www.penninteaandcoffee.co.uk

Pennine Tea and Coffee Company,
6-8 Hall Street, Halifax, West Yorkshire, HX1 5AY
Sales 0800 2985211. Tel/Fax 01422 347734

Wega Espresso Machines 12 months warranty

All our Wega Espresso Machines include 12 months parts & labour warranty

- Warranty covers all static parts of the espresso machine
- Warranty excludes "wearing parts" like group gaskets

Damage caused by limescale or mis-use is not covered in the warranty

Terms of the Wega Espresso Machines Warranty

Warranty term starts from the date the invoice is signed for the purchase of the espresso machine. It will terminate exactly twelve months after that date.
Warranty covers static parts such as the boiler and hydraulic piping, the relevant pressure valves and pressostat. The boiler element will only be covered by the Warranty if the damage has not been caused by limescale or excessive draining off the boiler by emptying it of hot water (filling soup kettles or mop buckets).
If you are in a Hard water area (limescale in kettles) it is essential you upgrade to a Calcium Treatment Unit (CTU). Limescale will clog the valves of your coffee machine and coat it's boiler heating element. Limescale is the most common reason for fault call outs - and is not covered by your Warranty. Avoid expensive repair bills by purchasing a CTU filter.
External body panels are not included in the Warranty, it is upto the purchaser to ensure all panels are intact before signing for the equipment. Damage to body panels after installation will not be replaced under Warranty.
Group seals and Gaskets, Steam arm seals, Rotating pump head to build pressure are all considered "Wearing Parts" and their replacement will be charged accordingly.
Charges for non-warranty work will be charged at the presiding rate of the engineer in your particular area, please make sure you check how much you will be charged for call out, labour and parts before requesting a call out. Once an engineer has been to site, if the work is deemed non-warranty then you will be charged for all costs.
Rates for work carried out on Bank Holidays or Weekends will be charged at a premium rate, please make sure you check the rates for these periods before requesting an engineer.
Minimum requirements for espresso machines are Cold mains water supply with a minimum of 3 bar pressure and maximum 6 bar pressure. Any readings outside this will exclude Warranty cover for problems associated with the hydraulic system of the machine. Leaks from group solenoid valves or the inlet solenoid valve will not be covered by the Warranty where the water supply exceeds the maximum pressure. It is upto the customer to ensure the supply is within the required pressure limit and to fit a pressure reducing valve accordingly.
Waste water from the drip tray should drain to a plumbed out waste upright preferably, and the drain pipe from the machine should follow a constant downward gradient to the upright. Blockages and air locks can be caused by the drain pipe not following a constant gradient or where is sags, this will cause water to collect in the waste bowl and drip onto the counter. This is not covered by the Warranty and should be corrected by ensuring the pipe runs smoothly to the waste upright. Where a bucket is used under the counter for waste, you must ensure the water in the bucket does not reach the pipe draining into the bucket or an air lock will form preventing the water flowing down the waste pipe. It is the responsibility of the customer to ensure this bucket is emptied regularly. Hydraulic system valve leaks drain to the waste pipe, no responsibility will be accepted for overflowing waste buckets. It is the responsibility of the customer to ensure they have sufficient water damage cover on their insurance in the event of leaks. Water should be turned off at the mains whenever the machine is to be left for a period of time. No liability will be accepted by Pennine for water damage to premises.
Power should be a 16amp or 20amp supply with an on/off switch next to the machine. It should be fed from a commercial grade consumer unit. RCD trips are caused by using a lower grade consumer unit and call outs for this type of problem are not covered by Warranty. If out of personal choice you have the machine wired to a plug, no liability will be accepted by Pennine for faults caused by the wiring in the plug or if your PAT tester informs you this is not acceptable.
No liability will be accepted for pipework between mains water and the machine. It is upto the customer to ensure no leaks are present between mains and the machine. Leaks between the mains supply and the machine should be rectified by your own plumber, if an engineer is called then the presiding call out rate and labour will be charged. Water filters are to be changed at the discretion of the customer. They should be changed every 5000 litres or year whichever is sooner. The terms of this Warranty cover all Wega Espresso Machines sold by Pennine and it is effective from 26th July 2004 onwards. This Warranty is retrospective. By purchasing an espresso machine from Pennine you automatically agree to the terms of this Warranty.