



Espresso Resource NW, Inc.
5506 NE 114th St.
Vancouver, WA 98686
866.289.0262
sales@espressoresource.com

Mon – Fri 8:30 to 5:00 (PST),
Saturday/Sunday by appointment

Toll Free Number: **1-866-289-0262**
Portland Number: **503-251-2970**
WA Number: **360-567-0547**

Reconditioned/Used Equipment Warranty

Reconditioned/Used equipment is covered by a 6-month warranty that commences on the date of purchase. Proof of purchase in the form of the original order number (located on the receipt or packing slip) and the serial number (located on the bottom of the machine) must be provided to initiate warranty support.

The warranty covers parts and labor required to repair the machine and any mechanical or electrical components (including, but not limited to, control boards, pumps, boilers, wiring, brew groups, hoses or motors) from defect or failure under normal use conditions. It also includes free return shipping to any location within the continental US. You must pay to ship machine to our repair facility if necessary.

The warranty does not cover regular maintenance, normal wear and tear, misuse, abuse, negligence, power surges, “acts of God” or shipping damages. Additionally, shipping to Alaska, Hawaii, APO/Military addresses or outside of the US is not included; in these cases, you are responsible for shipping costs in both directions.

We will primarily troubleshoot the issue over the phone, so contacting us when you are in front of the machine and able to perform basic actions is important. If we are unable to resolve the issue over the phone, you will be provided with information on how to deliver your machine to our repair center.