

Thank you for choosing Stefano's Espresso Care. Please call or email for a **repair submission number** and make sure it is clearly written on the **outside box**. Packages without RS numbers will not be accepted and returned to sender. When you contact us for your RS number, we will respond with our shipping address, submission payment instructions, and whether we have specific packaging recommendations for your machine.

You are responsible for packaging your machine securely. Damage occurs when machines move within their boxes or when the cushioning between boxes is not enough to keep the inner box suspended. The following steps will help keep your machine safe as well as expedite the repair process. While the original box is sometimes preferred, use it only if it meets the insurable shipping requirements (minimum of 2 inches of insulation) or use it inside of a second, larger box.

- **Bubble-wrap your equipment, starting with separate wraps for any components that protrude from the body of the machine, such as steam valve, grouphead, gauges, sightglass, etc. Then wrap the main body and those protruding components again,** and tape it up well. Loose packaging material inside the cavities of your machine can damage the equipment and will add labor to your bill.
- **Nestle it securely feet-down into a box filled with rigid Styrofoam panels and Styrofoam popcorn.** The goal is not to have any movement at all inside the box as well as protect every part of the machine from taking a beating should the box tumble off of a conveyor belt. This is also why we ask that you do not include any loose trays and make sure your included portafilter is padded well enough that it will not move and dent your machine.
- **Always double box your shipment,** and use boxes that are rated for the weight you are shipping. Couriers recommend a 2 – 3 inch space all the way around the machine and the inner box. In addition, we recommend an additional 2 – 3 inch space between the inner and outer box that is **tightly packed** with Styrofoam popcorn or panels. Bubble-wrap between boxes works for only lighter machines. Crumpled newspaper or shredded paper is not sufficient.
- **DO NOT** attach tape directly to the machine body, it will leave sticky residues behind which in some cases cannot be removed or could damage the finish trying to clean the residues.
- **Use sufficient packaging material to keep both unit and inner box in place.**
- **Always include a copy of the repair authorization form inside the box.**
- **Consider using FedEx and UPS stores that offer certified professional packaging, which usually means they will cover any shipping damage that might occur. Confirm coverage with your packager/shipper.**

Should your machine not have sufficient packing to ensure safe shipping back to you, **Stefano's Espresso Care will repack your machine at an additional cost of \$20.00.**

- STEFANO'S ESPRESSO CARE IS NOT RESPONSIBLE FOR EQUIPMENT DAMAGED during shipping, so please **insure** for full replacement value.
- Shipping companies expose shipments to weather elements. If there is any possibility of freezing temperatures between your location and our facility in Oregon during the period your machine will be in transit, **YOU MUST DRAIN THE BOILER TO AVOID FREEZE DAMAGE.** Please see the instructions on the following pages.

- For TRADITIONAL MACHINES: PLEASE INCLUDE one portafilter and the water reservoir (if removable). **We do not need any removable cup trays or drip tray covers.**

Please give us a heads-up when you ship the machine so we are expecting the delivery. (Tracking numbers are greatly appreciated.) Should you instead choose to drop the machine off in person, please call first as we are "by appointment only."

## **HOW TO DRAIN YOUR MACHINE'S BOILER**

Your machine MUST be drained of water before shipment. If not and the boiler freezes, the expanding water may crack and ruin it. These instructions are intended only to assist you in the process. Stefano's Espresso Care assumes no responsibility for injury to person, surroundings, or equipment while attempting to complete this process.

### **FOR SINGLE STAGE BOILER UNITS**

For example: Rancilio Silvia / Isomac Zaffiro, Venus, Giada and all home Semi-Automatics without a heating exchanger.

1. Read these instructions entirely before attempting to drain your boiler. If you have questions, please call us.
2. Only perform this procedure when your machine is COLD! If the machine has been used previously on this day, please make sure that the heating elements are completely cool before continuing or you risk being burned.
3. With the machine unplugged, remove the portafilter handle, drip pan, drip tray cover, water reservoir, water reservoir cover and any other loose parts that may fall when the machine is tipped over.
4. Lay the machine on its back.
5. With all buttons and switches in the off position, plug in the machine.
6. Find a tall-sided container that can hold about 20 oz. of fluid or more. Hold the container around the steam wand and tilt it slightly down so that the container is in a position to catch water that will be coming out of the steam wand.
7. Turn on the power switch.
8. Activate the pump. This step differs depending on the machine.
  - a. If there is a hot water dispensing button, turn that on.
  - b. Turn on whichever buttons you normally would to receive water out of the steam wand.
9. Water should now be coming out of the steam wand and landing in your container. Run the machine until the stream of water has dissipated.
10. Now tilt the machine on its head, following the steam wand with your tall-sided container. The stream of water will most likely pick up pace again.
11. Once the water has stopped, close the knob, rest the machine back down on its back and turn off your water and main power switches.  
Your machine's boiler is now drained.

### **FOR HEAT EXCHANGER UNITS**

Like Vibiemme Domobar Super/ Isomac Millennium, Tea and others:

1. Read these instructions entirely before attempting to drain your boiler. If you have questions, please call us.
2. **Caution!** Machine must be heated to steam temperature to properly drain the boiler. Machine and water are at scalding temperatures!

3. Plug the machine in and allow it to come to normal brewing temperature/pressure
4. Find 2 LARGE tall-sided containers and place one under the brew group and one under the hot water dispenser.
  - a. Make sure that both containers are solidly in place and will not spill or fall when water begins to drain into them.
  - b. Remember, these two containers need to be equal to or greater than the volume of your boiler.
5. Remove the top of your water reservoir.
6. Remove the water intake line from the water reservoir.
7. Engage the pump by turning on the brew button.
8. **Beware of splashing hot water!! It will burn!!**
9. Run the machine until water stops flowing from the brew head.
10. Turn off the brew button.
11. Turn off the main power switch.
12. Open the hot water dispensing valve.
13. Run the machine until water stops flowing from the hot water dispensing valve.
14. **Beware of splashing hot water!! It will burn!!**
15. Close the hot water dispensing valve.

Your machine's boiler is now drained.