

MODEL **S24**

**Caffitaly**
system



INSTRUCTION MANUAL

Imported by Roasting Australia Holdings Pty Limited

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Your Taste...Your Choice



INDEX

Introduction:

- Welcome 3
- **Safety Warnings 4**
- **Symbols Guide 5**

Instructions:

- Machine Components 6
- Correct Use Of The Buttons 6
- First Time Use 7
- Dispensing Beverages Using Factory Settings 8
- Dispensing Tea or Hot Water 9
- Turning On The Appliance - Daily Use 10
- Adjusting The Cup/Mug Height 11
- Programming The Quantity Of Beverage In A Cup 11

- General Operating Indications 12

Cleaning and Maintenance:

- Daily Maintenance 14
- Descaling 15
- Saving Energy 17

Miscellaneous:

- Restore Original Settings (RESET) 18
- Troubleshooting 19
- Technical Data 21
- Caffitaly System Care Contact 21
- Warranty Details 22



CONGRATULATIONS

on the purchase of your new **Caffitaly System S24 Capsule Machine**.

In no time at all you will be producing barista quality coffee, tea or hot chocolate at any time, day or night, when teamed with one of the many Caffitaly System capsules from your favourite brands.

Your Taste...Your Choice



JOIN the **Caffitaly Club** to receive **Member Only Specials** such as Giveaways, Competitions and opportunities to try new products before they are released.

Join now and receive your **FREE GIFT**.

IMPORTANT NEWS - Register your Machine

When you sign up to join the Caffitaly Club, don't forget to register your machine for warranty purposes at: caffitalysystem.com.au

Brought to you by Roasting Australia, proudly part of

RETAILFOODGROUP
STRENGTH IN BRANDS

SAFETY WARNINGS

If you do not comply with the operating instructions and safety warnings in this Instruction Manual, the machine may become dangerous to operate. Please ensure you keep this Instruction Manual in a safe place. Carefully read the following instructions before use. This way you will avoid the risk of personal injury and damage to the appliance.



- This appliance is intended to be used in domestic environments. Not suitable for Professional use.



- **ONLY use Caffitaly System compatible capsules.**
Damage caused by using incorrect capsules will void the Warranty.



- **Use the TEA button (Blue) for Tea and Hot Water ONLY!**
Incorrect use of this button will cause damage to the machine and void the Warranty.



- Use of the appliance in any manner other than as directed within this manual could cause harm to the operator and void the Warranty. The manufacturer will not be responsible for injury or damage resulting from improper use of the appliance.



- After removing the packaging, check that the appliance is not damaged. If damage is detected, or upon the first sign of a defect (unusual noise or odours), or if any other problem is detected inside the appliance, do not use it and contact the **Caffitaly System Customer Service Line on AU 02 9846 0307 | NZ 0800 450 894.**



- The packaging elements (plastic bags, etc.) must not be left within reach of children as they are potential sources of danger.



- Only use the appliance if the power cord is intact. If the cord is damaged it must be replaced by the manufacturer or importer due to potential electrical safety risks.
Contact the Caffitaly System Customer Service Line on AU 02 9846 0307 | NZ 0800 450 894.



- Use and store the appliance indoors. Make sure the electrical elements, plug and cord are dry. Never submerge the appliance in water. Protect the appliance from sprays and drips. Water and electricity together constitute a risk of electrocution.



- Do not leave the power cord near hot surfaces, sharp edges or other sharp objects.



- Only connect the appliance to power outlets complying with the requirements of the law. Make sure that the power supply voltage matches the rating shown on the data plate on the bottom of the appliance. This appliance includes an earthed pin and must be used with a power outlet with earthed connection.



- Do not pull on the power cord to disconnect it. Remove the plug carefully to avoid damage to the outlet.

SAFETY WARNINGS - Continued



- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. **Children should be supervised to ensure that they do not play with the appliance**



- Never place your hands inside the capsule compartment. There is a risk of injury.



