



Equipment Terms of Warranty

Espresso Equipment warranty Process:

1. Warranty includes the substitution of defective parts within 12 months from the purchase date or installation date which ever come first by an authorised technician.
2. Proof of purchase may be required – your invoice of validation will act as proof
3. This warranty covers repair or replacement at no charge for components that fail due to defects in material or manufacturing
4. Validity of warranty is subject to return of part of the warranty certificate contained with your machine.
5. Genuine parts must be used in the replacement where parts are deemed warrantable; recommendation is that genuine manufacturer's parts are used in all repair situations.
6. Damages and breakdowns due to carelessness of the operator, damages due to lack of maintenance or regeneration of the water softener anomalies caused by the electrical and water line on the premises, works by unauthorised personnel and general wear and tear of parts (like filters, showers, gaskets etc.) are not covered by warranty.
7. In reference to clause (6) this equipment must have undergone a full maintenance service as is recommended for a six (6) monthly maintenance service/check and for any warranty validation proof of service must be produced.
8. Instruction for installation which includes plumbers, electricians and other services must be adhered to and the correct practices and components used on installation – failure to comply will null and void warranty.
9. Damages caused by inobservance of instruction regarding use and maintenance of the equipment are excluded from warranty.
10. This warranty does not cover routine maintenance as outlined in user manual.
11. In the event that warranty work is required, then all such works must be confirmed by Altura Coffee Company Ltd and performed by an authorised technician. The claimant must pay for any transportation costs.
12. In the event where the customer authorises repairs without first consulting Altura Coffee Company or fails to comply with the required procedures to deem it a warranty, the warranty could be rejected.

Altura Coffee Company Limited reserves the right to reject a warranty claim if it considers that the equipment has been incorrectly installed, mistreated or used for purposes other than intended. To ensure compliance of such warranty you must comply with the above terms.

