

COFE+ Limited Commercial Warranty & Service Level Agreement

Version 2.0 (Last Updated: February 24, 2026)

This document outlines the official warranty policy and service level agreement for the COFE+ Robotic Coffee Kiosk. It is based on deep industry research and is designed to be legally robust, commercially fair, and transparent for our partners and operators.

Article 1: Warranty Scope and Term Definition

This Limited Commercial Warranty applies to all COFE+ Robotic Coffee Kiosk systems purchased directly from COFE+ or its authorized distributors. The warranty period commences from the date of official installation and commissioning at the operator's site.

In accordance with user feedback, COFE+ provides a **comprehensive 12-month (one-year) full warranty** on all system components against defects in materials and workmanship under normal commercial use. This unified warranty period simplifies the terms for our customers and covers the entire system, including:

- **Core Motion & Power Systems:** 6-axis robotic arm, servo motors, reducers, drives, and internal wiring.
- **High-Pressure Extraction & Fluid Systems:** Espresso machine boilers, pumps, solenoid valves, and syrup pumps.
- **Electronic Control & Sensing Systems:** Industrial PC, power distribution unit, touchscreens, and all sensors.
- **Structural & Cosmetic Components:** Chassis, metal enclosures, and safety glass.

Software & Firmware: All control software and cloud-based firmware are provided on an "AS IS" basis. However, COFE+ commits to providing **free, lifelong software updates** via over-the-air (OTA) patches. These updates will include bug fixes, security patches, and performance enhancements to ensure your asset becomes more efficient over time.

Article 2: Absolute Disclaimers & Warranty Void Conditions

The warranty will be immediately voided under the following specific conditions, which are considered misuse, abuse, or neglect of the equipment:

1. **Failure to Perform Preventative Maintenance:** If the operator fails to perform and log the mandatory daily, weekly, and monthly cleaning and maintenance procedures as outlined in the COFE+ Operator Guide. This includes, but is not limited to, failure to use cleaning tablets for backflushing, resulting in coffee oil buildup, or failure to clean milk lines, resulting in protein solidification and blockage.

2. Use of Non-Compliant Water: If the system is connected to a water source that does not meet the mandatory water quality standards defined in Article 3. Damage caused by scale buildup (limescale) or corrosion from improper water chemistry is not covered.

3. Unauthorized Intervention or Modification: Any attempt by non-certified personnel to disassemble, repair, or modify the system's internal components, wiring, or software. The use of non-original (Non-OEM) replacement parts will also void the warranty.

4. External Factors & Physical Damage: Damage resulting from external physical force (e.g., collision, vandalism), power surges, improper electrical grounding, fire, flood, or other acts of God. The warranty does not cover damage from operating the unit outside its specified environmental conditions (e.g., temperature, humidity).

5. Exclusion of Normal Wear and Tear Items: Components that degrade through normal, high-frequency use are not covered. These include, but are not limited to: coffee grinding burrs, rubber O-rings and gaskets, water filters, and silicone tubes. These are considered operational consumables and are the operator's responsibility to replace as part of the regular operational budget.

Article 3: Mandatory Water Quality Compliance Standard

Water quality is the single most critical factor for the longevity and performance of the espresso machine. The operator must ensure the incoming water supply continuously meets the following specifications. Failure to comply will void the warranty for all fluid system components.

Parameter	Mandatory Standard	Consequence of Non-Compliance
Total Dissolved Solids (TDS)	30 - 150 ppm	Below 30 ppm can cause sensor failure; above 150 ppm causes rapid scale buildup.
Total Hardness	2 - 3 GPG	Above 3 GPG leads to hard mineral deposits, blocking valves and damaging boilers.
pH Level	6.0 - 8.0	Acidic water (below 6.0) will corrode metal components.
Chlorides / Chloramine	0 ppm	These chemicals will impart off-tastes and aggressively corrode metal and rubber parts.
Inlet Flow Rate	Min. 0.5 GPM	Insufficient flow rate can cause pump cavitation, leading to pump failure.

Commercial Service Level Agreement (SLA)

To ensure maximum uptime and business continuity, COFE+ commits to the following service levels for all warranty-covered issues.

Severity Level	Definition	Response Time Target
P1 - Critical	System is completely down and unable to produce beverages.	24 Hours
P2 - Major	A major function has failed, but the system can still operate in degraded mode.	48 Hours
P3 - Minor	A non-critical issue that does not impact beverage production.	72 Hours

Response Time is defined as the time for a COFE+ technical expert to acknowledge the issue and begin remote diagnostics.

Customer-Friendly Return Merchandise Authorization (RMA) Process

- 1. Incident Reporting:** If a fault occurs, first check the on-screen error code against the troubleshooting guide. If the issue persists, contact the 24/7 technical support hotline.
- 2. Remote Diagnostics:** Our engineers will remotely connect to your machine to diagnose the root cause.
- 3. RMA Number Issuance:** If a hardware failure is confirmed, a unique RMA number will be issued for the faulty part.
- 4. Advanced Replacement:** For critical components under warranty, we will ship a replacement part to you *before* receiving the faulty one to minimize downtime.
- 5. Return of Faulty Part:** You are required to return the faulty part using the provided packaging and pre-paid shipping label within 14 days.
- 6. Factory Inspection:** All returned parts are inspected. If the failure is due to a manufacturing defect, all costs are covered. If the failure is due to misuse or neglect (as defined in Article 2), you will be invoiced for the replacement part, shipping, and a potential restocking fee.

Warranty & After-Sales FAQ

Q1: What exactly voids my warranty?

A: The most common reasons are: using unfiltered water that causes scale, not running the daily cleaning cycles, and allowing unauthorized personnel to open or service the machine.

Q2: Is physical damage covered?

A: No. If the machine is damaged by external force, whether accidental or intentional, it is not covered by the warranty. This is typically covered by your business's property insurance.

Q3: Are software updates free?

A: Yes. We provide free, lifelong software and firmware updates via the cloud to all our connected machines. These updates fix bugs, improve performance, and enhance security.

Q4: Do I need to ship the whole machine back for repairs?

A: Almost never. The system is highly modular. 99% of repairs are done by shipping you a small replacement module that can be easily swapped on-site, often with our remote video guidance.

Q5: What happens after the 12-month warranty expires?

A: We offer comprehensive extended warranty and annual maintenance plans. These plans convert unpredictable repair costs into a fixed annual operational expense, giving you peace of mind.