- **Do not open the lever while the appliance is operating. If the lever is raised during the delivery of a product, the machine can emit jets of hot water. Risk of Burns!**



- Do not remove parts of the appliance, OR insert objects into the openings. This could cause electric shocks! Any operation that is not described in this instruction manual should only be performed by an Authorised Support Centre. Please contact the **Caffitaly System Customer Service Line on AU 02 9846 0307 | NZ 0800 450 894.**



- Install the appliance on a solid, stable, heat resistant surface with an incline no greater than 2 degrees.



- When the **Indicator Light** blinks ORANGE and the machine beeps, it is advisable to perform the descaling cycle, as illustrated on **Page 15**. If you do not, the appliance may be damaged.



- Clean the appliance carefully and regularly with a soft cloth and a mild detergent, do not use alkaline cleaning agents. If it is not cleaned, the build-up that forms may be hazardous to your health. Unplug the appliance and allow it to cool before cleaning.



- Unplug the machine if you do not expect to use the appliance for a long period of time (leaving on vacation, etc.)

SYMBOLS GUIDE



CAUTION: This is the safety warning symbol. It is used to call your attention to possible risks of personal injury. Abide by the safety messages provided in order to avoid possible injury or death.



This is the symbol used to highlight some actions that will optimise the use of this appliance.



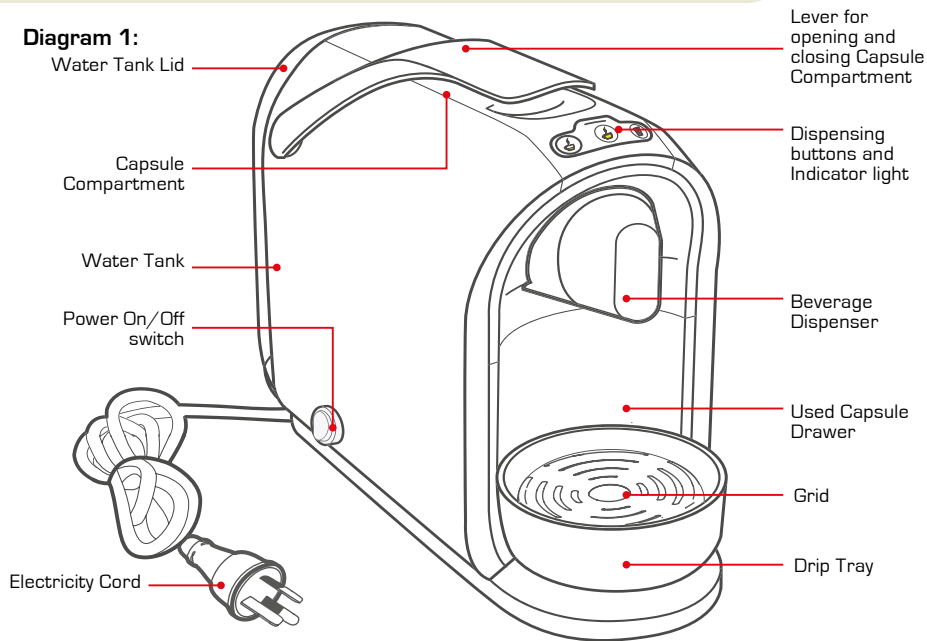
Not
Dishwasher
Safe



Maintenance
Tips

MACHINE COMPONENTS

Diagram 1:



CORRECT USE OF BUTTONS

Diagram 2:



Single Espresso Button - 30ml (Lit in WHITE). Use for dispensing a single espresso shot.

Tea or Hot Water Button - 120mL

(Lit in BLUE) Only be used for tea capsules or to add hot water.



Do not use the Tea Button for espresso coffee or any other beverages except tea. Capsules appropriate for the Tea Button will be indicated on the packaging.

Inappropriate use of this button may damage the machine and void your warranty.

