

# **Wiesenhof Coffee Roastery Warranty – Bianchi, Bravor, Fiel, Hamilton Beach, La Cimbali, Mythos, Schaerer, Avenia, Omniblend, Super Ice Crusher**

## **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@wiesenhofcoffees.co.za](mailto:admin@wiesenhofcoffees.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 3.1.12 above; and*
- 3.14 *Damage caused to pumps due to a water supply interruption whether temporary or permanent and howsoever caused.*
- 3.15 *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 *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.*

### **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*
  - *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 warrant 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 warrant.
- 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.

### 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.