



#### Important Note:-

Service calls within the warranty period will incur a charge if:

The problem is related to inadequate cleaning of milk frothing devices or user error problems.  
Further training is required on the use of your machine.

#### Claims

If you wish to make a claim under the warranty you must first call Jura Service on 1300 552 883.

If we take possession of the appliance to determine the fault, we will at our discretion offer complete replacement or repair the appliance at no cost to you.

You will be advised as to the repair required and the appliance returned to you within 8-10 working days.

You are advised to keep your original box and foam in the event of a service and subsequent pickup being required. A surcharge of \$25.00 applies if a replacement box and packaging needs to be issued in order for your machine to be protected adequately during the pickup and return of your machine.

If non-Jura packaging is not used, damage incurred due to inadequate packaging during transit is not covered by Jura Australia

Jura offer a FREE pick up and return service at cost to Jura, except in case of user error - see warranty conditions

#### WARRANTY IS NON-TRANSFERABLE

Please note, all Jura warranties are non-transferable, that is, the original purchaser of the equipment owns the warranty and this warranty cannot be transferred to a second party in the event of resale of the machine. Jura has discretionary rights regarding this issue.

Visit our website [www.au.jura.com](http://www.au.jura.com) for accessories, hints and recipes for your new coffee machine.

Jura Service Australia: 1300 552 883



# Warranty

## Introduction

Congratulations on your decision to purchase the very best in state of the art coffee making equipment. We at Jura Australia are glad that you have decided to individualise your home by using one of our quality products. We have gone to great measures to ensure that your new coffee machine will reward you with years of coffee making pleasure by providing you with a 'peace of mind' 2-year warranty. We ask that you retain your receipt, which will enable us to better serve you in the unlikely event of a warranty claim.

Jura recommends that you retain all original foam and packaging for transportation purposes to fully protect the machine in the unlikely event of the machine requiring to be sent to the Service agent for repair.

## Warranty

Jura Australia entitles the purchaser of this Jura product to a 2-year warranty or relevant cycles which ever occurs first. Refer to Clause 13.

The warranty is non-transferable to any subsequent purchaser or refundable in anyway if the product is sold during the calendar warranty period.

The benefits conferred by this warranty are in addition to all implied warranties, other rights and remedies in respect of the product, which the consumer has under the Trade Practices Act and similar state and territory laws.

Jura Australia warrants the purchaser only, that this product is free from defects in material and workmanship under normal domestic use and provides free service during the warranty period at any Jura Australia authorised service centre.

Under the terms of the warranty the repair or the replacement of parts will be at the option of Jura Australia or its authorised service centre. Jura Australia will not be responsible for failure to fulfil its obligations due to any cause beyond its control.

### NOTE

Damage to parts and components of the coffee machine due to negligence, accidental or otherwise is NOT covered by warranty.

## Term

The warranty runs for the term of 24 months for domestic use only or 12 months if the product is used in a commercial application i.e. (non-domestic). This is conditional, please see Clause 10 of 'Warranty Conditions'.

## Warranty Conditions

### The warranty ceases if –

- 1 The appliance has been serviced, interfered or modified by anyone other than Jura Australia or a Jura Australia authorised service agent.
- 2 Misuse – appliance must be used in accordance to the manufacturer's instructions.  
Damage to parts and components of the coffee machine due to negligence, accidental or otherwise is NOT covered by warranty.
- 3 (a). Failure to properly clean, maintain and service the appliance.  
(b). Using inferior cleaning tablets when auto cleaning the brewing unit.
- 4 Infestation by insects or vermin.
- 5 Incorrect installation and operation of the appliance connection – must be to the voltage requirements specified in the rating label located on the product.
- 6 Using water with high level calcium and unfiltered impurities.
- 7 The fading or discolouring of appliance panels and chrome accented accessories caused by exposure to caustic elements, dishwashers and the use of abrasive cloths.
- 8 Misuse;- failure to change water filters when fitted or to perform the de-scale program when required.
- 9 In the event of the machine needing to be serviced during the warranty period, any damage during freight to and from our service centre due to inadequate packaging, (see 'Claims') is at the cost to the customer.
- 10 The warranty will be invalid if the average daily cycles recorded on the equipment at the time of the repair exceeds the recommended cycles/day. Refer to Clause 13
- 11 The warranty will be void if the damage to the product is a result of using products that the machine is not designed for, such as Instant Coffee, Chocolate etc.
- 12 Damage to the grinder or brewing unit by foreign objects other than coffee (beans or ground). Refer to Clause 13
- 13 In this contract:

ENA - average daily cycles	20
IMPRESSA Range	
C Series average daily cycles	20
S Series average daily cycles	30
J Series average daily cycles	20
Z Series average daily cycles	40

**"Cycles/day"** means the volume of coffee/water that is expressed after each function of a pressed button.

**"Term"** means the period applying to the Jura Australia product as set out above which commences on the date of purchase.

**"Foreign Objects"** consist of metal, plastic, wood, syrup, water, pebbles, glass, cork etc.