

BRAVILOR LIMITED STANDARD TWO YEAR LIMITED MANUFACTURING WARRANTY

Revision 3.2 May 2006. This revision and all terms and conditions contained within supersede all previous editions issued by Bravilor UK Ltd and the Bravilor Bonamat Group.

SCOPE

1.1 THIS DOCUMENT OUTLINES THE TERMS AND CONDITIONS OF THE MANUFACTURING WARRANTY SUPPLIED BY BRAVILOR LIMITED ON ALL MACHINES MANUFACTURED FOR DISTRIBUTION IN THE UNITED KINGDOM BY THE BRAVILOR BONAMAT GROUP.

1.2 THESE TERMS AND CONDITIONS FORM PART OF THE BRAVILOR LIMITED TERMS AND CONDITIONS OF SALE WHICH ARE AGREED TO BY PLACING AN ORDER WITH BRAVILOR LIMITED.

1.3 THIS WARRANTY APPLIES TO MACHINES SOLD FOR USE IN THE UNITED KINGDOM ONLY WITH THE FOLLOWING CLAUSES:
A. MACHINES SITED OUTSIDE THE MAINLAND UK WILL ONLY BE COVERED BY THE PARTS ONLY ASPECT OF THE WARRANTY.
B. BRAVILOR WILL ONLY DELIVER REPLACEMENT WARRANTY PARTS TO A UK POSTAL ADDRESS FOR MACHINES SITED OUTSIDE THE UK

TERMINOLOGY

2.1 SERVICE AGENT COMPANY AUTHORISED BY BRAVILOR LIMITED TO CARRY OUT WARRANTY WORK DURING THE WARRANTY TERM

2.2 NON WARRANTY WORK OR ACTION THAT IS NOT COVERED WITHIN THE TERMS OR TIME FRAME OF THE WARRANTY CONDITIONS

2.3 CALL OUT CHARGE MADE TO ATTEND SITE, THIS MAY INCLUDE TIME ON SITE.

2.4 TIME ON SITE ADDITIONAL CHARGING FOR TIME ENGINEERS HAVE SPENT ON SITE OVER THE TIME THAT MAY BE INCLUDED WITHIN THE CALL OUT CHARGE.

WARRANTY TERM

3.1 THE STANDARD WARRANTY CONSISTS OF TWO PARTS AND HAS A TERM WHICH COVERS 2 YEARS FROM DATE OF BRAVILOR DESPATCH.

FULL COVER IS AVAILABLE WITHIN THE MAINLAND UK ONLY, FOR RESTRICTIONS REFER TO SECTION 1.3 ABOVE.

3.2 YEAR ONE COVER IS FOR LABOUR AND PARTS FOR ALL FAULTS RESULTING FROM MANUFACTURING DEFECTS COVERED WITHIN THE TERMS AND CONDITIONS OF THE STANDARD WARRANTY. (AS DETERMINED BY BRAVILOR LTD)

3.3 YEAR TWO COVER IS FOR PARTS ONLY FOR ALL FAULTS RESULTING FROM MANUFACTURING DEFECTS COVERED WITHIN THE TERMS AND CONDITIONS OF THE STANDARD WARRANTY. (AS DETERMINED BY BRAVILOR LTD)

3.4 THE WARRANTY WILL ALWAYS START FROM THE DATE OF THE ORIGINAL BRAVILOR DESPATCH. A RECORD OF WHICH CAN BE OBTAINED FROM BRAVILOR UPON RECEIPT OF THE FULL VALID 12 DIGIT SERIAL NUMBER
NON WARRANTY AND CHARGING

4.1 WARRANTY WORK WILL ONLY BE UNDERTAKEN UPON COMPLETION OF THE REQUIRED PAPERWORK TO THE NOMINATED SERVICE AGENT.

4.2 YOU WILL NOT BE NOTIFIED THAT A SERVICE CALL IS CHARGEABLE BEFORE THE WORK IS CARRIED OUT OR INVOICED. IT IS THE CALL ORIGINATORS RESPONSIBILITY TO ENSURE THAT FUNDS ARE ALLOCATED SHOULD A SERVICE CALL BE FOUND NOT TO BE COVERED BY

THE MANUFACTURING WARRANTY AND THEREFORE BECOME CHARGEABLE.

4.3 NON WARRANTY CHARGES MAY VARY. IT IS THE CALL ORIGINATORS RESPONSIBILITY TO ENSURE THEY ARE AWARE OF THE CORRECT SERVICE PRICING BEFORE A CALL IS MADE. CHARGING TARIFF'S ARE AVAILABLE UPON REQUEST.

