

warranty against defects

La Marzocco Australasia (LMA) LP T/A La Marzocco Home (LMH) and its successors and assigns (“LMH”) provides the following limited warranty against defects

Should you have an issue that you feel is covered by warranty please contact La Marzocco Home on 03 8413 4777 or home.australia@lamarzocco.com. We will help you determine if your issue is covered by warranty and advise of the steps needed to complete this process. Please ensure you have your date of purchase, invoice number, order number and serial number when contacting us for ease of process.

1 what this warranty relates too

1.1 This warranty relates to any non-consumable parts, provided the machinery is installed according to LMH pre-install specifications. Labour for warranty service call is included. The warranty does not include breakdowns due to inadequate cleaning or incorrect operation. Consumable parts not covered include, but are not limited to, group head gaskets, diffusion screens, filter baskets, O-rings, grinder burrs and bean hoppers.

2 what will we do to honour the warranty

2.1 La Marzocco Home will replace the faulty part, including postage costs to the Customer.

2.2 Any works required to be completed to fix the Defect are covered under the warranty. Required works include any labour and call out fee for the substitution of the part.

3 what the customer must do to claim the warranty

3.1 To claim the benefit of the warranty, the Customer will need to:

- (a) present a completed Warranty Claim Form along with the faulty part to LMH for inspection; and
- (b) provide proof of purchase upon request by LMH; and
- (c) provide photographs of the Defect upon request by LMH.

3.2 The claim listed in clause 3.1 may be made in person, or the claim may be sent to LMH, including the particulars required under clauses 3.1(a), 3.1(b) and 3.1(c).

3.3 The appropriate form for making a claim for warranty is attached and must be used whether the claim is being made in person or mailed to LMH with the faulty part.

4 duration of the warranty

4.1 The standard factory warranty is valid for a period of twenty-four (24) months from the date of the sale invoice from LMH.

4.2 An additional 3-year extended warranty (applicable for Linea Minis only purchased from 4th of January 2022) is conditional on that the below is performed as a responsibility of the Customer

- (a) register for the warranty extension online within 90 days of receiving the machinery - <https://au.lamarzoccohome.com/warranty-and-returns/>



(b) machinery is serviced every 12 months from the date of purchase by a LMH approved technician - please contact LMH for an approved technician near you

(c) machinery is cleaned regularly as per the LMH process - please visit <https://au.lamarzoccohome.com/home/> to view a video on the cleaning process or refer to your booklet included with the Linea Mini

(d) filtered water is used in machinery as per the LMH water treatment specs - see specs below

4.3 If a Defect does not materialise in the faulty part during the period provided in clause 4.1 and 4.2, LMH will have no liability to the Customer under this Warranty Against Defects and the Customer releases LMH from all claims for loss or damage in any way connected with the Goods from that date.

5 water treatment

Water quality varies from location to location and by state. Incoming water supply into machinery needs to satisfy the requirements of the La Marzocco water calculator -

<https://techcenter.lamarzocco.com/jsp/Template4/watercalculator.jsp>

	Minimum	Maximum
Total dissolved solids (ppm)	90	150
Total hardness (ppm)	70	100
Total Iron (ppm)	0	0.2
Free chlorine (ppm)	0	0.05
Total chlorine (ppm)	0	0.1
pH	6.5	8
Alkalinity (ppm)	40	80
Total chlorides (ppm)	0	30

Subject to results from the calculator a water filtration device will be recommended to ensure warranty on equipment. The customer acknowledges that in instances it will be necessary to install a reverse osmosis unit rather than a simple carbon filtration unit.

6 voiding of warranty

6.1 The following actions will void the warranty:

(a) modifications to and/or customisation of the Goods performed after delivery of the same machine from LMH to the Customer;

(b) non-authorized tampering with the Goods; Any works outside the scope of the manual;

(c) the use of non-genuine La Marzocco parts;

(d) if machine is plumbed in, non-adherence to the plumbing specifications set out in the;

Installation guide for Linea Mini; please visit <https://au.lamarzoccohome.com/home/> to view this guide

Installation guide for GS3; please visit <https://au.lamarzoccohome.com/home/> to view this guide

(e) water supply (either mains supply or from the machine reservoir) that does not satisfy the LMH requirements for incoming water (see Water Treatment Specifications above);

(f) filtered water is not used in machinery as per the LMH water specs (see Water Treatment Specifications above);

(g) damage to the Goods as a result of accident, abuse, misuse, lack of reasonable or necessary maintenance, neglect, incorrect installation, mishandling, line power surges or external causes;

(h) machinery is not serviced every 12 months from the date of purchase by a LMH approved technician - please contact LMH for an approved technician near you;

(i) machinery is not cleaned regularly as per the LMH process - please visit <https://au.lamarzoccohome.com/home/> to view a video on the cleaning process or refer to your booklet included with the Linea Mini

7 rights at law

7.1 The benefits given to the Customer under this warranty are in addition to other rights and remedies of the Customer at law in relation to the Goods.

7.2 LMH's Goods come with guarantees that cannot be excluded under the Australian Consumer Law. LMH has the right to inspect machinery, request the water conditions and/or a service history report anytime a warranty claim is made.



la marzocco

HOME

WARRANTY CLAIM FORM

(required for EACH faulty item)

Incomplete forms will not be processed

**CUSTOMER
INFO :**

Name:

Phone:

Address:

City

FAULTY PART # :

PART DESCRIPTION :

MACHINE MODEL :

MACHINE SERIAL # :

INVOICE DATE :

FAILURE DATE :

MACHINE FAULT (please provide a detailed description):

I hereby declare that the information provided above is true and correct and to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

Name:

Contact Details (email/tel):

Signed:

Date:

Please note: The issue or completion of this form by the Customer does not constitute an admission of liability by LMH; please send this form to: **home.australia@lamarzocco.com** with photographs of the faulty part. Please return the part with a copy of this document to LMH. All shipping costs at the Customers expense. Once the part and completed documentation has been received, we can determine the eligibility for warranty.

FOR OFFICE USE: