

the little guy instructions



THE LITTLE GUY

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NB: There are comprehensive tutorial videos at www.thelittleguy.info/videos
Please watch all three tutorial videos in addition to reading this manual.

What's in the little guy's box?

Run through the equipment included in the box at purchase, to ensure your set is complete and in good condition.

- The Little Guy's body
- Group handle
- Supermarket basket
- Espresso basket
- Boiler cap
- Tamper
- Coffee jug
- Silicone mat
- Quick start guide
- Instruction manual

Proof of purchase

Always keep a copy of the sales receipt showing the date of purchase of your Little Guy. Proof of purchase will assure you of your warranty.

Before you use your Little Guy, please complete the following and attach the sales receipt for your personal records.

Serial Number: _____

Date Purchased: _____

Store or Outlet Name: _____

Safety instructions

When using The Little Guy espresso system, basic safety precautions should always be followed, including the following:

- Read all instructions.
- Do not touch any steel parts of the machine once placed on a hot stovetop or any heat source because the machine will also be hot. Only touch the black insulated handles.
- It is not recommended you remove the group handle while the espresso system is hot, however if you wish to make a subsequent brew turn off heat and release all steam in the machine by turning the steam knob to the open position. When no steam can either be heard or seen leaving the steam arm the group handle may be removed. Removing the group handle before this will result in steam expelling from the head and coffee grounds will be sprayed from the group handle, causing a significant mess. Refer to TIPS tutorial video on the website for more specific instructions.
- We strongly recommend the espresso system is not moved when in use or hot.
- Do not heat the espresso system on a flame bigger than the

circumference of the base. Doing so may cause heat damage, particularly to the coffee jug handle. (For this reason use on gas is not recommended, however please refer to page 13 of this manual for advice on how best to use the Little Guy on gas).

- Do not steam milk in jug for longer than it is comfortable for you to touch the side of the jug while the temperature is increasing.
- Do not drink directly from the hot coffee jug or milk jug.
- Never use the espresso system on an open fire or camp fire.

Stovetop requirements

Suitable for use on:

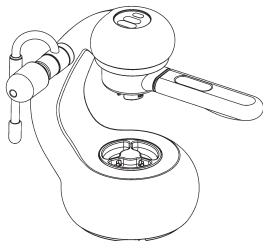
- Ceramic stovetops
- Electric stovetops
- Gas stovetops*

***WARNING:** If using the Little Guy on gas, only use a hob with a circumference no greater than 2cm because it is critical to have heat focussed as close to the centre of the boiler base as possible. (Refer to Page 13 of this manual for advice on how to use on gas).

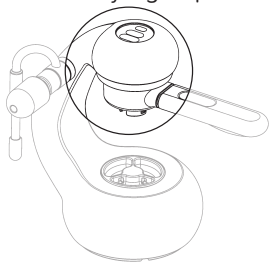
- NOT suitable for induction stovetops except The Little Guy induction top (sold separately). The Little Guy is not compatible with most induction stove tops makes and models because of the solid stainless steel boiler base. If your induction stove top is compatible with the Little Guy it is fine to use on this, on approximately 75% heat setting.
- NOT suitable for camp fires or open fires of any kind.

Your Little Guy

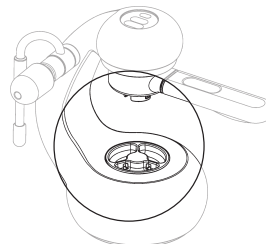
The Little Guy's body



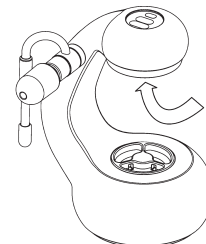
The Little Guy's group head



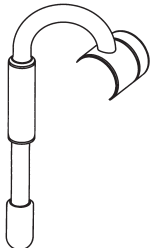
The Little Guy's base



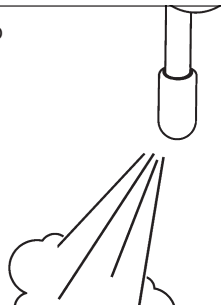
Shower screen



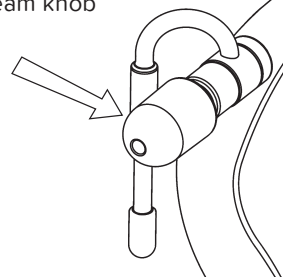
Steam arm



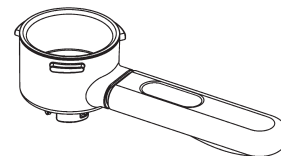
Steam tip



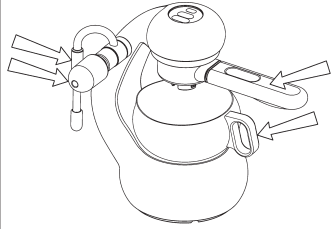
Steam knob



Group handle



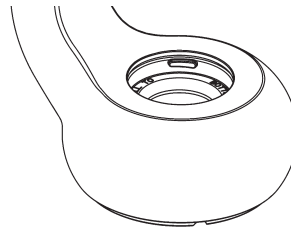
Black insulated handles



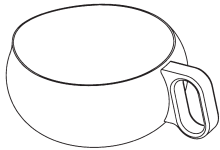
Boiler cap



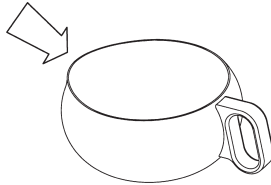
Boiler mouth



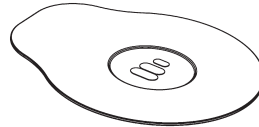
Coffee jug



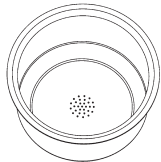
Coffee jug lip



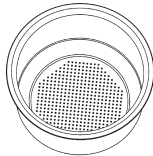
Silicone mat



Supermarket basket



Espresso basket

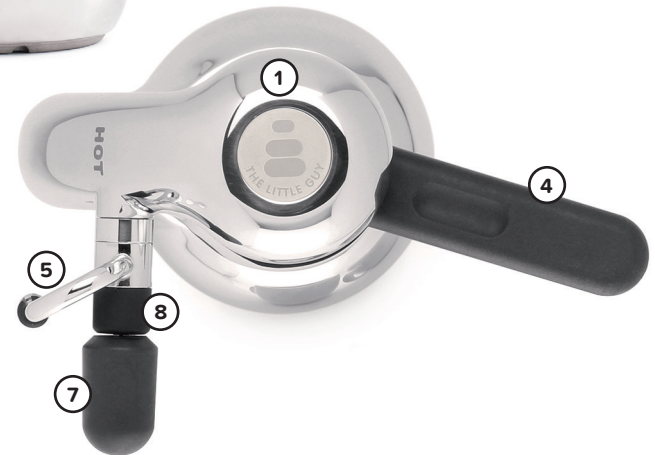


Tamper



Replacement parts

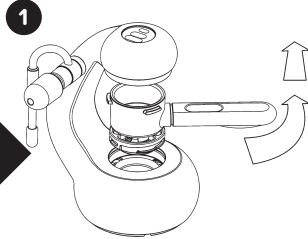
- 1 Group head
- 2 Body
- 3 Coffee jug
- 4 Group handle
- 5 Steam wand
- 6 Steam tip
- 7 Steam knob
- 8 Steam valve collar
- 9 Steam seat
- 10 Boiler cap
- 11 Boiler cap o-ring
- 12 Group head seal
- 13 Coffee jug handle
- 14 Commercial basket
- 15 Supermarket basket
- 16 Steam arm insulator
- 17 'Otto' steam pin
- 18 The Little Guy steam pin (*OC - OE*)
- 19 The Little Guy steam pin (*OF onwards*)
- 20 Steam valve collar
- 21 'Otto' steam tip o-ring
- 22 Steam seat o-ring
- 23 Steam pin o-ring
- 24 The Little Guy steam tip o-ring
- 25 The Little Guy steam tip
- 26 'Otto' steam tip
- 27 Group cup spring



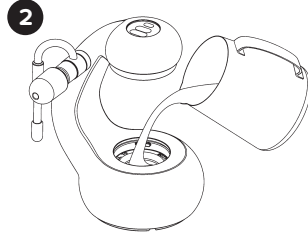
Quick guide to operation

IMPORTANT:
PLEASE watch the
instruction video

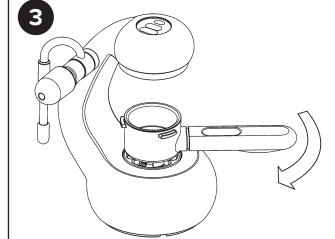
Before using The Little Guy,
watch the videos online at
www.thelittleguy.info



Use group handle to
unlock boiler cap



Fill boiler with cold water
(every time you brew)

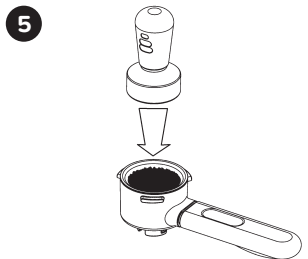


Replace the cap and
turn to locked position

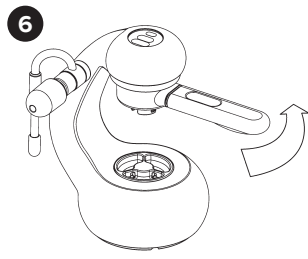
4

IMPORTANT:
Always use
espresso
ground coffee

Choose the correct
basket (see page 10)



Add ground coffee to
basket and tamp firmly

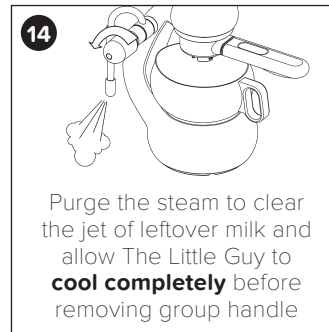
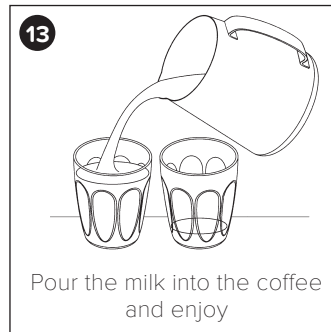
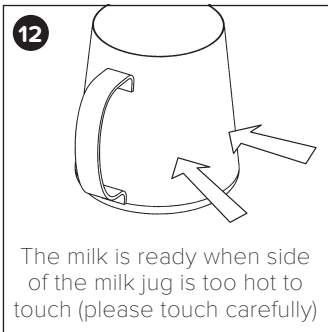
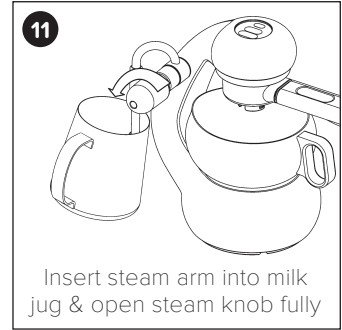
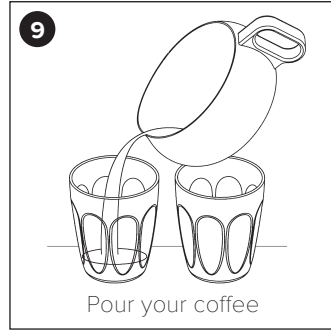
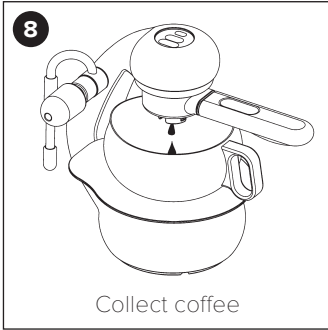


Lock the group handle
into place



Place mat, then coffee jug
on The Little Guy, then place
on heat source

Note: if using **The Little Guy
induction top***, then the mat
is not required.
(*sold separately)



For more information and **TOP TIPS** check out our enclosed **Getting Started** fold out guide

Before your first coffee

PLEASE REFER TO THE 'EXTRACTION' TUTORIAL VIDEO ON THE WEBSITE (www.thelittleguy.info/videos)

- Read the operating instructions thoroughly over the next few pages.
- Take time to run the machine once or twice with coffee grounds in the basket to eliminate any manufacturing associated flavours. Do not drink the coffee produced.
- Run steam through steam arm after each cycle.

