



Marco Equipment Warranties

A1 Coffee Limited offers a wide range of equipment backed up by service warranties. We deal with the leading manufacturers and are able to pass on Marco warranties as follows:

1. Plumbed Equipment e.g. Autofill Water Boiler

12 months on site parts and labour cover. This means the engineer will attend your premises to effect the repair.

2. Non Plumbed Equipment e.g. Grinders, Manual Fill water Boilers etc.

12 months back to base parts and labour cover. This means you will be required to return the item to a central service point at your own cost. The repaired item will be returned to you at the manufacturer's cost.

In the event of a fault:

Please report this by email to admin@a1coffee.co.uk stating the symptom and any relevant information such as site access times.

We will then email you by return and advise what action will be taken.

Under no circumstances should any item be returned to A1 Coffee without specific instruction from us. Unauthorised returns may invalidate the warranty.

The details of the warranty specific to any piece of equipment are set out within the relevant product page within our web site www.a1coffee.co.uk.

Any costs for labour or parts resulting from vandalism, negligence, misuse or limescale build-up will be passed on to the customer by A1 Coffee Limited as they are excluded from any warranty cover. This includes faults arising from inadequate or incorrect installation.

Additionally, faults arising from problems with the machine location are not covered by any warranty. Examples would include faulty electrical supply and low water pressure.