

Wiesenhof Coffee Roastery Warranty – Jura

Benefit

The Warranty is made exclusively in favour of and for the benefit of the first owner of the equipment.

1 Warranty period

Wiesenhof Coffee Roastery (PTY) LTD warrants that equipment manufactured, supplied or distributed by it is free from defects in materials and workmanship under normal use for a period of 12 months from the Commencement Date.

2 Commencement Date

This Warranty commences on the date on which:

- 2.1 Wiesenhof Coffee Roastery (PTY) LTD sells the equipment to the first owner; and/or
- 2.2 Wiesenhof Coffee Roastery (PTY) LTD or its duly authorised representative installs and/or commissions the equipment for the first owner; and/or
- 2.3 Wiesenhof Coffee Roastery (PTY) LTD delivers the equipment to the first owner.
- 2.4 For this Warranty to become effective the first owner must sign this agreement and return this document to Wiesenhof Coffee Roastery (PTY) LTD within 10 days via email admin@wiesenhofcoffeeco.co.za

3 Exclusions

The Warranty covers only latent defects in the equipment's components and expressly excludes:

- 3.1 Misuse and abuse;
- 3.2 Neglect;
- 3.3 Fair wear and tear;
- 3.4 Natural disaster;
- 3.5 Accident;
- 3.6 Faults caused by deficient maintenance;
- 3.7 Repairs or modifications incorrectly carried out by the first owner or the first owner's representative;
- 3.8 Equipment that has been altered so as to affect performance or reliability;
- 3.9 Lighting and heating globes and heating elements of all types;
- 3.10 Wearing parts such as blades, belts and bushes;
- 3.11 Corrosion damage to stainless steel and other metals and/or materials in or on the equipment, table legs and casters caused by cleaning chemicals;
- 3.12 Damage caused by lightning strikes, power surges, power spikes, power outages, load shedding or other incidents beyond the control of Wiesenhof Coffee Roastery (PTY) LTD;
- 3.13 All damages in consequence of the events referred to in 3.12 above; and Damage caused to pumps due to a water supply interruption whether temporary or permanent and howsoever caused.
- 3.14 Machine failure due to poor water quality e.g. calcium build up in the boiler of the machine etc. will not be covered by the warranty.

4 Termination

- 4.1 This Warranty shall automatically become null and void in the event that the equipment is installed incorrectly by the first owner and/or by an unauthorised third party.
- 4.2 The Warranty shall be null and void in the event that the equipment, during the Warranty period, is serviced or repaired by any person other than by Wiesenhof Coffee Roastery (PTY) LTD or its duly authorised representative.

5 Limitations

- 5.1 Liability in terms of this Warranty shall be limited solely to replacing, any part or parts of the equipment which, having been examined by a Wiesenhof Coffee Roastery (PTY) LTD technician or its authorised representative, discloses to his satisfaction to be defective.
- 5.2 Only original specified parts are to be used and installation thereof shall be performed by Wiesenhof Coffee Roastery (PTY) LTD or its duly authorised representatives. In the event that it is found that non-specified or reconditioned parts are found to have been fitted this Warranty shall become null and void.
- 5.3 The equipment is to be used by suitably trained operators who possess the requisite skill and experience failing which this Warranty shall become null and void.
- 5.4 Both Wiesenhof Coffee Roastery (PTY) LTD and the first owner acknowledge that this Warranty does not rely on representations or other provisions whether express or implied except as expressly provided for in this Warranty.
- 5.5 The damaged or defective equipment must be returned to Wiesenhof Coffee Roastery (PTY) LTD as they have to be returned to the manufacturer or supplier. Replacements parts will be invoiced to the first owner and credited only when the damaged or defective parts are returned.

6 Technical Call Outs – Our equipment carries an extensive carry-in warranty

- 6.1 If the equipment is still covered under the carry-in warranty (within the first 12 months) or not, the following options are available to you:
 - Courier the machine to us at your expense
 - Deliver the machine to our premises at your expense
 - Log a call with our technical department to come through to your premises. Call outs will be charged at the prevailing rate.
(Includes 1 hours labour)
- 6.2 We will free of charge attend to one free call out during the first month after date of installation to attend to any or all of:
 - Change of settings
 - User Error
 - Machine Issues
- 6.3 During the warranty period, all call outs requested onsite, are chargeable at the prevailing call out rates, regardless of the fault. Parts found to have been materially defective during production are covered under the warranty