Choosing the correct basket

- Choosing the correct basket is dependent on the coffee grind you're using.
- The correct grind for the '*professional basket*' is a grind the same or very similar to the grind for a commercial espresso machine, typically in operation in a good café. Generally cafés who sell ground coffee will be able to supply a grind similar to that they're using in store.
- The correct grind for the '*supermarket basket*' is a pre-ground coffee from a store, which will be marked as suitable for domestic espresso machines. As the name suggests, larger stores and supermarkets will sell prepackaged coffee suitably ground for home espresso machines.



Supermarket basket

Commercial basket

Making espresso

- Dosing (putting the coffee in the basket correctly) is critically important to making great espresso. The tutorial videos at www.thelittleguy.info/videos will provide the most comprehensive information and support on dosing.
- Place your ground coffee in a small bowl and use a small spoon to fill the basket. After each spoonful tap the handle on a tamping mat or kitchen board to settle the coffee in the basket. When the basket is full carefully level the coffee across the top of the basket over the bowl so that excess coffee will fall back into the bowl. Before tamping the coffee should be even and level with the top of the basket. Tamp once firmly, finishing with a quarter turn. Now repeat the process - dosing more coffee into basket, filling to the top to a level even with the top of the basket, tamp firmly again and finish with a quarter turn. Wipe the top rim of the basket free from any remaining coffee particles to avoid coffee interfering with the seal between the basket and the head seal.
- Finishing tamping coffee grounds with a quarter twist 'polishes' the surface of the coffee to ensure an even distribution of water across the coffee. The more even and level the surface of the tamped coffee, the more even the flow of water through the ground coffee will be.
- Place The Little Guy onto the induction stove top, or your electric stove element. Please note we do not recommend gas hobs being used with The Little Guy, due to nature of heat dispersion.

- If you are using an electric element or gas, instead of The Little Guy induction top, place silicone mat over boiler cap and sit the coffee jug on mat (refer to Getting Started guide).
- Engage the induction top by pressing the power sensor and The Little Guy (logo) sensor. On an electric stove, set the temperature to a 75% heat setting. If using a gas stovetop, ensure the flame is well inside the circumference of the boiler base. (Refer to Page 13 of this manual for advice on how to use on gas).
- The Little Guy will take approximately 8 minutes to heat and begin extracting coffee. Coffee extraction should last for approximately 3 minutes and make around 50 millilitres of espresso (enough for 2 coffees). When the caramel coloured crema on the espresso changes colour and/or texture the espresso is ready to serve (at approximately 25ml per coffee).
- Remove the coffee jug and swap it out for a cup to catch the last drips of coffee that will come through after extraction has finished.

NB. IT IS CRITICAL THAT YOU PRE-HEAT YOUR COFFEE CUPS TO ENJOY A HOT COFFEE.

- It's now time to texture and heat the milk (for instructions, see page 12).

Texturing and heating milk

PLEASE REFER TO THE 'MILK' TUTORIAL VIDEO ON THE WEBSITE (www.thelittleguy.info/videos)

- Half- fill milk jug with very cold milk.
- After completing espresso making, turn steam knob anticlockwise for one or two seconds to release any liquid in the steam arm. Turn off steam knob.
- Position milk jug under steam tip, to one side of the jug. Immerse only the steam tip a little way below the surface of the milk, allowing the tip to draw in air to the milk. Placing the tip too deep will only heat the milk, rather than texturing the milk.
- Open steam knob by turning anticlockwise. You will hear the milk and suction action 'scratching' the surface of the milk.
- After only a second or two of scratching the milk's surface, lift the milk jug slightly, keeping the tip as close to the surface as possible, without scratching. Creating a whirlpool is critical for texturing the milk. Find the position of the tip in the jug that has the milk turning in a whirlpool while the tip remains just below the surface (without breaching the surface) and you will see larger bubbles get smaller and finer in texture.

