrive at your store to carry out maintenance, inspections, and repair work. With low travel time and a fantastic record of solving disruptions with maximum efficiency, our technicians will have your machine recycling-ready in no time.

### Clean machines are key to your system's success

The best way to keep your system running well is to keep it clean. We provide your staff with easy-to-follow instructions for maintaining clean equipment day to day. Plus, our field service team can complete a thorough cleaning as part of their maintenance visit.

## Preventive service

### Stay one step ahead

Keep your machine running smoothly with preventive service and regular visits from our technicians. Our service team knows when your machine's parts need to be replaced so you can maximize valuable return time and prevent unexpected repairs. With proactive machine maintenance and regular cleanings, your machine will have more uptime and run smoothly.

## Training

### Train your team with trusted technicians

When installing your reverse vending machine, our technicians will offer comprehensive training to your team in troubleshooting, simple maintenance, and proper operation. Your store staff can feel prepared to perform daily maintenance tasks and basic troubleshooting to keep your machine going and returns moving on even the busiest days.





## Service partner

**TOMRA Service have you covered.**

Every member of our service team is a trusted, responsible specialist who is passionate about what they do and proud to serve you and your recycling solution needs.

All our technicians have the same training and the necessary expertise to provide you with consistent, high-quality support. They are determined to make a difference and always strive to deliver the best to our customers.

Whether you receive support from our online support team or an in-person technician, you and your reverse vending machine will be in excellent hands.



## Service agreement

**Enjoy the peace of mind that comes with the right service agreement for your store**

Choose from our varied menu of service agreements, ranging from basic maintenance to all-inclusive, full-coverage contracts. You can customize your service agreement to fit your unique needs, whether you require occasional support and annual preventive maintenance or a full suite of services.

**Coverage includes\*:**

- Preventive service
- Software and database updates
- Labor costs
- Replacement parts

Whatever you need, TOMRA Service is here to help you get the most out of your recycling solution with no hidden costs.

\*May vary according to market. Please consult your local TOMRA representative.

We have a service workforce of more than 1000 people.

We're a full-service partner with the global scale and in-depth experience to provide the best service for your store.

With more than 80,000 RVMs present in over 40 countries, we are able to support retailers in established and emerging DRS markets.



# Retailers help the world recycle

Deposit return systems (DRSs) for beverage container recycling help keep valuable resources in a continuous loop of use and reuse. At TOMRA, we call this process Clean Loop Recycling.

As a retailer, you're at the heart of Clean Loop Recycling. You play a critical role at the point where consumers buy and return their containers.



Let's put recycling to work for you

Choosing to partner with TOMRA means creating a **great recycling experience for your customers**, making a **smart investment for your store**, and choosing a solution that brings **peace of mind and excellent support for your operations**.



## TOMRA Collection

TOMRA Collection is part of the TOMRA Group, which is Leading the Resource Revolution by transforming how we obtain, use, and reuse our world's resources.

With over 80,000 installations across more than 60 markets, retailers and consumers around the world rely on our reverse vending machines to collect more than 45 billion used bottles and cans each year, which can be recycled into new containers.

Clean Loop Recycling is the easy and rewarding way to make choices that make change.

Get in the Loop at [tomra.com](https://tomra.com)