- 6.4 *The warranty only covers the machine. Any additional items e.g. external water pump, cabinets, water filters are not covered by the warranty.*
- 6.5 *The warranty does not cover operational parts that are subject to wear and tear or electrical damage due to power fluctuations. This could include parts such as seals, filters, circuit boards etc.*
- 6.6 *The warranty does not cover user errors which could relate to empty canisters, incorrect fitment or parts etc.*

7 Exclusivity

- 7.1 *This Warranty is the complete and exclusive statement between Wiesenhof Coffee Roastery (PTY) LTD and the first owner of the equipment. This Warranty shall not be varied, supplemented, qualified or interpreted by any prior course of dealing between Wiesenhof Coffee Roastery (PTY) LTD and the first owner or by trade usage.*

Jura International Warranty,

We thank you for having bought this JURA IMPRESSA coffee machine and hope you will be happy with it. This machine has been built for light commercial use only, as mentioned in the "Instruction for Use" manual. In the event that your JURA coffee machine needs Warranty Service, please contact the dealer from whom it was purchased or the local JURA affiliate or distributor (see list attached). In order to avoid any unnecessary inconvenience on your part, we suggest reading the instruction manual carefully before contacting the dealer or our authorized service network.

YOU'RE WARRANTY

By this Warranty, we warrantee the product to be free from defects in materials and workmanship for a period of 12 months from date of original purchase as printed in the Invoice. This Warranty is in accordance with the existing national guarantee obligations of the country of purchase. If during this period of Warrantee the product proves defective due to improper materials or workmanship, the JURA National Sales Companies, Authorized Service Stations or Authorized Service Dealers will without charge for labour or parts, repair or replace the product or its defective parts upon the terms and conditions set-out below. This national JURA Guarantee complements the existing international guarantee obligations as set-out by JURA headquarters Switzerland under the International Guarantee. Service (during and after guarantee) is available in all countries where this product is officially distributed by JURA only. In countries where JURA does not distribute the product, please contact JURA International Headquarters or visit their web page www.jura.com.

CONDITIONS

This Guarantee will be granted only when the original invoice or sales receipt (indicating the date of purchase, product type and authorized dealer's name) is presented together with the defective product. We reserve the right to refuse free-of-charge guarantee service if the above document cannot be presented or if the information contained in it is incomplete or illegible. The guarantee will not apply if the product requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized or if any damage results from these modifications.

This guarantee covers none of the following:

- Periodic maintenance (cleaning and de-scaling) and repair or replacement of parts due to normal wear and tear.
- Any adaptation / changes to upgrade the product from its normal purpose as described in the instruction manual.
- Transport costs, home service transport cost and all risks of transport relating directly or indirectly to the guarantee of the product.

Damages resulting from items listed below will void the warranty:

- A broken Warranty Seal;
- Misuse, including but not limited to failure to use the product for its normal purpose or in accordance with JURA's instructions on the proper use and maintenance;
- Failure to use the CLARIS cartridge in accordance with JURA's instructions manuals;
- Use of de-scaling or cleaning tablets other than JURA product;
- Foreign agents (eg. Stones, wood, office clamps) mixed with the coffee beans or the usage of inappropriate Coffee beans which results in grinder clogging.
- Installation or use of the product in a manner inconsistent with the technical or safety standards in force in the country where it is used. (in countries where local approvals are required by law, a customer bringing in a product from another country does so at his own risk and should realize that he may be in contravention of the law);
- Attempts to repairs done by non-authorized Service Stations or Dealers, or the customer himself;
- Accidents, lightning, water, fire, improper ventilation or any cause beyond the control of the seller.

WARRANTY CLAIMS

If your machine shows defects during or after the Warranty period please do contact the seller or any of the companies listed on the reverse side of this form. If you can't find a service centre at or near the place you live, kindly check for the nearest service available on our web jura-sea.com or sea.jura.com. For countries other than South East Asia please check on www.jura.com.

The detailed Warranty Claims and Terms and Conditions can be found on our web-page. Please pay attention that the logistics of the machine is handled differently in different countries. The local regulation shall apply and all relevant information can be found on our web page.

Client information:

Company: _____ Name: _____

Designation: _____ Signature: _____ Date: _____

Installation Company Information:

Company: _____ Name: _____

Designation: _____ Signature: _____ Date: _____

By signing above, you hereby confirm that you have read and understood the above mentioned policies and procedures and are responsible for deciding on and completing the required documentation.