- When milk jug is hot to touch, count five seconds, then turn off steam knob while the tip is still submerged in the milk. Lower and remove the milk jug from the steam arm. Pour your espresso into your pre-heated cups, tap the jug's base lightly on bench top and swirl before pouring immediately on top of espresso.

TURN OFF THE HEAT SOURCE at this point.

- Using a wet non-abrasive dishcloth immediately wipe the steam arm and tip clean of remaining milk – taking care as the steam arm and tip will be hot. Purge the steam wand by turning the steam knob to the open position for approximately 5 seconds, then turn the steam knob back to the closed position for cooling (close firmly, but not over-tight). It is important that the steam knob remains in the closed position while the machine cools.

Using The Little Guy on a gas flame

The best position for a gas flame is within 3cm of the centre of the boiler. The Little Guy's performance will be optimized by focusing the maximum available heat as close to the centre of the boiler as possible.

- If you are using a gas flame, instead of The Little Guy induction top, place silicone mat over boiler cap and sit the coffee jug on mat (refer to Getting Started guide).



Multiple coffees

For information on fast cooling for a consecutive brew please email customer service at support@thelittleguy.info

- Ensure heat source is off and excess steam has been released. Wait until The Little Guy has cooled – for best results wait 40 minutes to restart.
- Repeat as per instructions on page 11.
- Only touch the black insulated handles when handling the warm machine to re refill with water in between multiple batches.

NOTE: Use EXTREME CAUTION if handling The Little Guy when warm.

Tips for making coffee and texturing milk

REFER TO OUR TUTORIAL VIDEOS AT OUR WEBSITE FOR COMPREHENSIVE SUPPORT www.thelittleguy.info/videos

- Coffee tastes best when beans are freshly roasted and freshly ground. However coffee grinders vary greatly in price and quality of grind consistency. Lesser quality grinders will not be appropriate for The Little Guy – in these instances we recommend you purchase pre-ground or fresh-ground coffee either from a supermarket, café or a coffee roaster. We recommend buying/ grinding a little at a time to ensure best results – don't grind in bulk. For advice on coffee grind and grinders please email customer service at support@thelittleguy.info
- If the coffee drips or runs VERY QUICKLY through the grounds and tastes weak, try to dose more coffee in the basket by collapsing more when dosing, or use a slightly finer grind, or switch to the supermarket basket.
- If the coffee drips VERY SLOWLY - at around 1 drip per second or slower - appears extremely dark and viscous, and is without crema, use less coffee in the basket or use a slightly coarser grind, or use the espresso coffee basket.
- Tamp pressure will have a minimal effect on adjusting the rate of extraction. The grind quality and dosing are key for a perfect extraction – ie approximately 50ml of espresso over about 3 minutes. Please watch the 'extraction tutorial' video on the website for comprehensive instruction and advice: www.thelittleguy.info/videos
- To heat and texture the milk successfully there needs to be adequate back pressure in the brewing system. Using an appropriate heat source, correctly ground coffee, and dosing correctly will ensure abundant steam pressure for texturing milk. Steam pressure relates directly to your heat source and your grind and dose of coffee (ie the density/resistance of the ground coffee in the basket). Steam pressure will be optimum at the end of extraction (approximately 11 minutes if you're using The Little Guy induction top).

Troubleshooting

When The Little Guy has been heating for longer than 10 minutes and coffee is not extracting, you will need to start over again:

- Turn the heat source off and open the steam knob to release any built-up pressure within the brewing system. Once all the steam has been expelled from the machine, remove the group handle and open the boiler cap to check the boiler has been filled to the level indicated on the boiler mouth.
- Check the heat is adequate, eg. correct setting on the Little Guy induction top, 75% heat for electric elements, and a hot enough and narrow enough flame on a gas hob.*
- Check the coffee basket. Your coffee grind may be too fine for use in the supermarket basket and you may need to use the espresso basket.
- *Gas is not an ideal heat source for use with The Little Guy as it is difficult to direct high heat just to the centre of the boiler base as gas heat is designed to be dispersed across the bottom of the cookware placed on top of it. For best results on gas use on a SMALL hob/flame that you can direct high heat to the centre of the boiler base – see diagram over page for an illustration of this area.

