

# B R A V I L O R L I M I T E D S T A N D A R D 2 Y E A R W A R R A N T Y

Please find below the terms and conditions of our standard two year warranty. These terms and conditions have been set out as a guideline, and are not exhaustive. Should you have a query regarding any of the point(s) of the standard warranty, please contact Bravilor Limited immediately.

Terms used in this document:

<b>Service Agents</b>	Sureserve Limited / City Servicing Limited
<b>Labour</b>	Time spent on site by a service engineer
<b>Parts</b>	Any accessories, parts or equipment supplied by Bravilor Limited

## 1. Length of Warranty

The Standard Bravilor Warranty consists of two segments. The segments are as follows:

- 1.1 Year One The machine is covered for parts and labour
- 1.2 Year Two The machine is covered for parts only.  
The service agent will invoice you directly for the labour charges.

## 2. Charges for NON Warranty Service Calls

Charges are available on request.

## 3. Terms and Conditions

- 3.1 The standard warranty covers the machine only and does not include any decanters or accessories, unless otherwise specified by Bravilor Ltd.
- 3.2 The standard warranty will be invalidated if, in the service agents opinion the break down was due to any of the following. (This list is a guideline and is not exhaustive)
  - a. Poor water quality, including limescale
  - b. Poor water pressure
  - c. Problems with the water supply, or pipes (including the hose) up to the machine
  - d. No power supply to the machine
  - e. Mis-use
  - f. Failure to carry out cleaning routines
  - g. Failure to carry out de-scaling routines
  - h. Water Treatment System failure

**If the call out is found to be NON warranty, you will be liable to pay all costs, which will be invoiced directly from the service agent.**
- 3.3 The warranty starts from the date of purchase. A record of which can be supplied by Bravilor Limited upon receipt of a valid serial number.
- 3.4 ANY modification made to the machine (unless completed or authorised in writing by Bravilor Limited) will IMMEDIATELY invalidate the warranty.

Should you have any queries regarding our standard warranty, please do not hesitate to contact our Technical Support Department.

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