



# TOMRA Service

Partnering with you  
for smooth operations and  
satisfied customers



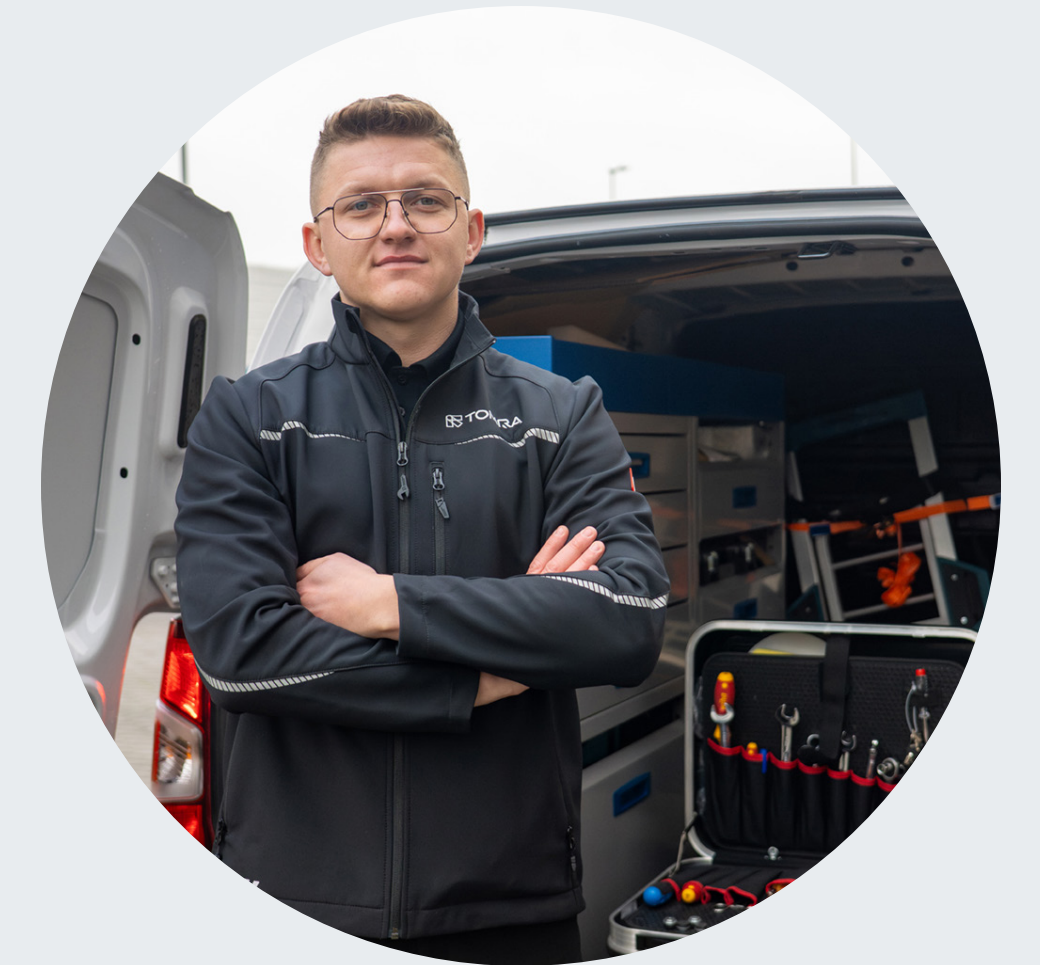
# Reliable service for smooth operations

TOMRA Service is more than maintenance - it's a commitment. A commitment to keep your reverse vending system running smoothly, your customers happy, and your operations efficient.

- **Flexible service just for you**  
Tailored agreements and attentive support that fit your specific needs.
- **Fast help. Close by.**  
Locally based technicians and rapid response to maximize uptime and user satisfaction at your location.
- **Transparent partnership**  
Clear, predictable costs and a trusted service approach built for long-term reliability.
- **Proactive maintenance and digital integration**  
Preventive care and smart digital tools to keep systems running smoothly and anticipate your needs.



