



WARRANTY



HT-F20R & HT-F20RS



HT-KJ20C



HT-F100RS

HAITEC WARRANTY

For Coffee Equipment Pros (Haitec North American distributor) customers:

PARTS

- Haitec offers a comprehensive one-year standard parts warranty.
- This warranty covers parts unless damaged due to user error, such as incorrect operation or improper power and air connections.
- Warranty begins upon the customer's receipt of equipment and remains non-transferable.

TECHNICAL SUPPORT

- Haitec provides FREE LIFETIME virtual technical support.
- When issues arise, CEPros is the primary point of contact for its customers:
 - Customers will provide comprehensive documentation of issues through detailed pictures and videos sent via email to support@cepros.com.
 - For larger video files, convenient upload is available through CEPros' [DropBox account](#).
 - CEPros promptly forwards these materials to Haitec for review and response within 24-48 hours, depending on the complexity of the issues. In certain instances, factory machine testing may be necessary for accurate diagnosis.
 - CEPros ensures customers are kept informed of progress every step of the way.

- After resolving the issue, CEPros will contact the customer for next steps. If necessary, CEPros will arrange a 3-way call with Haitec via the WhatsApp mobile application for further assistance.
- If the issue cannot be solved virtually, CEPros will assist the customer in locating a technician. The customer will cover associated technician costs. Both CEPros and Haitec will provide remote support as needed.
- Optionally, Haitec can send an engineer at the customer's expense, covering transportation, per diem, lodging, and labor. Prior to booking, an estimate will be provided, and full payment is required in advance. Any potential overages will be communicated and approved beforehand by the customer, with payment due upon completion of the work.

DEFECTIVE PARTS

Under Warranty

If a technician not affiliated with Haitec identifies a part requiring replacement, authorization from a Haitec technician is necessary. During the warranty period, if CEPros has the necessary part in stock, we will promptly ship it to the customer at no additional cost. If the required part is unavailable in our inventory, Haitec will ship it directly from the factory, with all associated standard shipping costs covered under warranty.

Should the customer request an alternative shipping method or timeframe, CEPros will provide a cost estimate upfront. Upon approval, the customer is responsible for covering these shipping expenses before the items are shipped.

Out of Warranty

If equipment falls outside of the warranty period, or if damage is determined to be caused by the user during the warranty period, Haitec will promptly provide a quote for the cost of the required part(s), including standard shipping charges, within 24 hours of identification. Upon the

customer's approval, payment for the part and shipping will be processed in advance through CEPros.

Should the customer prefer an alternative shipping method or timeframe, associated costs will be estimated upfront. Upon customer approval, these expenses will be settled prior to shipping through CEPros.

For replacement parts requiring customization, additional time may be necessary to fulfill the order. Additionally, standard parts, such as motors, switches, etc., may also experience delays based on availability.

QUESTIONS?

Please contact CEPros at support@cepros.com or call us at 949.289.8083 or toll-free at 855.585.2500.