



# Dallmayr

1. All new equipment is unused and boxed in original packaging.
2. We may open boxes to confirm serial numbers and that all components are in the boxes - however, unless you specify that we test the machine before sending it to you, the machine is guaranteed to be in the condition it arrived in from the manufacturer.
3. All new equipment carries a 1 year carry-in warranty against defective workmanship only. Clients are expected to maintain their equipment where in the normal course of operation, wear and tear occurs to the point of requiring replacement.
4. In cases where spare parts are required for Dallmayr deemed "user errors", these will be supplied for your account.
5. Transportation of equipment from, and back to, our premise is for your account. You are required to suitably package it for transport as we request. The transportation for technical support will be to the client account. All faulty parts or machines can be couriered to head office repair centre for repairs at client costs.
6. All payments must be paid prior to delivery, where you have an account it will be 7 days of delivery excluding purchases of equipment, spares & accessories. Prior EFT is required before dispatch where no account exists and for all purchases of machines, accessories and spares..
7. Client needs to keep machine maintained and cleaned with daily selecting the option on machine to self clean the Brewer Unit, Powder Clean (Mixers/Hoppers of Hot Chocolate) & Deep Clean Milk System by using our Milk Cleaner Liquid daily (5 min process), the tablets for brewer Deep Clean Brewer must be done weekly by using our Brewer Cleaner Tablet (this takes about 25min to complete) or more regularly as required. Our descaling liquid to descale the machine every 4 months or more frequently as per required (this takes about 30min to complete).

The brewing units can be removed every month or when necessary to clean, the brewer unit must be removed as per manufacturer guidelines and used without any excessive force which could damage the parts and components of the machine, warranty is only valid for parts that broke due to operation defect and not other factors that doesn't relate to mechanical defect will not be covered. Training videos on how to maintain machines etc are available and clients can view or download on websites or ask to be sent via email or whatsapp.

When there's a blockage in a milk pipe it could affect only steam blowing at frother, you can ask for the video for cleaning the milk system, or clean pipes yourself, make sure the pipes don't bend as this will block pump to suck milk and only blow steam at frother. The frother can also be removed by pressing the two side buttons, you can clean it and remove the small frothing unit inside, make sure to take pics of it before you disassemble so you can look at pics to remember how it was assembled prior to you stripping the parts to clean. Everything fits in one way only and not excessive force required.

The powder Hopper can be removed, make sure to click it back into the machine correctly otherwise you will get an error notification and or hot chocolate will leak into your machine when selecting to make one.

- Daily: Select Brewer Quick Clean (15 seconds)
- Daily: Select Powder Clean (15 seconds)
- Daily: Select Milk Deep Clean (Milk Clean Liquid - 5min)
- Weekly: Select Brewer Deep Clean (1 tablet - 25min)
- Quarterly: Select Descaling (1 Bottle Descaling Liquid - 30 min)

8. Equipment financed by the bank will not be our asset and we do not have anything to do with the financing and or payments of the financed agreement, such agreement is solely between the client and the bank with whom the client signed the rental finance agreement.

9. CoffeeBreak Vending (Pty) Ltd is an approved Dallmayr distributor agent in Southern Africa.

10. For support, orders and feedback please whatsapp 0827776770 or email to [admin@coffeebreak.co.za](mailto:admin@coffeebreak.co.za)

11. To order consumables, accessories, cleaning aids, parts and or machines via [www.coffeevendingmachines.co.za](http://www.coffeevendingmachines.co.za)

Kind regards,

Nelio de Sa

CoffeeBreak Vending (Pty) Ltd