Standard Dealer Limited Warranty (effective 10/1/2020)

NUOVA DISTRIBUTION USA, LLC (hereinafter referred to as "NUOVA") warrants new espresso equipment manufactured by NUOVA SIMONELLI S.P.A to be free from defects in material or workmanship under normal use and service for a period of twenty-four (24) months from the original date of invoice, with an additional limited lifetime warranty on copper espresso machine boilers for the life of the espresso machine. Notwithstanding the foregoing, the copper boiler installed in the Athena Leva espresso machine is excluded from the additional limited lifetime boiler warranty and shall instead be covered for a period of five (5) years from the original date of invoice. NUOVA warrants all other new non-espresso equipment manufactured by NUOVA SIMONELLI S.P.A. to be free from defects in material or workmanship under normal use and service for a period of twelve (12) months from the original date of invoice. ALL EQUIPMENT SENT OUTSIDE OF THE ORIGINAL DEALER'S DIRECT SERVICE COVERAGE AREA MUST HAVE A NUOVA APPROVED SERVICE PLAN, OTHERWISE THIS WARRANTY IS VOID. The Dealer's direct service coverage area is defined as the area the Dealer can service directly themselves.

The obligation of NUOVA under this warranty is limited to the repair or replacement of parts, components, or assemblies that, in the opinion of NUOVA, are defective. This warranty is further limited to the cost of parts, components or assemblies.

This warranty shall not apply to: 1) any part or assembly that has been altered, modified, or changed; 2) any part or assembly that has been subjected to misuse, abuse, neglect, or accidents; 3) those parts subject to wear and tear; or 4) any product that has been installed and/or maintained inconsistent with the technical instructions provided by NUOVA. THIS WARRANTY IS VOID IF ANY PRODUCT IS NOT INSTALLED BY A NUOVA AUTHORIZED SERVICE COMPANY. Normal wear and tear parts include, but are not limited to: grinding burrs, gaskets, seals, heating elements, switches, buttons, knobs, levers, gears, thermostats, solenoids, spring, etc. These items will wear out with use and must be maintained according to the product's recommended maintenance schedule.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR GUARANTEES OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE EXCEPT AS PROVIDED IN THIS WARRANTY WITH RESPECT TO DEFECTS IN MATERIAL AND WORKMANSHIP. The agents, dealer or employees of NUOVA are not authorized to make modifications to this warranty or to make additional warranties that are binding on NUOVA. Accordingly, statements by such individual, whether oral or written, do not constitute warranties and should not be relied upon.

In no event shall NUOVA be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Dealer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages. Upon the expiration of the warranty period, NUOVA'S liability under this warranty shall terminate. This warranty shall constitute the sole liability of NUOVA and the exclusive remedy of the Dealer or user.

WATER REQUIREMENTS

The installation of a water softener is mandatory when the espresso machine is fed with water that has a hardness higher than 3 grains per gallon or 50 parts per million (PPM). The pressure of the water line must be between 2 bar and 4 bar and the water must be cold, with a minimum flow rate of 1 GPM. The water also must have a filtration level below 1.0 Micron, a total dissolved solids level between 50 and 250 PPM, an alkalinity level between 10 and 150 PPM, a chlorine level less than 0.50 PPM, and a pH level between 6.5 and 8.5. MAINTAINING THE WATER AT THE REQUIRED LEVELS IS THE BUYER'S RESPONSIBILITY. FAILING TO MEET AND MAINTAIN THE WATER AT THESE LEVELS WILL VOID THE ENTIRE WARRANTY.

WARRANTY CLAIM PROCEDURE

This warranty is conditioned on the Dealer: 1) completing the Defective Part Warranty Claim Form (available for download on www.nuovadistribution.com); 2) including a copy of the work order with the completed form; and 3) sending the defective part(s) with supporting documentation to NUOVA at Nuova Distribution, Attn: Returns Dept, 6940 Salashan Parkway, Building A, Ferndale, WA 98248. If NUOVA determines the defective part(s) are covered under the warranty, the purchase price of the part will be credited to the Dealer's account with 10 business days of receipt of the part.