



Carpigiani UK Ltd. Carpigiani House, Coldnose Road, Hereford. HR2 6JL

Carpigiani Total Care Package Agreements.

Available Agreement Types.

Agreements which are applied to individual pieces of equipment are as follows:

1. **Carpigiani Total Care Package 4, which includes a 4year Warranty Extension, including an annual service/PM Visit (years 2 to 5, Billed in full on inception).**
2. **Carpigiani Total Care Package 2, which includes a 2year Warranty Extension, including an annual service/PM visit (years 2 and 3, billed in full on inception).**

Agreements will only be accepted on equipment that is based within the UK mainland and which is in full working order at the agreement commencement date. Costs for remedial works to be borne by the customer prior to commencement of the agreement. Equipment older than 12-months will require an inspection before commencement of the agreement, which will be charged at our standard rates along with any remedial works required to bring the machine into an operational condition.

All new agreements must be received with full payment in advance. Contracts will not commence without a signed agreement in place. Service/PM visits will be scheduled once the first payment of the contract has been received.

The Service/Preventative Maintenance (PM) Program for the Equipment will consist of the following;

- Despatch of required parts to field staff or site 48 Hours before service is due to commence. CUK will contact & inform the site a minimum of 48 hours before the service date that the machine will need to be stripped, cleaned and left ready for checking on the date & time booked.
- **If the site fails to perform this task then we will of course complete this task, but we will subsequently charge for this service at our standard rates.**
- We will supply the necessary parts for the PM visit that will need to be replaced as agreed.

The standard Service/PM visit will consist of;

1. Visual Inspection of the machine parts.
2. Tightening all internal electrical connections where applicable.
3. Fitting of all relevant and supplied PM related parts.
4. Cleaning and brushing of the air-condenser.
5. Sanitising of the unit.
6. Running the unit with product and testing the refrigeration plant.
7. Check of finished product temperature. Adjusting if required and noting this change on the sheet.

Once the service has been completed a PM Field Service Report will be completed and if further works are required then these will be organised for replacement by the Hereford Service Desk subject to quotation where required or applicable.

Risk assessments for the above works are covered by our internal sheets RA1, RA2, RA3 & RA4 which are available upon request, if required.

Carpigiani UK Warranty Agreement;

As part of our standard 12-months parts and labour warranty or Total Care Package Agreement; Carpigiani UK Ltd agree to cover the equipment listed on this agreement, which must be in working order at the commencement date of the contract.

1. To attend site subsequently, or in the event of involuntary stoppage and make such repairs as may be necessary to obtain satisfactory operation.
2. This agreement covers only such work as can or may be carried out on the site upon which the equipment was originally installed. Repositioning of equipment, major overhaul, uplift for repair/cleaning works attributed to user error and/or re-installation is not covered and shall be quoted for and charged to the customer.
3. Correction of defects and/or damage caused by; fire, flood, frost, natural disaster, connection to inadequate or incorrect utility supplies, operational error or misuse are excluded.
4. The Customer Agrees;
 - a. To report immediately to the Company any unsatisfactory operation of the equipment.
 - b. To accept the decision of the Company as final as to the means and methods to be employed for any corrective work under consideration.
 - c. That service to the equipment by any other party than the Company's authorised engineers, or the fitting of non Carpigiani parts, shall render this agreement null and void.
 - d. The company shall not be held responsible for failure, as a result of any matter beyond their control, to render any service or supply any materials provided under the terms and conditions of this agreement, nor shall they be responsible under any circumstances for any consequential losses from the failure of this equipment.
 - e. Where multiple equipment is under contract PM works will be completed during one visit.

It is further agreed that;

1. This agreement is not transferable
2. In the event of breakdown, immediate notice must be given by the user to: Carpigiani UK Ltd, Carpigiani House, Coldnose Rd, Rotherwas, Hereford, HR2 6JL, Tel 01432 346018.

Exclusions:

1. Fitting of consumable items, i.e.: lamps, fuses, filters, o rings, seals, pump gears, scrapers, valves, belts etc. Hopper & Cylinder assembly unless previously agreed outside of any agreed PM works.
2. Supply and/or replacement of consumable items as shown above.
3. Setting/Regulation of consistency, temperature or syrups systems outside of the client's original specification.
4. Response to calls before 0800 hours and after 1800 hours, Sundays or Bank Holidays.
5. Fitting of any parts not supplied by Carpigiani UK Ltd.
6. Connection of equipment to water and/or electrical utilities operating outside of the design characteristics & specifications of the equipment. Damage caused via the clients supply due to power surges or power supply issues outside of our control. Operation of the equipment on electrical extension cables or electrical supplies not complying to the current IEE wiring regulations.
7. Adjustment to any operational parameters outside of the customer's original specification.
8. Faults arising from negligence, operational errors or misuse.
9. *** Any faults or issues that arise which, are attributed or deemed as a failure caused by non-replacement of the Pump Gears or Scraper Blades when worn or at the end of their working life.

*****Each set of Pump Gears must be replaced when worn – this is stipulated as following a maximum of 75,000 served portions and each set of Scraper Blades must be replaced when worn – this is dependent on equipment and product being manufactured and in line with the detailed table contained within the User Manual provided with the equipment .Whilst these items will be inspected during PM visits, and highlighted as needing replacement if applicable, it remains the sole responsibility of the owner/operator to ensure the operational integrity and replacement of these items, at their cost, at all times. Any faults or issues that arise attributed to a failure caused by non-replacement of these parts when due will invalidate all warranty or service contract coverage in this respect and any associated corrective works will be charged at our standard rates applicable at the time.**