4.4 BY PLACING A WARRANTY SERVICE CALL THE CALL ORIGINATOR CONFIRMS THEY HAVE ACCEPTED THE TERMS AND CONDITIONS OF WARRANTY AND SERVICE PRICING AT THE TIME THE REQUEST WAS PLACED AND UNDERSTAND THAT PAYMENT WILL BE REQUIRED WITHIN THE PAYMENT TERMS STATED BY THE SERVICE AGENT SHOULD THE CALL BECOME CHARGEABLE AS DETERMINED BY BRAVILOR LTD.

COVERAGE

5.1 THIS WARRANTY COVERS THE BRAVILOR MACHINE ONLY AND DOES NOT INCLUDE ANY DECANTERS, NAMEPLATES/ FACIA PANELS OR ACCESSORIES UNLESS SPECIFICALLY STATED IN WRITING BY BRAVILOR LIMITED.

5.2 THIS WARRANTY COVERS MANUFACTURING DEFECTS ONLY AND DOES NOT INCLUDE WORK REQUIRED TO REPLACE PARTS THAT HAVE FAILED DUE TO WEAR AND TEAR.

5.3 THE WARRANTY CALL WILL BE DEEMED NON WARRANTY AND CHARGEABLE TO THE CALL ORIGINATOR IF IN THE SERVICE AGENTS OPINION THE BREAKDOWN WAS CAUSED BY ANY OF THE FOLLOWING: (THIS LIST IS A GUIDELINE AND IS NOT EXHAUSTIVE)

A. POOR WATER QUALITY

B. LIMESCALE

C. POOR , FLUCTUATING, OR UNSUITABLE WATER PRESSURE

D. PROBLEMS WITH THE SITE WATER SUPPLY, INCLUDING PIPES AND THE FLEXI HOSE TO THE MACHINE

E. PROBLEMS WITH SITE ELECTRICAL POWER TO THE MACHINE FITTED CABLING OR ISOLATOR WHERE APPLICABLE.

F. INTERNAL LIGHTING AND DISPLAY LIGHTING FOR FACIA PANELS
G. INCORRECT USE OF THE MACHINE AND MIS USE
H. FAILURE TO OPERATE THE MACHINE CORRECTLY
I. FAILURE TO CORRECTLY OR FREQUENTLY CLEAN THE MACHINE
J. FAILURE TO DE-SCALE THE MACHINE FREQUENTLY OR ADEQUATELY
K. LOSS OF ANY MACHINE COMPONENT
L. BREAKAGES OF ANY GLASS COMPONENT SUCH AS GAUGE GLASSES
M. PROBLEMS WITH ANY WATER TREATMENT SYSTEM CONNECTED TO THE MACHINE WATER SUPPLY
N. PROGRAMMING OR ADJUSTMENT OF ANY MACHINE PROGRAMMING (INCL. OPERATING SETTINGS , DRINK STRENGTHS, RECIPES AND CUP SIZES)
O. FAILURE OF THE MACHINE OR ANY MACHINE COMPONENT DUE TO INCORRECT INSTALLATION
5.4 IF THE CALL IS DEEMED NOT TO BE COVERED UNDER THE WARRANTY BY BRAVILOR LIMITED, THE CALL ORIGINATOR WILL BE LIABLE TO PAY ALL COSTS INCURRED BY THE MACHINE REPAIR.
5.5 BRAVILOR UK LIMITED MAKE THE WARRANTY COVERAGE DETERMINATION BASED ON INFORMATION STATED BY THE APPOINTED SERVICE AGENT. THIS DECISION IS MADE ON AN INDIVIDUAL BASIS TAKING THE SITE HISTORY INTO ACCOUNT WHERE APPROPRIATE. THIS DECISION CAN BE RE-EVALUATED UPON REQUEST, BUT ANY RE-EVALUATED DECISION MADE BY BRAVILOR LIMITED WILL BE DEEMED AS FINAL.

MACHINE MODIFICATION AND NON AUTHORISED WORK

6.1 ANY MODIFICATION MADE TO THE MACHINE, UNLESS COMPLETED OR AUTHORISED IN WRITING BY BRAVILOR LIMITED WILL IMMEDIATELY INVALIDATE THIS WARRANTY WITHOUT NOTICE RESULTING IN THE WARRANTY BEING VOID AND ALL SERVICE CALLS BEING CHARGEABLE.
6.2 ONLY WORK CARRIED OUT BY AUTHORISED SERVICE AGENT CAN BE COVERED UNDER THIS WARRANTY, ANY WORK CARRIED OUT BY ANY OTHER PARTY OR UNAUTHORISED COMPANY WILL IMMEDIATELY INVALIDATE THE MACHINE WARRANTY WITHOUT NOTICE RESULTING IN THE WARRANTY BEING VOID AND ALL SERVICE CALLS BEING CHARGEABLE.