



la marzocco

La Marzocco Warranty Information

Commercial Machines

La Marzocco warrants all Equipment and Parts supplied are free from defects in material or workmanship for a period of thirteen (13) months from the date of shipment from La Marzocco with a parts-only warranty unless otherwise agreed to in writing in advance. This warranty does not cover Equipment and Parts damaged by accident, abuse, and/or improper use of Equipment.

Improper use of equipment includes, but is not limited to, using inadequately conditioned water (as defined in the La Marzocco Water Specification) and the operation of Equipment without adequate water supply. All damage resulting from inadequate water conditioning is expressly excluded from this warranty. Damage resulting from improper installation of the Equipment is also expressly excluded from this warranty. The foregoing warranty does not cover parts subject to wear and tear as determined by La Marzocco at its discretion. These include, but are not limited to, portafilter gaskets, inserts, and diffusion screens. **WARRANTY CLAIMS MUST BE AUTHORIZED BY A LA MARZOCCO REPRESENTATIVE PRIOR TO REPAIR OR REMEDIAL ACTION.**

Any warranty shall expire immediately if you or a third party affects faulty maintenance or excessive use, or if you, following the occurrence of a defect, fail to immediately take all suitable measures to limit the damage and fail to give La Marzocco an opportunity to remedy the defect. La Marzocco's sole responsibility and liability under the warranty set forth herein is limited to, in La Marzocco's sole discretion, repair or replacement of any defective parts, excluding labor, unless otherwise specified. Furthermore, La Marzocco's warranty is limited to you, and La Marzocco does not, directly or indirectly, make or extend any warranty to your customers or any other person. **EXCEPT AS EXPRESSLY PROVIDED HEREIN, LA MARZOCCO DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.**

Home Machines

The La Marzocco GS3 espresso machine carries a 13-month parts and labor warranty when purchased directly from La Marzocco Home.

The La Marzocco Linea Mini espresso machine carries a 24-month parts and labor warranty.

Home Machines Warranty Exceptions

There are some situations that the warranty does not cover:

- Normal-wear parts: these include gaskets, filters, vacuum breakers, o-rings, grinder burrs, plastic hoppers, and other moving parts.
- Problems relating to water damage, poor water quality, and scaling: La Marzocco espresso machines come with a water test kit in order to make sure that you are using the correct water in your machine. Using water outside the La Marzocco specifications is the most common reason for machine and parts failure. Make sure you test your water and filter!
- Products where the serial number has been damaged or removed.
- Operation of the machine outside the parameters stated in the user documentation—the Labor warranty is excluded on machines deemed to be used in commercial applications.
- Any product that has been damaged as a result of an accident, abuse, misuse, lack of reasonable and necessary maintenance/cleaning, neglect, installation, mishandling, damage during shipment, line power surges, or any external causes.
- Modification or service by anyone other than La Marzocco USA.
- Shipping costs to ship the product back to La Marzocco USA for a return, exchange or service.
- Expedited shipping cost of parts to customer for self-repair.