

Franke Coffee Warranty Guideline

Regardless of which business practice or field you are in, billing will not always be black and white. This document is written with the understanding that each warranty claim is case specific. This document shall serve as a 'guide' for determining whether an incident or part is warrantied or not based on Franke's limited warranty specifications.

A warranty against defects is a representation communicated to a consumer that if the goods or services (or part of them) are defective, then Franke Coffee Systems will:

- Repair or replace parts utilizing new, remanufactured, repaired and/or recycled parts (or part of them)
- Resupply or correct a problem with services (or part of them)
- Provide corrective actions to the consumer at no cost

Our representation will only be a warranty against defects if it is made at or around the time that goods or services are supplied. Most parts are warrantied against all manufacturer defects for 90 days from date of service unless specified otherwise.

The warranty period for a given piece of equipment may vary depending on the customer. The warranty period is agreed upon between Franke and customer at time of sale. The product is warrantied against defects in materials and workmanship under normal use from date of original installation, provided the machine is delivered to and installed by an Authorized Service Agent, or in the case that the machine is delivered to the end user by purchaser's request from the date of shipment FOB.

Warranty Claim Guidelines

The limited warranty provided by Franke excludes certain parts and accessories that are expendable by nature and that may need to be replaced periodically. Parts and accessories not covered under the warranty include, but are not limited to the following:

Wearable Parts

- | | |
|---|--|
| • Bean Hoppers - including covers, inserts, pull pins and clips | • Grounds Container |
| • Foamer Head - including air restrictors and O-rings | • Coffee Outlet - including support magnet |
| • Cleaning Related Supplies | • Tablet Chute |
| • Drain Grate | • External M.U.T Connections |
| • Milk Line Adapters | • Power Cords |
| • Milk Basket | • Hinges |
| • Any water connections from the wall to the machine | • Catches |
| • Non-Franke refrigerators connected to the Franke machine for cooling milk including the connecting milk lines | |

The warranty also excludes issues, referred to as 'site issues', arising from failure to properly follow operating, maintenance or environmental instructions provided in Franke's instructional or user manuals. The following site issues not covered under warranty include, but are not limited to the following:

Water Related Site Issues

Often evidenced by but not limited to heater timeout errors and flowmeter errors.

- Damage to the machine resulting from improper water filtration
- Low water pressure
- Hard water damage resulting in scale build-up (evidenced by visual scale buildup, underfilling drinks and steam feed/heating errors)
- Kinked water lines - inside and outside machine
- Water flow to machine is not sufficient
- Disconnected or leaks in the water lines

Cleaning Related Site Issues

Often evidenced by but not limited to underfilling drinks, low drink temperatures, no beans errors, no milk errors, flowmeter errors and stuck in cleaning errors.

- Damage caused to machine as a result of improper cleaning
- Clogged or blocked foamer head
- Hoppers, Foamer Head, Coffee Outlet not attached correctly
- Hard water build up/scale that results in part damage and/or failure
- Clogged or blocked milk lines and/or components
- Clogged pistons
- Use of cleaning chemicals not approved by Franke
- Authorized Service Technician training customer at site on proper cleaning cycle. (Unit will lock if cleaning procedures are not followed as instructed)

General Site Issues

- Any issue described or experienced by the end user that cannot be replicated by an Authorized Service Agent on-site
- Use of parts (others than those sold by Franke) that cause damage to the unit
- Failures/damage due to power outages, power surges, fires, floods or acts of God
- Additional delays or return trips needed due to site not being ready for Install/Service
- Damage to the machine that resulted from mishandling equipment (example: support grinders, milk caps, outlets, cracked displays, etc.)
- Software updates (software updates will not be covered under warranty unless Franke has previously issued a service bulletin regarding faulty software)
- Drink and Menu configurations and/or calibrations such as adjusting grind coarseness and adding drinks.
- Parts missing from machine or damaged by force (example: support grinders, milk caps, outlets, cracked displays, etc.)

- Bean Hoppers improperly attached
- Wires/sensors disconnected by customer
- Jammed or Blocked Grinders
- Milk or water tubing disconnected
- Adjusting drink temperatures or fill levels when no machine failure has been found