



Wiesenhof Coffee Roastery Warranty - Wega, Coffee Queen, Mahlkonig, Simag, Scotsman, Brema, Just, Bravilor Esprecious

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@wiesenhofcoffee.co.za

3. Exclusions

- 3.1 The Warranty covers only latent defects in the equipment's components and expressly excludes:
 - 3.1.1 Misuse and abuse;
 - 3.1.2 Neglect;
 - 3.1.3 Fair wear and tear;
 - 3.1.4 Natural disaster;
 - 3.1.5 Accident;
 - 3.1.6 Faults caused by deficient maintenance;
 - 3.1.7 Repairs or modifications incorrectly carried out by the first owner or the first owner's representative;
 - 3.1.8 Equipment that has been altered so as to affect performance or reliability;
 - 3.1.9 Lighting and heating globes and heating elements of all types;
 - 3.1.10 Wearing parts such as blades, belts, showers, seals and bushes; (Wear and tear items are not covered by warranty)
 - 3.1.11 Corrosion damage to stainless steel and other metals and/or materials in or on the equipment, table legs and casters caused by cleaning chemicals;
 - 3.1.12 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;
 - 3.1.13 All damages in consequence of the events referred to in 3.1.12 above; and
 - 3.1.14 Consequential damages resulting in food spoilage whether the breakdown involves a refrigeration unit or an on-premises power generator.
 - 3.1.15 Damage caused to pumps due to a water supply interruption whether temporary or permanent and howsoever caused.
- 3.2 In the case of refrigeration equipment this Warranty shall be of no force and effect should the condensing unit not be kept clean and free of blockages.
- 3.3 In the case of cold and freezer-rooms this Warranty shall be of no force and effect in the event that the equipment fails for the reason that drain pipe/s and/or drain/s become blocked. In addition the Warranty does not extend to:
 - 3.3.1 Fluorescent light fittings, globes and ballasts;
 - 3.3.2 Seals or gaskets;
 - 3.3.3 Door hinges, handles and locks;
 - 3.3.4 Sweep gaskets;
 - 3.3.5 Dial thermometers on cold-rooms; and
 - 3.3.6 PVC strip curtains.
- 3.3.6 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.

The warranty does not cover operational parts that are subject to wear.

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 This Warranty shall automatically become 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.
- 4.3 This Warranty shall automatically become null and void in the event of any product other than the prescribed and specified product being utilised.
- 4.4 This Warranty shall automatically become null and void if an approved water filtration system is not installed on the water inlet system or if the water filtration system has exceeded its manufacturers prescribed lifespan.
- 4.5 This Warranty shall automatically become null and void if the prescribed daily, weekly and monthly cleaning / in house maintenance processes are not adhered too.



5 Limitations

- 5.1 Liability in terms of this Warranty shall be limited solely to replacing, without charge 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 and shall include labour and travel costs incurred within the borders of South Africa;
- 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 Exclusivity

- 6.1 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.