

JURA Coffee Machine Repair Form

Customer Information

First Name:

Last Name:

Email:

Phone Number:

Return Shipping Address:

City:

State:

Zip Code:

Machine Information

JURA Machine Model:

Model number is printed on the front coffee spouts

Describe all malfunctions related to your JURA coffee machine:

Please remove the following removable parts from the machine. These are not needed for repairs.

(1) Water Tank (2) Drip Tray and Drawer (3) Milk Frothing System

Shipping Address

ACM Repair Services
1513 N Broad Street
Lansdale, PA 19446

30 Days Limited Repair Warranty

30 day limited warranty on labor and parts installed during repairs. Electrical parts such as thermoblock, pump, power board, CPU, transformer, and grinder assembly are excluded from the warranty as any of these electrical components can be damaged due to power surge. Customer is responsible for 2-way transportation cost via UPS/FedEx Ground to ship the machine for in-warranty repair.

Should the new issue arise in 30 days warranty period, we will gladly replace the part. Customer is responsible for the cost of new part and 2-way Ground shipping. We will waive the labor cost for in-warranty repair. After 30 days warranty period expiration, customer is responsible for cost of part, \$125 flat labor rate and shipping cost up to one year.

We strive to repair Jura coffee machines to ensure it makes coffee like a new machine. We replace essential parts such as complete brew unit and grinder blades in almost all coffee machines we repair. Brew unit and coffee grinder blades are central components for brewing robust coffee. Other commonly failing parts such as thermoblock, brew unit motor, solenoid valve, multi-way valve, water pump and membrane regulator tend to falter sporadically. If these parts function normally at the time of repair, we do not suggest replacing them. However, with any aging appliance, these parts can stop working due to age and use. It may happen in warranty or after 30 days of repairs. We cannot foresee when any of the aforementioned parts will stop working.

Packing Instructions

30% of the machines we receive for repairs are partially damaged in shipping. Structural damages in shipping can be expensive to repair. The dual coffee dispensing nozzles in the front are extremely fragile in models J5, J6, J9, J80, J90, Z6, Z8 and GIGA models. It is important to have the machine properly packed at the UPS/FedEx store. Use a sturdy/heavy box available at U-Haul or Home Depot to pack your machine. Have 3-5 inch thick padding around the machine to keep it safe inside the box. Double box it as necessary. UPS/FedEx damage claims can take months to process. 95% of the damage claims are denied due to insufficient packing.

Shipping Box with Molded Foam Packing

We encourage all customers to take advantage of our molded foam packing material to keep your Jura coffee machine safe in shipping. We ship you the molded foam packing with shipping box suited for your model. You pay for the 3-way shipping cost at our discounted rate.

Please email the completed and signed form to:
contact@jurarepairservices.com

Also, print both pages and place it on top of the machine inside the box.

Signature:

Date: