

GAGGIA PROFESSIONAL, CAFECTION, NECTA & WITTENBORG WARRANTY COVERAGE WITH SERVICE PACKAGE

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 brands: Gaggia Professional, Cafecton, Necta and Wittenborg.

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 the date of shipment of the product. The following warranty and conditions apply:

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

Evoca North America Venture Inc. will provide an original equipment manufacturer replacement part, free of charge to Evoca North America Venture Inc. authorized service partners to perform required repairs including ground shipping. **** Expedited shipping requests will incur extra charges.

LABOR

Labor is covered for the first year under the following conditions:

- Professional installation by Evoca North America Venture Inc. authorized service partners.
- If applicable, preventive maintenance service visit(s) according to the preventative maintenance schedule of the unit that falls under the first year period of coverage. Maintenance to be performed by Evoca North America Venture Inc. authorized service partners.

In case of a warranty claim, it is the customer's responsibility to prove these conditions have been met. 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 and/or operation of the equipment.
- Abuse or neglect, including (but not limited to) failure to follow the preventive maintenance schedule.
- Variation in equipment performance due to local water conditions, including (but not limited to) excessive mineral deposit, scale build up and chemicals.
- All units require water softness/ filtration and descaling device on install and proper filter change as per filtration company specifications.
- Equipment altered in any way.
- Dates, codes, serial numbers and/or any other reference removed or modified.
- Equipment damaged during return shipment by the customer to Evoca North America Venture Inc. due to improper packaging.

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.