

Installation and warranty protocol

1. INSTALLATION CONDITIONS FOR A NEW ESPRESSO COFFEE MACHINE

- ◆ **All connection elements** should be positioned no more than 1 metre away from the machine.
- ◆ **The water inlet** must have an individual stop tap, near to the machine.
- ◆ **The outlet pipe** must have a minimum diameter of 40 mm.
- ◆ **The electricity supply** must be adapted to the machine's specifications, and must be equipped with a linear protection device and a differential device which comply with current regulations.
- ◆ **Accessories** : To allow the machine's initial settings to be configured, all **accessories** must be immediately to hand: cups, coffee and grinder.

2. RENEKA'S TECHNICAL SERVICE COMMITMENT

During installation, RENEKA's technical service staff have to decide **whether or not the machine must be protected** by a water treatment system.

RENEKA's technical service staff have to **optimise the various settings for the machine and the grinder**, so that the cup of coffee obtained is of the highest quality.

In addition, RENEKA's technical service staff have to give the user an in-depth demonstration of **how the coffee machine and its water treatment system work** (in cases where the latter applies).

3. SCOPE OF THE GUARANTEE

The guarantee covers any attention required from the technical service staff to repair mechanical breakdowns related to possible defects in the parts listed below:

- ◆ **Boiler**
- ◆ **Heating element**
- ◆ **Pump and motor pump**
- ◆ **Electronic parts**
- ◆ **Pressure switch**
- ◆ **Super pressure valve**
- ◆ **Air relief valve**
- ◆ **Security relay**
- ◆ **Hot water and steam taps**
- ◆ **Solenoid valve**

4. NOT COVERED BY THE GUARANTEE

Faults related to scale

Scale is the cause of most of the faults that affect the functioning of espresso coffee machines.

The client undertakes to protect his/her machine by acquiring and maintaining a suitable anti-scale water treatment system.

We recommend the installation of BRITA AQUAQUELL systems or resin softeners to treat the water before it reaches the coffee machine.

The guarantee does not, therefore, cover breakdowns or technical faults related to scale.

Wearing parts

Certain component parts of an espresso coffee machine are ordered directly while in normal usage. Thus, the guarantee does not extend to replacing the following parts:

- ◆ Filter holder gasket
- ◆ Shower
- ◆ Sieve
- ◆ Cup holder assembly
- ◆ Bowl holder

Post-sales operations not covered by the guarantee:

- ◆ Replacement of wearing parts
- ◆ Work related to adjusting settings
- ◆ Work related to the maintenance of water treatment systems
- ◆ Work related to failure to maintain equipment correctly (blocked brewheads and pipes, blocked steam nozzles, damaged keyboard, etc.).

Other:

- ◆ Breakdowns due to a failure in the water or electricity supply (overvoltage)
- ◆ Wearing or faults occurring as a result of work being carried out by an unqualified technician
- ◆ Damage caused by the machine being used incorrectly
- ◆ Loss of accessories or component parts