Keep your recycling solution running and ready



Ensure efficiency and peace of mind



Maximize the return on your investment



# Our service portfolio

Our holistic service portfolio is designed with offerings for every step of the way in the lifespan of your TOMRA reverse vending machine - from installation, to operational support and optimization, until end-of-life - making sure you get the most out of your RVM investment.



## Installation

### Safe and seamless installation

Our technicians safely install, customize, and fine-tune your reverse vending solution on site - ensuring top performance from day one. We check your location in advance to guarantee the machine fits perfectly in your store.



## Training

### Train your team with trusted technicians

Our technicians provide hands-on training so your staff can confidently operate, maintain, and troubleshoot your reverse vending machine - even on the busiest days.



## Real-time monitoring

### Full overview 24/7

TOMRA Connect enables 24/7 collection of operational data from the reverse vending machine to support smooth operations. This capability allows for early detection of issues, prevent potential downtime and reduce disruptions, contributing to extending the RVM's lifetime.



## Remote support

### Specialized support in real time

By leveraging advanced diagnostics, predictive maintenance and expert guidance, our Service desk is there when you need them - to help you achieve optimal performance with minimal disruption and expense.

Fewer service visits also mean less travel-related emissions and lower environmental impact.

## Preventative maintenance

### Stay one step ahead

Preventive maintenance helps keep your machine running smoothly. By spotting potential issues early, we maximize uptime, reduce disruptions, and help your operations stay reliable every day.

## On-site service

### Cleaning and efficient on-site service

TOMRA technicians provide on-site maintenance, inspections, and repairs when needed or as part of a scheduled service, minimizing downtime and keeping your operations running smoothly. During visits, we also guide your staff and perform thorough cleanings to ensure your system stays in top condition.

# Unlock more value with TOMRA Digital Solutions

TOMRA Service goes beyond maintenance. Our digital solutions deliver real-time monitoring, instant alerts, and actionable insights to maximize uptime, streamline operations, and boost your customer experience. Discover some of our digital solutions:

- **TOMRA BinoQ**  
Manage your entire RVM fleet from a single, intuitive portal. Track machine status, receive notifications, and optimize performance across all locations.
- **TOMRA BinoQ Assist**  
Empower your staff with instant alerts and easy troubleshooting, accessible from their mobile device or browser.
- **TOMRA Digital Voucher & Voucher Control API**  
Deliver secure, paperless refunds instantly, giving customers a fast and seamless payout experience while reducing fraud.
- **TOMRA RVM Status API** – Integrate live machine data and alerts directly into your store systems for smooth, seamless operations.



## Trusted service, tailored for you

Our certified local technicians deliver consistent, high-quality support, on-site or online, so your equipment is always in expert hands. Choose from flexible service agreements - from basic maintenance to full coverage - and tailor your plan to meet your exact needs.



### Coverage includes\*:

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

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



## Recycling customers = valuable customers

Reliable reverse vending machines not only enhance the recycling experience but also drive customer loyalty and in-store spend.

- 31% of users will go elsewhere if they can't return containers due to machine issues.\*
- 87% of recyclers spend their deposit refund in-store.\*

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



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“We chose TOMRA because it's a trustworthy partner. TOMRA has delivered good products since the beginning. It provides good service, and all TOMRA machines, software, etc. – everything works.”

Large retailer, Norway

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“Why I've chosen TOMRA is easy to answer. No other company in Germany has such a large and strong service network. This ensures that we always have a technician nearby.”

Beverage Wholesaler, Germany

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“TOMRA Service and support has been very helpful and very fast. We have usually fixed any problem we have within minutes.”

Bottle Depot, Canada

## 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 installations across the world, retailers and consumers rely on our reverse vending machines to collect used bottles and cans that 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  
[www.tomra.com/reverse-vending](http://www.tomra.com/reverse-vending)