Double Espresso Button - 60ml

(Lit in WHITE). Use for dispensing a double espresso coffee for a stronger beverage. Also suitable for Hot Chocolate and similar beverages (**NOT TEA**).

When in doubt follow the directions on the capsule box regarding required button use.

FIRST TIME USE

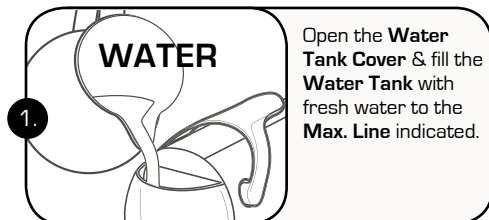


**ONLY USE WITH
Caffitaly System
Capsules**

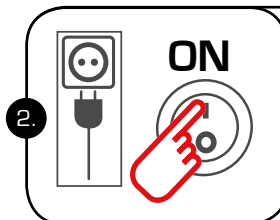


We recommend following these steps after not having used the machine for a long period of time.

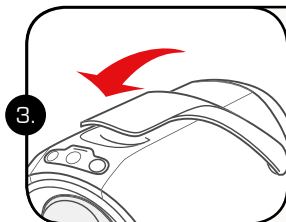
Please ensure you only use **Caffitaly System Capsules** which can be identified by the **Caffitaly logo**.



Open the **Water Tank Cover** & fill the **Water Tank** with fresh water to the **Max. Line** indicated.

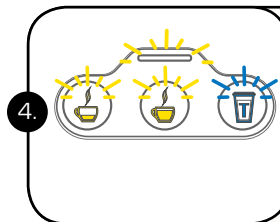


Plug your machine in and switch it **ON** using the **On/Off Switch**.

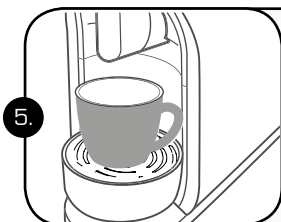


Check there is no capsule in the **Capsule Compartment**.

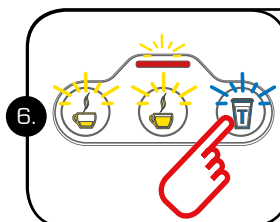
CLOSE the **Lever**.



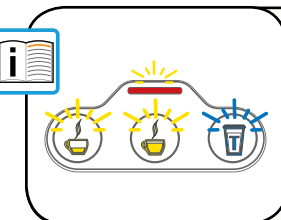
Along with the button lights, the **Indicator Light** will blink.



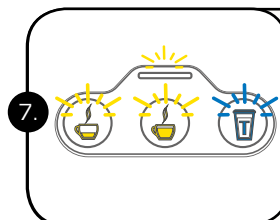
Place a cup or mug (at least 250ml) under the **Dispensing Spout**.



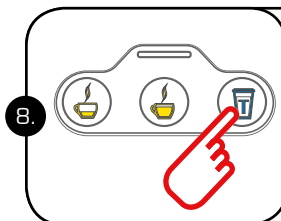
Press the **Tea Button**. Water will cycle through the system (approx. 30 sec.) When done, the **Red Indicator Light** will switch off.



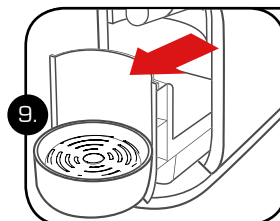
Note: If the **Red Indicator Light** continues to blink and no water has been extracted, repeat **Step 6**.



After **Step 6**, has successfully completed, all the button lights will continue to blink while your machine warms up. [Approx. 1 min.]



When all the button lights remain steadily lit, rinse by pressing the **Tea Button**. Press again to repeat the the rinse cycle.

