

Primo Roasting Equipment warrants to the original purchaser that all parts, components, and machinery shall be free from material defects in workmanship and fabrication and service for a period of one (1) year from the date of delivery and transfer of ownership by Primo or its authorized representatives.

This 12-month limited warranty covers electrical and mechanical parts only. Primo further guarantees against defects in workmanship and fabrication for the lifetime of the roaster.

## **What Is Covered:**

- Defects in materials, components, and mechanical/electrical parts for 12 months from delivery.
- Defects in fabrication and workmanship for the lifetime of the equipment.
- Shipping costs for replacement parts covered under warranty (at Primo's sole discretion).

## **What Is Not Covered:**

This warranty does not cover:

- Labor costs associated with diagnosis, removal, or installation of parts.
- Shipping damages or handling issues not documented during receiving.
- Damage resulting from:
  - Improper installation.
  - Inadequate maintenance or failure to follow operating instructions.
  - Unauthorized modifications, tampering, or alterations.
  - Use not in accordance with local codes or municipal permitting.
- Performance expectations not explicitly guaranteed by Primo.
- Any implied warranties of merchantability or fitness for a particular purpose after the one-year term.

## **Warranty Claims Process:**

To initiate a warranty claim, the customer must:

- Contact Primo Roasting Equipment before the warranty expiration date by phone or email.
- Provide details and documentation of the defect.
- Cooperate with a Primo technician who will, at their sole discretion, determine whether a valid defect exists.

If the defect is determined to be covered:

- Primo will provide and ship replacement parts at no cost to the customer.
- The customer is responsible for installation and any associated labor.

## **Customer Responsibilities:**

- Carefully inspect equipment upon delivery and report shipping damage immediately.
- Follow all installation, operation, and maintenance guidelines provided.
- Comply with local building, fire, and safety codes, including permitting and ventilation standards.
- Maintain equipment as prescribed to avoid voiding warranty coverage.

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## Service Technician Visits:

- Hourly Rate: On-site technician services are billed at \$150 USD per hour.
- Additional Costs: This rate does not include travel, lodging, or other related accommodations, which will be billed separately based on actual incurred expenses.
- Booking Required: Technician dispatches must be scheduled in advance and are subject to the same booking and rescheduling policies outlined in our booking policy.

## Remote Support (Phone/Video):

- Warranty Support: Customers with active warranties are eligible for remote support via FaceTime, Skype, or Zoom at no additional cost.
- Out-of-Warranty Support: If your warranty is void or expired, phone/video support is available based on our current support rates. Please contact us to receive a quote or to verify your support eligibility.
- Scheduling: Remote support sessions must be booked in advance and follow the same confirmation and rescheduling policies as in-person services.

## Legal & General Terms:

- This warranty is non-transferable and applies only to the original purchaser.
- This document constitutes the entire warranty agreement and supersedes any oral or written representations.
- This warranty shall be governed by the laws of the State of California, and any disputes shall be resolved in a court of competent jurisdiction within the state.

## Contact Us:

For warranty support or inquiries, contact your Primo Roasting Equipment representative or reach us at:

- Phone: [\(1\)-800-675-0160](tel:(1)-800-675-0160)
- Email: [info@primoroasting.com](mailto:info@primoroasting.com)