If there is adequate steam but the milk won't texture:

- Check you are following the milk texturing instructions and particularly that the steam tip is just below the milk's surface.
- Check the milk is cold before you begin to heat/texture. Finally, be aware that at times milk naturally contains more or less protein which can affect its ability to texture. Full cream milk will give you best results when texturing.

When coffee tastes sour or has no crema:

- Make sure your coffee is fresh.
- Not all coffee bought pre-ground (from the supermarket) is fine enough for optimal espresso coffee. Even if the coffee you have bought is labelled 'suitable for espresso machines', it may be too coarse for the Little Guy. Try another brand or purchase coffee ground by your favourite café or roaster. IMPORTANT NOTE – ask them to grind at the same calibration they're using in their commercial espresso machine.
- Make sure you are dosing the coffee basket, and tamping exactly as instructed in the 'extraction tutorial' video on the website, and as per instructions in this manual (on page 10). You should have approximately 24 grams of coffee in the basket before engaging the group handle in the head of the espresso system.

(Continued overleaf)

Troubleshooting (cont)



The Little Guy's brewing system is completely sealed and is independent of the body. Steam and water will pass freely between the body and brewing system, occasionally exiting between the head, boiler and body. It is normal for water to pass between the body and the boiler at The Little Guy's base. This is avoidable by filling the boiler accurately.

When coffee tastes bitter or burnt

- Check the flow rate to make sure the espresso is dripping at between 1 and 2 drips per second. If the espresso is dripping slower than this you will need to use a coarser grind and/or change from the supermarket basket to the espresso basket. It is also worth ensuring your heat source is adequately effective (ie driving enough heat into the boiler).

If there's not enough steam to texture the milk:

- Steam pressure for texturing milk is created by the drive of pressure from the boiler being resisted by the density within the coffee basket. If there is not adequate heat being received by the boiler, or if there is not enough resistance in the coffee basket (a fine enough grind, an adequate dose of ground coffee, or the correct basket is being used), there will not be sufficient steam to texture milk.
- Ensure you have begun to texture the milk after coffee has finished extracting. Repeat the coffee-making process to produce more steam, checking the points below. Make sure the coffee you are using is ground finely enough.
- If the coffee is passing through the grind quickly and/or has little crema, or flavour, the grind is too coarse and there will not be enough pressure in the machine to build up steam for texturing milk.
- Check the dosing of the basket has been accurately followed as per instructions on page 10, and as per 'extraction' tutorial video on the website. The surface of the coffee should be flat and firm in the basket. Loose grounds will have a similar effect to a coarse grind.
- Finally, check the basket in use. If the coffee seems to be passing too quickly through the grind even though you have checked the grind size and tamp, use the supermarket basket rather than the professional espresso basket (even if your grind is labelled 'suitable for espresso machines').
- Next time you make coffee ensure you have filled the boiler to the indicated level.
- Check that the steam tip is not blocked. The steam outlet is precisely 0.9mm in diameter. Even the smallest amount of dried milk will significantly impact the flow of steam pressure. Remove the steam tip, poke the steam outlet through with a small (straightened) metal paper clip. NOTE do not use a pin or a needle to clear the hole.

Troubleshooting (cont)

If the Little Guy seems to be leaking:

- Please see the 'cross-section' image over the page which shows the cavity between the body and the boiler in which water can pass freely.
- Inside The Little Guy's body is a separate, high pressure boiler. The Little Guy's brewing system is independent from the body. It's fitted inside the body however it is not sealed to the body. It is intended that water and air can and will pass freely between inside and outside of The Little Guy's body. The chances of water leakage is minimal. The most likely cause of water dripping from under the The Little Guy is water getting inside the body from around the filler cap area. This could be due to a slight spill while filling the boiler or by water splashing inside during cleaning. Overfilling the boiler, plunging the espresso system in water, or running water over the espresso system will cause water to pass into the cavity inside the body of The Little Guy. As a result water will then pass between the base of the boiler and the intersection at the base of the body.
- Any water inside will either drip from the overflow hole in the base plate, or between the seams of the boiler body. The area will dry when The Little Guy is next used. The Little Guy is made of

stainless steel so there is no risk of rust. If you feel water has got into the cavity you can place the Little Guy on a folded tea towel for 5 minutes which will allow the towel to absorb excess water as it flows out of the machine.