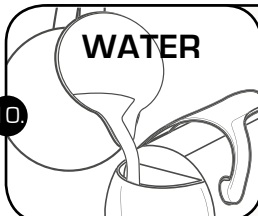


Once you have completed the **Rinse Cycle**, remove the **Drip Tray** and **Used Capsule Drawer**, empty any residual water, rinse with fresh water and replace onto your machine

Continued on next page... >>

FIRST TIME USE - Continued

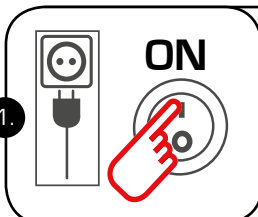
10. **WATER**



Open the **Water Tank Cover** & fill the **Water Tank** with fresh water to the **Max. Line** indicated.
Your machine is now ready to use.

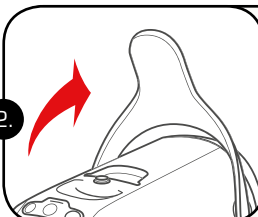
DISPENSING BEVERAGES - Using Factory Settings

1.



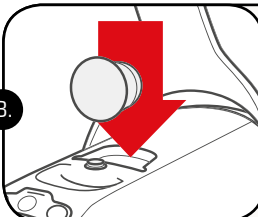
Switch the machine **ON** using the **On/Off Switch**.
Wait for your machine to warm up.

2.



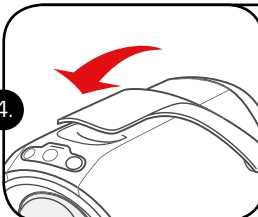
Raise the **Lever** to open the **Capsule Compartment**.

3.



Insert the capsule, pressing it gently into place.

4.



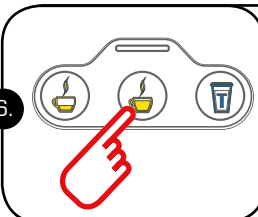
Close the **Lever** fully.

5.



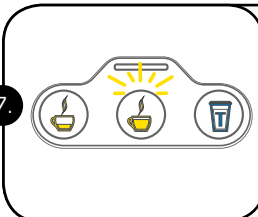
Place a cup or mug under the **Dispensing Spout**.

6.



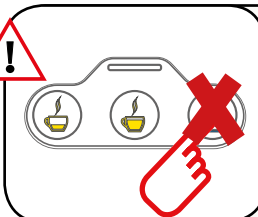
Select the **Single** or **Double Espresso** button depending on the desired coffee.

7.

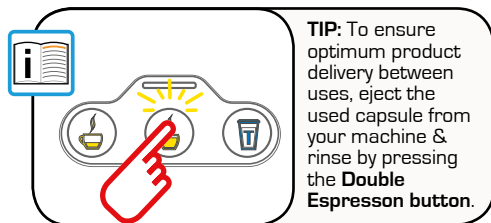
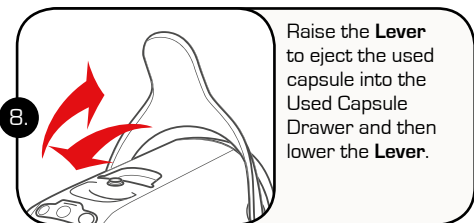


The selected button will blink and the machine will stop dispensing on reaching the programmed amount.

