


CERTIFICATE OF WARRANTY

CUSTOMER NAME: _____	DATE OF PURCHASE: _____
ADDRESS: _____	MODEL: _____
 _____	DATE OF INSTALLATION: _____
_____	SERIAL NO. _____
_____	INVOICE NO. _____
PARTS AND SERVICE WARRANTY: TWO (2) YEARS FROM THE DATE OF INSTALLATION	

COVERAGE:

Concept Specialist Inc. warrants the Sanremo coffee machine with serial number specified herein against failure due to defect in materials or workmanship under normal use and maintenance as follows:

- 1.) This warranty is valid for 2 years from the date of installation (DOI).
- 2.) Warranty does not include "rubber parts" or parts that are subject to "wear and tear".
- 3.) The use of a compatible AVR (Automatic Voltage Regulator) is highly recommended to prevent machine damage due to voltage irregularities. CSI will recommend the compatible AVR based on your machine model and specification.

FREE SERVICE and WARRANTY on parts becomes null and void if:

- 1.) The equipment is serviced or repaired by a person not officially authorized by Concept specialist Inc.
- 2.) Damages caused by carelessness or improper handling and misuse of the machine.
- 3.) Damages caused by flood, voltage irregularities, fire, pest infestation, typhoon or other natural calamities, acts of war or public disturbance and other acts or actions beyond human control.
- 4.) The machine is not connected to an AVR as highly recommend by Concept Specialist Inc. (CSI)

** The company reserves the right to decide on the method of dealing with a claim under this warranty.*

Preventive Maintenance Schedule (PMS)

Frequency of Schedule	Quarterly for 2 years
Scope of Service	<ul style="list-style-type: none"> * CLEANING (Machine) - group & gaskets, filter screens, wand tips & portafilters, tap serving kit, cup warmer * CLEANING (Grinder) - blades, nozzles, bell hopper, locking slide, ground chamber, dosing lever * SYSTEM CHECKUP - hot water, steam, displays, drainage, switches/ buttons, pressure, rubber components, joints * RECALIBRATION/ RETRAINING - programming, grind adjustment, back flushing w/ detergent, espresso calibration * WATER FILTRATION - TDS count, filter condition, tubes setup (compatibility), pressure, back washing (if applicable)
Amount	2,500 / visit

*Repair services and replacement parts will be charged unless the machine is still under the two (2) years product warranty.

*For services outside Metro Manila, Metro Cebu and Metro Davao, the client will provide for the lodging, meals & transportation expenses.

ADDITIONAL SERVICES (RECOMMENDED ONCE A YEAR AFTER THE WARRANTY PERIOD):

General Cleaning	Php 5,000	For models: Capri, Zoe, Torino, Verona SED, You
	Php 8,000	For models: Verona RS, F18, F18sb, Café Racer, Opera
	Php 2,500	For all grinder models except X-One
Pullout & Delivery Charge	Php 2,500 (Manila)/ Outside MM: Toll fees & charges based on estimated KM distance	
Service/ Repair Fee	Php 2,500 per visit	

*General cleaning includes descaling and may take around 3 to 5 days depending on the volume of repairs or the condition of the unit.

This service is normally performed at Concept Specialist Inc. head office or in its regional offices.

A service unit may be provided free of charge if required and he/she should agree with the terms for the use of these units.

Also, the machine model will vary based on availability of service unit(s) prior to the scheduled cleaning or repair.

Issued by:

Conforme: