

## La Marzocco Home Warranty – Refurbished Machine

Welcome to the La Marzocco family!

We're committed to ensuring your coffee machine operates smoothly and reliably. Below is a detailed guide and the terms of your warranty, designed to be clear and informative and should be read together with our consumer purchase terms which relate to refurbished machines <link>. Our warranty is in addition to the warranties which exist under the Australian Consumer Law.

### 1. Refurbished machine

Our warranty applies to your refurbished machine. It is a machine that has been restored to good working condition through our rigorous refurbishment process. While refurbished machines are covered for defects in non-consumable parts, certain components, due to prior use, may show signs of wear that do not affect functionality and are not covered under this warranty.

### 2. Warranty Coverage

Our warranty covers any defects in non-consumable parts of your coffee machine, provided the machine is installed according to our pre-installation specifications and you:

- (a) Your machine is serviced annually by a La Marzocco approved technician.
- (b) Follow our cleaning procedures as outlined in your user manual, our online videos or the link here <https://au.lamarzoccohome.com/education/educational-videos/>.
- (c) Use filtered water that meets our specifications and as we set out in this warranty.
- (d) Do not misuse, damage, alter, tamper, or customise the machine.

Please note that consumable parts like group head gaskets, diffusion screens, and filter baskets aren't covered, as these are expected to wear with regular use and need to be replaced.

### 3. Water Quality Requirements

Water quality can vary significantly all over Australia. To ensure optimal performance and the validity of your warranty, please ensure your water is appropriately filtered and meets the requirements outlined in our water calculator. In many instances it will be necessary to install a reverse osmosis unit rather than a simple carbon filtration. This can be checked by using our water calculator by clicking this link <https://au.lamarzoccohome.com/blog/water-for-home-espresso-machines/>

### 4. Duration of Warranty

Your refurbished machine is covered by our warranty for 12 months from the date of your purchase. If your machine is also covered by our new machine warranty, the new machine warranty will continue to apply if it has more than 12 months' coverage. This means you benefit from the longer coverage period provided by the new machine warranty. To access the terms of the new machine warranty, click this <https://au.lamarzoccohome.com/support/warranty/>

### 5. How to Make a Warranty Claim

To submit a warranty claim, please complete our Service Form which can be found here <https://au.lamarzoccohome.com/support/servicing/>. You will need to provide proof of purchase, serial number and any requested photographs/videos of the defect. Claims can be submitted by email.



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E: [info.au@lamarzocco.com](mailto:info.au@lamarzocco.com)  
W: [www.lamarzocco.com.au](http://www.lamarzocco.com.au)

## 6. Assessing Defects

Our technical team will assess whether a defect is considered minor or major and whether it is covered under this warranty. This assessment aligns with guidelines set by Australian Consumer Law. Rest assured, we handle all evaluations with fairness and transparency and in accordance with the Australian Consumer Law.

## 7. Need Assistance?

If you need help or believe your issue is covered by warranty, please contact La Marzocco Home at 03 8413 477 or email us at [home.australia@lamarzocco.com](mailto:home.australia@lamarzocco.com). Make sure to have your purchase date, invoice or order number, and machine serial number are ready to streamline the process.

We are dedicated to supporting you and ensuring your satisfaction with our products.



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