



Service Bulletin Number: 07.04.1156.00 Date: 06/04/2026

1. Purpose

This bulletin outlines a mandatory change in communication protocol for all authorized service technicians dispatching to or servicing equipment at **Hunt Brothers Pizza** locations. To minimize downtime and streamline part authorization for this high priority account, a dedicated support infrastructure has been established.

2. Scope

This policy applies to all active service tickets, preventative maintenance, and emergency repair calls for **Hunt Brothers Pizza** nationwide, covering all Ovention equipment lines (including, but not limited to, C1400 & C2600 conveyor models).

3. New Service Protocol

Effective immediately, technicians must **strictly bypass the standard technical support hotline** when working on-site at this customer's facilities.

When servicing these locations, you must exclusively use the dedicated VIP support line:

Dedicated Hunt Brothers Support Line: 414-615-1229

Required Call Checkpoints:

Technicians are required to call the dedicated line at the following stages of the service visit:

- **Upon Arrival:** To check in and verify the reported equipment fault codes.
- **Post-Diagnosis / Pre-Authorization:** Before beginning any repair work, replacing components, or ordering parts. The dedicated support team must authorize all part replacements for this customer prior to installation.
- **Service Completion:** To verify the unit is operating at correct temperature specifications and to close the dispatch ticket.

4. Required Information

To ensure rapid routing when calling the dedicated line, technicians must have the following information readily available:

- Authorized Service Agency Name and Technician Name
- Location Store Number / Site Address
- Equipment Model Number and Serial Number
- Detailed description of the issue and any active errors.

5. Compliance

Failure to utilize the dedicated support line for **Hunt Brothers** may result in delayed part shipments, unapproved labor claims, or denial of warranty reimbursement. Please distribute this bulletin to all dispatchers and field technicians immediately to ensure compliance.

Dedicated Hunt Brothers Support: 414-615-1229

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