

## Kara's Coffee and Catering Supplies machine installation terms and conditions.

The site must;

Have the electrical supply within 1 metre of the centre line of the machines proposed location.

Have the correct electrical supply for the machine ready on site. E.g. single or three phase.

Have a 15mm copper pipe mains water supply terminating with shut off valve incorporating a ¾ inch BSP connection within 1 meter of the machines centre line at the proposed location.

Have site water pressure within the operating range of 1 – 10 bar. (15 – 150psi).

Ensure that if the counter or unit requires any holes drilling to enable the engineer to site the machine, these must be completed before the engineer arrives on site.

Ensure the machine is immediately available to the engineer, within reasonable distance of the installation site. (Should this require any machine over 15kg lifting any distance greater than 1 meter assistance must be available).

Ensure the relevant product ingredients are to hand.

To ensure your installation is completed efficiently, please sign and print at the bottom of the page and fax back to us. Or alternatively we will send you a copy of this in the post to send back.

If my site does not meet these requirements, I understand that our service engineer may abort my appointment and the incurring costs will be liable to paid by me until such time that the above terms and conditions are satisfied and complete.

### Warranty

I understand that warranty calls will be deemed non-warranty and chargeable to the call originator if in the service agent's opinion the breakdown was caused by.

Poor water quality

Lime scale

Unsuitable water pressure

Problems with the site water supply including hose to the machine

Problems with the site electrical supply

Internal lighting

Incorrect use of the machine or misuse

Failure to operate the machine correctly

Failure to correctly or frequently clean the machine

Failure to descale the machine

Loss of any machine component

Breakages of any glass component such as gauge glasses

Programming or adjustment of any machine programming

Failure of the machine or any machine component due to incorrect installation

Any decision based on our engineer's information will be made on an individual basis taking the site history into consideration where appropriate. This decision can be re-evaluated upon request, but any re-evaluated decision made by Kara's coffee and catering supplies will be deemed as final

Any modification made to the machine, unless completed or authorised by in writing by Kara's coffee and catering supplies will immediately invalidate the machine warranty without notice resulting in the warranty being void and all service calls being chargeable.

Signed by \_\_\_\_\_

Date \_\_\_\_\_

Machines will be installed within 7 days of signed and returned confirmation.