

**Seattle Coffee Gear warranties are non-transferable.**

## **What's Covered?**

The warranty covers parts and labor required to repair the machine and any mechanical or electrical components (including, but not limited to, control boards, pumps, boilers, wiring, brew groups, hoses or motors) from defect or failure under normal use conditions. The warranty includes free return shipping to any location within the continental US. Customer must pay to ship the machine to our repair center if necessary.

## **What isn't Covered?**

Warranty troubleshooting and repair does not apply to the following:

### **Any defect arising from the misuse of the machine, including but not limited to:**

- Not properly refilling the boiler during brewing and steaming processes, resulting in burnt out components
- Lack of regular descaling of the machine's boiler and water system components
- Lack of regular thorough cleaning of the milk frothing components
- Lack of regular maintenance of the machine's brew group
- Use of non-commercial/household equipment in a commercial environment

### **Normal wear and tear on the machine, including but not limited to:**

- Replacement of gaskets
- Scratches, dents or other surface marring of any components
- Grinder burr replacement

### **Regular maintenance, including but not limited to:**

- Descaling
- Thorough cleaning of the milk frothing components
- Backflushing

Shipping to Alaska, Hawaii, APO/military addresses or outside of the US is not covered by the warranty; in these cases, the customer is responsible for shipping costs in both directions.

## **Who Do I Contact for Warranty Services?**

Contact us by phone: 866.372.4734

Contact us by email: [warranty@seattlecoffeegear.com](mailto:warranty@seattlecoffeegear.com)

To initiate warranty service, we will need your equipment's original order number, located on your packing slip or original sales receipt, as applicable.

Please note that we will primarily troubleshoot the issue over the phone, so contacting us when you are in front of the machine and able to perform basic actions is important. If we are unable to resolve the issue over the phone, you will be provided information on how to deliver your machine to our repair center.

**Do not send your equipment to us for repair without contacting us first to diagnose and setup a Repair Authorization (RA) number. All equipment shipped without a valid RA are subject to refusal at our warehouse.**

## **How Long Will it Take for a Warranty Repair?**

Once we receive your machine in our repair center, we commit to repairing and returning your machine to you within 30 business days.

**Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.**