Water dripping from the steam tip

- The steam wand is sealed by the tip of the steam pin closing the opening in the steam seat. It is quite normal for one or two drops of water to drop from the steam tip as the machine heats up. This is leftover steam that has condensed and is left sitting inside. But if the water continues or steam squirts out then there is probably calcification on the steam pin. This can usually be cleaned off by opening and closing the steam knob firmly (by hand) two or three times. Keeping the steam knob closed after the pressure has been released will reduce the risk of problems developing.

Water dripping from around the head:

- Water inside the body that doesn't drip out will boil when the machine is used, rise as steam to the head, condense back into water and drip down around the head. Please refer to the cut away image on page 16

Care and cleaning The Little Guy

After making espresso and when The Little Guy has cooled:

- Clean coffee jug. It's recommended you rinse the coffee jug immediately after pouring your espresso.
- Remove grounds from basket and clean the basket.
- Remove basket and rinse out group handle. It is critically important to avoid a build-up of stale espresso inside the handle. If the basket is difficult to remove soak it in warm water for a period before attempting again to remove the basket.
- Wipe the shower screen and head seal to remove any coffee grounds. NOTE To prevent coffee falling into the boiler do not remove the boiler cap before you wipe down the shower screen and head seal. Cleaning the head seal after each brew will improve the effectiveness of the seal, and will also prevent coffee being ground into the seal and prolong its life
- Wipe down steam arm and steam tip with a non-abrasive cloth immediately after texturing milk.
- The boiler will be approximately half full of water at the end of each brewing cycle. This is intended and is perfectly safe to top up this water for the next brew – it is not necessary to empty the boiler. However if storing the Little Guy for an extended period it is recommended you remove all the water from the boiler. You will need to use an absorbent cloth to get the last bits of water out.
- DO NOT store unclean.

- DO NOT submerge The Little Guy in soapy water, or put into a dishwasher.
- DO NOT use abrasive cleaning products or cloths to clean any parts of the machine as these will mark the highly polished surface
- NOT SUITABLE for dishwashers.
- Wipe down The Little Guy's body using a mild detergent if necessary and rinse thoroughly.
- A very mild silver or stainless steel polish may be used to polish the body of the unit but NOT the dispersion plate. NOTE test first on a small area on the base.
- In hard water regions use filtered water and run The Little Guy for one cycle using coffee grounds and white vinegar in place of water every six months. Run through with coffee after doing this and discard the coffee.
- If the steam tip becomes blocked unscrew by hand and push a small paper clip through the steam outlet. Always purge the steam through the steam tip after finishing texturing milk to keep the hole clear. See Troubleshooting for tips on how to clear a blocked steam tip.

After prolonged storage

- Rinse boiler with water and run The Little Guy once or twice with coffee in the basket before consuming coffee.

(Continued overleaf)

Care and cleaning (cont)

Periodic maintenance

- Every 3-6 months, depending on the level of use of the machine, we recommend removing and cleaning the shower screen by removing the group handle, placing The Little Guy gently on its side onto a soft cloth and using a 2.5mm Allen key remove the shower screen. Wash in mild detergent, rinse well and replace. Please follow the instructions in the 'tips tutorial' video on the website at www.thelittleguy.info/videos
- NOTE if the head seal is difficult to remove CAREFULLY run a blunt knife around the outside edge of the seal and inside of the head, and use the blade to help lift out the seal. DO NOT USE LEVERAGE FORCE with the blade to remove the seal as it can damage it. If it is really stuck you can submerge the head in hot soapy water for a few minutes and then run the blade around the outside of the seal again.
- If the surface of the head seal is looking worn/pitted you can flip it over to get more use out of it. Ensure you wipe it down after each brew to prolong the life of this seal.

