RANCILIO GROUP
NORTH AMERICA

Equipment Warranty Statement

Rancilio Group North America (RGNA) warrants equipment as follows:

Egro brand includes 2 year limited parts warranty and 1 year labor plus 1 PM visit*

Rancilio brand includes 1 year limited parts warranty and 1 year labor

Installation

Installation must be coordinated and performed by an RGNA approved and/or certified service provider. Additional installation and service fees may apply to rural, remote, high-security, or limited-access locations. The installation date is considered the first day the machine is connected to water, drain, and power by a certified RGNA service provider.

Preventative Maintenance

RGNA will coordinate dispatching and scheduling of PM service with local certified service providers during normal business hours. PM calls that require after-hours labor may incur additional fees. PM service is only required every 40,000 cycles or once per year (on average). High volume locations requiring additional PM visits will be billed for any additional services. Fees may apply to rural, remote, high-security, or limited-access locations. RGNA reserves the right to utilize customer-initiated service visits to perform the preventative maintenance service.

Water Filter Cartridge Replacement

RGNA will make every effort to keep the water entering your espresso machine within the appropriate range of 2-3 gpg. However, ultimately it is the responsibility of the warranty holder to maintain the water entering the machine. The machine is equipped with a time and volume-based pop-up alert to change the water filter should it need to be changed prior to the scheduled filter replacement. If this message should appear, it is the responsibility of the warranty holder to call the service hotline at (877) 642-9409 or email *service@ranciliogroupna.com*.

RGNA will cover the labor charges associated with replacing your filter cartridge during your scheduled PM service visit. The warranty holder is responsible for the cost of the filter and shipping charges. Should the warranty holder decide to have RGNA's authorized technician replace the used filter with a new filter cartridge that we provide, please request the Filter Replacement During PM form. When we receive the completed form, we will contact the location to process the payment of the new filter cartridge.

Warranty Terms

This warranty will begin upon the date of installation (as stated in the installation form) or 90 days from the date of purchase, whichever comes first. Rancilio warrants that the equipment it has manufactured will be commercially free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty period. RGNA will invoice said location for any call that is not covered by the warranty. Additional travel charges may be incurred based on proximity to authorized service providers. RGNA covers travel up to one hour each way.

Warranties for espresso equipment are non-transferable. These terms and conditions are not binding until a signed enrollment form and payment are received. RGNA reserves the right to review the terms and conditions of this agreement on an annual basis. Terms and conditions are subject to change.

*Please contact RGNA for more information about a 3 year parts and labor Extended Warranty Program.

(cont.)

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Warranty Exclusions

- Failure to use an RGNA certified service provider for repairs or installation
- Any problems associated with inadequately treated water (see RGNA Water Quality Statement)
- Incorrect voltage (voltage for 220 V machines should not drop below 208 V or go above 245 V)
- Improper water hook-up
- Lack of adequate drainage system
- Failure to follow daily and weekly cleaning procedures
- Grinder adjustments or taste profiling adjustments
- Normal wear and tear parts (i.e. gaskets, seals, grinder burrs)
- Tampering by unauthorized personnel
- Damage, casualty, or abuse
- Neglect
- Relocation or re-installation without prior written consent from RGNA
- Any problems associated with machine having been frozen

In no event shall RGNA be liable for any other damage or loss including, but not limited to: lost profits, lost sales, loss of use of equipment, claims of warranty holder's customers, cost of capital, cost of downtime, cost of substitute equipment, or any other special, incidental, or consequential damages.

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Water Quality Statement

Water is the main ingredient in your coffee; it can comprise over 90% of your beverage. Proper water treatment will not only ensure good flavor for your product but will also prolong the life of your machine. During brewing/ extraction, substances such as oils, minerals, salts, and sugars are extracted into your water, altering its flavor. Every water source is composed of different minerals, chemicals, and compounds due to geographic and municipal variables. Therefore, we recommend testing your water thoroughly. Doing so will allow you to select the best water filtration solution for your needs.

Rancilio Group North America does not monitor changes in water due to treatment from municipalities. Damage caused by inadequately treated water will void the machine and manufacturer's warranty.

Water Factors for Equipment

Calcium Carbonate and Chlorides are the most significant factors that will affect your machine. Calcium Carbonate, a dissolved mineral, will settle inside the machine as scale. This is measured as water hardness. Higher levels of water hardness will cause faster scale buildup. Scale can clog orifices and block sensors from taking proper readings. Chlorides can bond with electrons in the metals of the espresso machine, which may produce salts that can alter the flavor of your espresso. This exchange of ions leads to the corrosion of the metals inside the machine.

Filtration Quick Guide

Filtration can be installed in-line directly before the machine or as part of a large water management system. When installing a machine in a building water management system, verify that the water hardness, TDS, pH, and chloride levels are within our recommendations. The machine may require an additional in-line system to make up for shortcomings in the building water management system.

NOTE: Having only a water softener is insufficient in most applications.

- **Carbon Filtration:** Water is passed through granular carbon-retaining compounds that impart taste and odor.
- **Ion Exchange:** Introduces desirable compounds like sodium while removing unwanted mineral components by attracting ions to its membrane.
- **Reverse Osmosis:** Water forced into semi-permeable membrane to remove ions, molecules, and larger particles. Reverse osmosis can remove dissolved and suspended particulate from water, including bacteria. We recommend using a blend valve to introduce the desired levels of minerals to obtain your target TDS (90-110ppm).

Filter Cartridge Exchange

A location's filter cartridge exchange schedule is determined by use, water quality, and manufacturer recommendation.

Depending on the manufacturer and type of filter (carbon, ion, or membrane), the flow rate may or may not drop, affecting water pressure to the equipment. Refer to your filtration manufacturer for specifics on recommended filtration replacement schedule. Changing filters regularly will prolong the life of your equipment and maintain the quality of your product.

Requirements

Total Dissolved Solids (TDS)	30-150 ppm *(parts per million)*
Total Hardness	2-3 gpg *(grains per gallon)*
pH	6-8
Chloride	0 ppm
Chloramine	0 ppm
Silica	<5 ppm
Flow rate of water into machine	0.5 gpm *(gallons per minute)*

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