



The warranty period starts from invoice date and is limited to a period of 12 months. This warranty is a “carry-in-warranty” and all parts and mechanics of the equipment are covered under "correct use" of the equipment. Correct use implies the use of the equipment as specifications set out in the user manual, training programs and various information documents/videos.

Warranty Conditions & Exclusions:

- Any components that are subject to normal wear and tear such as O-rings, foamer heads or silicone tubing are excluded from the warranty as these are normal wear & tear items (Refer to Service Sheet)
- Negligent use or damage such as forced placement of water tank or using the equipment for other purposes beyond coffee dispensing.
- Foreign objects found in the grinder or brewer.
- User error such as water or excessive moisture in the bean hopper or grinder.
- Incorrect cleaning chemicals used on Apollo equipment.
- Incorrect cleaning methods used on Apollo equipment IE: Placing Foamer Head & Water Tank in dishwasher.
- Poor quality or non-filtered water used in water tank or incorrect filtration spec used on water line. Electrical damage caused by power surges, lightning, and voltage fluctuations. IE. Power Cuts.
- Natural disasters IE: Lighting & Flooding.
- Machine is NOT installed, repaired or serviced by a trained Apollo technician.

Specific Warranty Policy on Apollo

The buyer shall immediately give written notice of the potential fault on the Apollo machine, a delay on noticing the supplier of the fault can cause further damage on the machine and will also be deemed as negligence on the customer’s part.

The Apollo team will send the relevant forms to the customer for a warranty claim on the machine.

This warranty covers:

- Labour (Only on the condition that servicing, and repair work is done by Bevwiz Pty Ltd)
- Faulty Part/s Replacement
- Transport