Replacement parts:

- The Little Guy is fully serviceable. Replacement parts are available. For details visit www.thelittleguy.info

Customer service/contact

For further information or enquiries on
The Little Guy stovetop espresso system:

Visit our website: www.thelittleguy.info

Email: support@thelittleguy.info

Call us: 02 9690 2653

or write to:

Otto espresso Pty Ltd

P.O. Box 1118

Surry Hills NSW 2010

Australia

Otto espresso Pty Ltd

ACN: 126 199 675



Warranty/repairs

The Little Guy has been crafted from high quality materials and has undergone a rigorous testing process at the completion of manufacturing. The Little Guy should arrive in good condition and proper working order.

All Little Guy stovetop espresso systems that are purchased from Otto espresso Pty Ltd or from an authorised Little Guy dealer are covered by the 1 year warranty on parts and labour set out below:

Subject to the exclusions below, Otto espresso Pty Ltd warrants The Little Guy stovetop espresso system against any defects in materials or workmanship for a period of 1 year from date of first purchase. Purchaser must provide proof of purchase. Any claim under this warranty is limited to the repair or replacement of The Little Guy espresso system or the cost of such repair or replacement provided that you notify Otto espresso Pty Ltd of any defect or fault as soon as you become aware of that fault or defect. Your statutory rights are unaffected.

The following parts and service repairs are not included in the warranty:

- The black handles and steam knob
- The head seal
- The boiler cap o-ring
- The steam tip o-ring
- The steam pin o-ring
- The boiler o-ring
- Damage or breakage to the coffee jug or handle.
- Snapping or damage to the steam arm or bending of the steam arm assembly.
- Accessories included in The Little Guy package - tamper and silicone mat.

All of the above parts and components are replaceable. Otto espresso Pty Ltd will replace parts and service The Little Guy outside the terms of the warranty at a quoted fee.

Invalidation of the warranty

- The Little Guy has been designed and manufactured for domestic household use only. Non-domestic household use will void the warranty.
- Otto espresso Pty Ltd does not cover warranty on second hand products.
- Warranty is only given for use of The Little Guy in accordance with the enclosed instructions manual.
- Warranty does not cover defects caused by accident, improper operation, pest (or other similar) infestation, lack of reasonable care, unauthorized modification, loss of parts, tampering or attempted repair by a person other than Otto espresso Pty Ltd or its authorised repairers.

Disclaimer

To the extent permitted by law or statute Otto espresso Pty Ltd excludes all liability for:

1. Any injury damage or loss resulting from failure to operate The Little Guy espresso system in accordance with the instruction manual or from other improper use; and
2. Any indirect or consequential loss or damage howsoever caused.

Governing law

The Little Guy stovetop espresso system is sold under the laws of the state of New South Wales, Australia which laws shall govern any claim or dispute in connection with The Little Guy stovetop espresso system.

Otto espresso Pty Ltd will consider reasonable requests to resolve a claim through alternative dispute resolution

procedures such as mediation. In the absence of any dispute resolution procedure that may be agreed between the purchaser and Otto espresso Pty Ltd as an alternative to litigation, the purchaser consents to the exclusive jurisdiction of the courts exercising authority in New South Wales.

To obtain service under warranty please visit The Little Guy website at www.thelittleguy.info. The website provides the contact details for The Little Guy authorised service centres. The website also outlines contact details for The Little Guy customer service centre.

For service under warranty please ensure that:

1. You provide proof of purchase.
2. The Little Guy stovetop espresso system is suitably packaged for delivery to the service centre. Damage caused in transit to the service centre due to inadequate packaging will not be covered by warranty
3. You have included all components of The Little Guy from the original purchase.
4. You have paid in full for shipping and insurance of The Little Guy to the service centre.

* If The Little Guy is found to be in proper working order by the authorised service centre, you may be charged an administrative fee and delivery and handling costs for returning the product to you.

If the problems with the machine are assessed as being due to a manufacturing fault, and it is within the 1 year warranty period, the machine will be repaired under warranty. The cost of shipping the machine to the service centre, and the cost of the return shipping cost will be the responsibility of the customer. If the machine is taken outside Australia warranty on repairs will still apply, and the shipping costs to and from an overseas address will need to be covered by the customer.



THE LITTLE GUY

thelittleguy.info