



ALATTEHOTTE
EXTENDED WARRANTY PROGRAM
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THIS DOCUMENT EXPLAINS THE WARRANTY THAT ALATTEHOTTE ISSUES ON ALL NEW SAECO ESPRESSO MACHINES UPON PURCHASE FROM ALATTEHOTTE. THIS IS A TWO PAGE DOCUMENT, PLEASE READ BOTH PAGES FOR WARRANTY TERMS.

WARRANTY PERIOD: 3 YEARS FROM THE DATE SOLD
ANY WARRANTY SERVICE MUST BE ACCOMPANIED BY THE ORIGINAL SALES RECEIPT FROM ALATTEHOTTE AND A SERVICE REQUEST FORM.

What is not covered?

Improper usage and care can result in mineral buildup that damages the product. ALATTEHOTTE is not responsible for any expense resulting from such damage including transportation, shipping, and repairs resulting from mineral buildup, also known as calcium deposits, scale, and lime scale. Any household product that is used in a commercial setting may be declined warranty service. You will never be responsible for our flat rate service charge in the event of warranty service; however, you may be responsible for parts not warranted noted below.

What will be done?

During the applicable warranty period under normal household usage and care, ALATTEHOTTE will repair, most mechanical or and some electrical parts which proves defective, or offer a comparable model at no charge. You will also be given the option to upgrade to a brand-new machine of any brand we offer at a fair discount. The repaired or replacement product is warranted for 6 months from the original date of purchase repair or replacement.

What components do we cover?

BREW GROUP UNIT:

Under warranty, we cover issues with your Brew Group, no matter what the condition of the brew group is in. We do suggest weekly maintenance and lubrication of your brew group unit. For more information, please visit our website and select research center for information regarding the care and maintenance of your brew group unit.

GRINDER CLEANING AND RESTORATION:

We will cover at no charge for the lifetime of your machine, beyond this extended warranty, the cleaning and restoration of your grinder, which may include new ceramics, and/or new metal discs. If said components are damaged by misuse, we may decide, at our discretion, to replace at no charge. We do not cover grinder bearings and grinder motors, and electrical connections to the grinder.

WATER METER:

We will repair or replace your water meter at no charge, for any reason.

PUMP:

We will cover the replacement of your pump only due to electrical failure, we will not replace the pump if it is damaged or hindered by limescale or other debris buildup.

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What components do we NOT cover?

FAUCET BODY:

This is the internal steaming structure responsible for the distribution of steam and water flow from the steam wand and/or to certain internal components. Under no circumstance do we cover the replacement or internal parts/mechanisms that encompass a “Faucet Body.” We advise the user to allow water to flow through the wand after every steaming session to allow any milk debris to clear itself. A leaking faucet body is very important to have repaired as it may cause electronic malfunctions and or fire risk inside the machine. If you have a leak from the area where the steam hose comes from inside the machine, please seek repair immediately!

STEAM HEAT EXCHANGER:

We will cover the cleaning and maintenance of your steam boiler; however, if it is clogged or otherwise damaged beyond repair, the replacement will be billed to you.

MASTER HEAT EXCHANGER:

Under no circumstance do we cover the replacement or internal parts/mechanisms that encompass a “Master Heat Exchanger.” Please descale every two months to prevent any issues that may arise from a leaking, clogged, or otherwise faulty master heat exchanger.

ELECTRONIC COMPONENTS:

We do not cover CPU, Power Boards, Power Filters, Boiler Sensors and Water Valves. We do cover Water Level Sensors for the water tank and certain switches throughout the machine.

PLASTICS/MACHINE BODIES:

We do not cover bean hopper, water tank, dump box, covers, and or any body panels.

Any Parts/Components not listed under components that we cover, may not be covered.

Any Repair or Attempt at Repair by persons other than aLatteHotte will void your warranty.

Carefully package product. ALATTEHOTTE is not responsible for any transportation and shipping expense to or from our location. Retain tracking information for your protection in case of loss or damage in shipment and be sure to insure your shipment!

THIS LIMITED WARRANTY COVERS PRODUCTS PURCHASED AND USED WITHIN THE UNITED STATES AND DOES NOT COVER:

- Damages from improper installation.
- Damages in shipping.
- Defects other than manufacturing defects.
- Damages from misuse, abuse, accident, alteration, lack of proper care and maintenance, or incorrect current or voltage.
- Damage from service by other than ALATTEHOTTE.
- Any transportation and shipping charges.

HAVE ANY QUESTIONS?

800-961-9416

service@alattehotte.com