

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 Canada and the United States of America 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 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 a static commercial environment only.

Filtration

Product dedicated water supply line must be equipped with a water filtering system with a descaling device 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.

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.

Installation, preventative maintenance, and repairs

Installation, preventative maintenance (if program exists client must grant accessibility to equipment) 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. Evoca North America Venture Inc. will be providing necessary replacement parts covered under warranty via ground transportation. Expedited shipping requests will incur extra charges to the client. Travel surcharge may apply for remote areas.

The following circumstances will void the warranty policy:

- Installation, preventative maintenance (if program exists) and service visits not performed by an Evoca North America Venture Inc. authorized service provider.
- Absence of adequate water filtration system.
- Use of substitute parts not manufactured and/or approved by Evoca North America Venture Inc.
- 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 damage. Failure to drain the espresso machine fully of water prior to shipping, the customer will be responsible for 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.