



## Marco Warranty Agreement Updated May 2023

Thank you for choosing Marco Beverage Systems for your beverage equipment needs. We are confident that you will be satisfied with its performance and reliability. This document sets forth the terms and conditions of our warranty.

Marco Beverage Systems certifies that our commercial equipment will be free from defects in materials and workmanship under normal use and service for a period of 2 (two) years from the date of purchase. The 2-year warranty period begins once the unit has left our warehouse.

 <b>WHAT IS COVERED</b>	 <b>WHAT IS NOT COVERED</b>
<p>During the warranty period, we will repair <b>or</b> replace, at our option, any part or component deemed defective.</p>	<p><b>Any and all labor charges related to troubleshooting and repair of the equipment.</b></p>

This warranty does not cover damage caused by:

**1. Improper Installation**

The equipment must be installed by a professional technician and must comply with all electrical, mechanical, and plumbing codes. Installation requirements are listed on all Marco specification sheets.

**2. Improper Operation**

The equipment must be used as it is intended and designed for both purpose and function.

**3. Improper Water Supply**

Including excessive or inadequate water pressure, flow rate fluctuations, and/or water quality outside of recommended specifications, leading to mineral deposits, corrosion,

or performance irregularities. Our water quality specifications can be found [here](#)

**4. Improper Voltage**

Equipment must be installed at the voltage indicated in the owner's manual and on the serial plate.

**5. Adjustments and Cleaning**

Resetting of circuit breakers, temperature adjustments, and programming are the responsibility of the equipment owner. The owners are also responsible for proper cleaning and regular maintenance.

**6. Freight Damage**

Equipment is shipped FOB. If equipment is damaged during transport, it is the responsibility of the freight carrier, and any damage needs to be noted prior to accepting delivery (on waybill) at the time of delivery. Damage must

be reported to Marco and to the carrier within 48 hours of delivery otherwise no claim can be accepted. Any delay in notifying the carrier reduces the likelihood of a successful claim.

- 7. Misuse, Abuse, Negligence, or Improper Maintenance**  
Will not be covered by the warranty.

- 8. Unauthorized Modifications or alterations of the equipment.**  
Will not be covered by the warranty.

- 9. Normal Wear and Tear or Cosmetic Damage.**  
Will not be covered by the warranty.

## Warranty Service

If you believe that your equipment is not working as designed due to a defective part or workmanship, please contact your equipment supplier or the Marco Customer Solutions team.

The Marco team can be reached at 206.641.7677 Monday to Friday from 5:30 am to 5 pm PST.

We will provide you with over the phone troubleshooting and suggested next steps. Please be in front of the equipment when calling.

All in-warranty service actions must be approved by your equipment supplier or by the Marco Customer Solutions Team. For authorization, please contact your equipment supplier or our support team. Please be prepared to provide the serial number for your unit, as it is required to confirm warranty status.

## Limitation of Liability

Our liability under this warranty is limited to the repair or replacement of the defective part or component of the equipment, at Marco's discretion.

Marco shall not be liable for any incidental or consequential damages, including but not limited to lost profits or revenue arising from the use or inability to use the equipment. Marco takes no responsibility for damage caused by inappropriate use of our products.

## Contact Information



206.641.7677 or 206.641.7692 x 2



us.support@marcobeveragesystems.com