

WARRANTY NECTA, GAGGIA & SAECO PROFESSIONAL, CAFECTION and WITTENBORG

without service package

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 brands: Necta, Gaggia & Saeco professional, Cafection and Wittenborg. The present warranty is not transferrable.

Warranty Policy Evoca North America Venture Inc. guarantees that the products it distributes are, to the best of its knowledge, free from all defects and faulty workmanship. Coverage starts from date of shipment of the product from our Québec City, Canada plant and applies as follows:

Cafection brand: Parts in contact with water are covered for 90 days; other parts for one (1) year.

Necta, Gaggia & Saeco Professional and Wittenborg brands: All parts are covered for one (1) year.

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

The following conditions applies:

USAGE

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

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. do not sell nor provide water filtration system. Client must purchase it separately and have it installed at its expenses.

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; abuse or neglect, including (but not limited to) failure to properly clean and maintain the equipment.
- 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.
- 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 damages 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.