

WARRANTY NECTA, GAGGIA PROFESSIONAL, CAFECTION, WITTENBORG with Service Packaging

Warranty Coverage This warranty applies and is limited to authorized products distributed by Evoca North America Venture Inc. in the United States of America and Canada under the following brand: Necta, Gaggia professional, Cafection and Wittenborg. 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 and labor are covered for one (1) year from date of shipment of the product from our Quebec City, Canada plant under the following conditions:

Usage: The product is to be used in a stationary commercial environment only.

Location: If you are in a remote area only parts will be covered no labor.

Filtration: Product water supply line must be equipped with a water filtering system fitted to the product and maintained properly. Evoca North America Venture Inc. does not sell nor provide water filtration systems. Clients must purchase it separately and have it installed at their expenses.

Parts: Evoca North America Venture Inc. will be providing necessary replacement parts covered under warranty via ground transportation. Expedited shipping requests will incur extra charges.

Installation, preventative maintenance and repairs: Installation, preventive maintenances and repairs are to be performed by an Evoca North America Venture Inc. authorized service provider within the United States of America otherwise, the present warranty will be voided.

Installation: The date of installation shall be the day the machine is installed and connected to water, drain and power at the designated installation site specified in advance and in writing by the customer. Upon installation, the service provider will train the personnel present on site on how to operate and clean the machine. Installation and training should take place in one visit. Consequently, it is important that the site is ready for installation according to our installation site preparation checklist form upon arrival of the service provider otherwise, any additional visit will be at the customer's expenses.

Preventive maintenance: If program exists, clients must grant accessibility to equipment to maintain the warranty.

The following conditions will void the warranty:

- Use of substitute parts not manufactured and/or approved by Evoca North America Venture Inc
- Improper installation and absence of adequate water filtration system.
- Failure to adhere to manufacturer recommended use; failure to properly clean and maintain the equipment.
- Variation in equipment performance due to excessive mineral deposit or local water conditions.
- Equipment altered in any way and/or dates, codes or serial numbers removed or modified.
- Preventable clogs in grinding mechanisms.
- Wear and tear items such as O-rings, group gaskets, shower screens, etc.
- Modification that alters the product manufacturer's intent or modifications or services 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.
- Freeze damage due to failure to drain the espresso machine fully of water prior to shipping.

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.