

WARRANTY SAECO PROFESSIONAL

Warranty Coverage This warranty applies and is limited to authorized products distributed by Evoca North America Venture Inc. in Canada and the United States of America under the following brand: Saeco Professional. **The present warranty is not transferrable.**

Warranty Policy Evoca North America Venture Inc. guarantees that the products it sells and distributes are, to the best of its knowledge, free from all defects and faulty workmanship. Parts are covered for one (1) year from the date of shipment of the product from our Quebec City, Canada plant. The following conditions apply:

USAGE

The product is to be used in Commercial environment only.

FILTRATION

Product water supply line must be equipped with a water filtering system with a descaling device fitted to the product and maintained properly. The water filtration system as well as the replacement cartridges are at the client's expense.

PARTS

All parts of the unit are warranted against material and workmanship defects for one (1) year from the date of shipment of the machine from our Quebec City, Canada plant.

REPAIRS

Repairs are to be performed in our repair facilities within the United States of America. Client is responsible for cost of ground transportation when sending the unit to our repair facilities within the United States of America. Evoca North America Venture Inc. will be responsible for the cost of the ground transportation for the return of the unit to the client within the United States of America. Please note that labor is not covered by the warranty. Repair labor is at the Client's expense.

TRANSPORT & PACKAGING

When sending the machine, we use a sturdy, shippable cardboard box with adequate amount of plastic and cardboard protection in the box. Please save all packaging for any future reasons for shipping including returns and repairs as any damage in transit, including scratches, breaks and indentation in the housing of the machine is NOT covered by this warranty.

The following circumstances will void the warranty policy:

- Use of substitute parts not manufactured and/or approved by Evoca North America Venture Inc. Improper installation or operation of the equipment.
- Failure to adhere to manufacturer recommended use (misuse and abuse). Abuse or neglect, including (but not limited to) failure to follow the preventive maintenance schedule.
- Absence of adequate water filtration system.
- Variation in equipment performance due to excessive mineral deposit or local water conditions. Necessary service that is the direct result of scale build up IS NOT covered under warranty and is classified as misuse and abuse.
- Equipment altered in any way and/or dates, codes or serial numbers removed or modified.
- Preventable clogs in grinding mechanisms.
- Modification that alters the product manufacturers' intent or modifications or service performed by anyone other than Manufacturer's certified service provider.
- Acts of God, such as but not limited to, lightning, flood, power outages and surges, or fire.
- Wear and tear items such as O-rings, group gaskets, shower screens, etc.
- Freeze damage. Failure to drain the espresso machine fully of water prior to shipping, the customer will be responsible for any and all replacement parts which have been damaged as a result.

All warranty claims must have prior authorization from Evoca North America Venture Inc.

Please contact technical support at 800-561-6162, ext. 310. Or email us at technical.NA@evocagroup.com.