



## UNIC STATEMENT OF WARRANTY

Thank you for purchasing a UNIC espresso machine! At Electrolux Professional (“EPR”), we want you to feel confident that your equipment is protected and supported. This document explains further details of what’s covered under your warranty, what isn’t, and how to get help if you need service.

### What Equipment is Covered

Electrolux Professional includes a standard warranty with all models of UNIC branded espresso equipment

### What Service is Included

We guarantee that your UNIC machine will be free from defects in materials and workmanship during the warranty period. Coverage begins on the date of installation by a qualified service agent. If proof of installation is not available, warranty start date defaults to the ship date of the equipment. Equipment must be installed within 12 months of shipment to remain eligible.

- Labor – 1 year
- Parts\* – 1 year
- Electronic Control Modules\* – additional 1 year (total of 2 years) parts warranty on key electronics such as CPU, display, dosing, and hot water control modules.

\* Replacement parts & equipment carry the remainder of the original warranty period.

Service agent travel up to 50 miles is covered. Additional travel charges apply beyond that distance. If equipment is installed in a location that cannot be accessed by a service agent (such as a food truck), the customer is responsible for bringing the equipment to the service agent.

Please note: UNIC equipment is designed for commercial use only. We cannot provide warranty service at residential addresses.

### How to Request Service

To request warranty service, call Electrolux Professional Customer Care at +1 (800) 695-4500 (press 1, then 4) or visit our [Service Request](#) page to get started. You may be referred to a Distributor for administering your warranty Service.

If you have a warranty issue, EPR or your local UNIC distributor will work with you and your service agent to troubleshoot the problem. Depending on the situation, we will either:

- Repair the machine with replacement parts, or
- Provide replacement equipment of equivalent value.

### What's Not Covered

The warranty does not apply if:

- The machine has been altered, repaired, or fitted with unauthorized parts.
- The machine is installed or used differently than described in UNIC instructions or manuals.
- Problems result from shipping damage, misuse, neglect, accidents, or lack of Preventative Maintenance.
- Routine maintenance and cleaning using approved UNIC/EPR cleaning products are not performed.
- Damage is caused by:
  - Poor water quality or water not meeting UNIC Water Specification Guidelines (see separate document).
  - Electrical surges or power fluctuations.
  - Dirty milk delivery components.
  - Jammed grinders due to foreign objects or incorrect use.
  - Blocked or partially blocked drains.
  - Insufficient water supply or incorrect power.
  - Relocating the machine from its original installation site.
  - Newly installed equipment interfering with UNIC equipment.
- Parts are considered normal wear-and-tear or consumable/wear items, as notated in each machine’s respective Preventative Maintenance schedule.

### Important Limitations

- **EXCEPT AS DESCRIBED IN THIS WARRANTY, THE EQUIPMENT AND RELATED SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” EPR DOES NOT PROVIDE ANY OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. USE OF THE EQUIPMENT IS AT THE CUSTOMER’S OWN RISK.**
- This warranty is for UNIC espresso equipment only. Any equipment sold by EPR which is manufactured by other brands may be covered under a separate manufacturer’s warranty.
- This warranty does not include damage incurred in transit. Any shipping damage must be reported to Customer Care within 10 business days of receipt. Claims made after that may be rejected.
- Customer Care may use independent third-party service agents. They are not EPR employees, and EPR is not responsible for their promises or actions beyond what’s in writing.
- This Agreement is valid only for the original customer when purchased through a UNIC Authorized Dealer or Distributor.
- EPR is not responsible for special or consequential damages such as lost sales, lost profits, downtime, or replacement equipment costs.
- This Agreement may be amended from time to time by EPR.