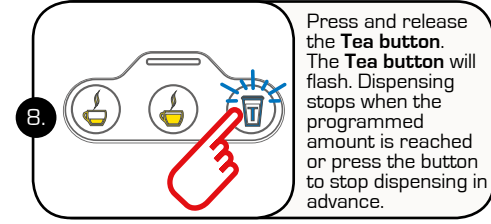
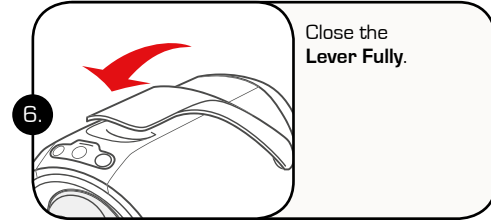
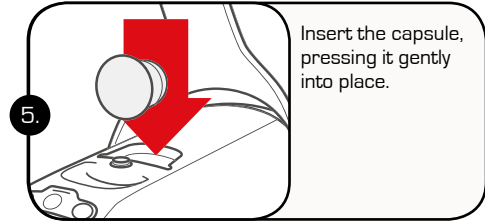
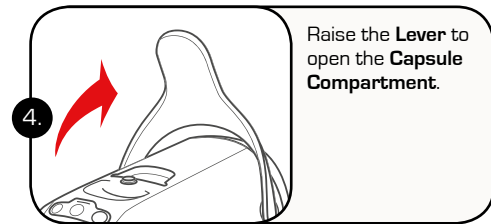
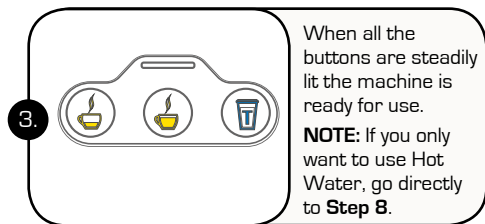
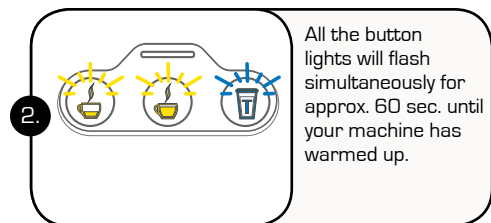
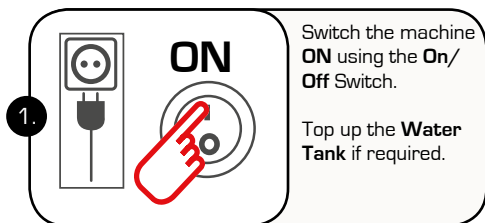
Warning!
Do not use the **TEA BUTTON** (lit in blue) for dispensing coffee.
Doing so will damage the machine and void your warranty.



DISPENSING BEVERAGES - Continued




DISPENSING TEA OR HOT WATER



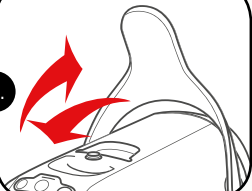
DISPENSING TEA OR HOT WATER - Continued

i.




WARNING!
Only use the **Tea button** (lit in blue) for dispensing Tea and Hot Water. Dispensing coffee using this button will damage your machine & **void your warranty**.

9.



Raise the **Lever** to eject the used capsule into the **Used Capsule Drawer** and close the **Lever**.

i



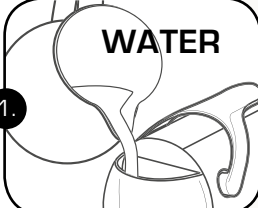
TIP: To ensure optimum product delivery between uses, eject the used capsule from your machine & rinse by pressing the **Double Espresso button**.

i

NOTE: The quantity of beverage dispensed can be programmed according to personal taste and the size of the cups or mugs used. Please refer to 'Programming the Quantity of Beverage in a Cup' on **Page 11**.

TURNING ON THE APPLIANCE - Daily Use

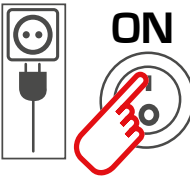
1.



WATER

Open the **Water Tank Cover** & fill the **Water Tank** with fresh water to the **Max. Line** indicated.


2.



ON

Plug your machine in and switch it **ON** using the **On/Off button**. All the button lights will flash simultaneously for approx. 60 sec. until your machine has warmed up.

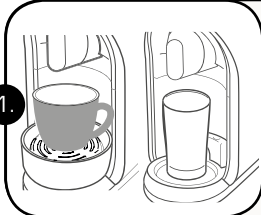
3.

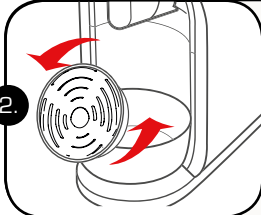


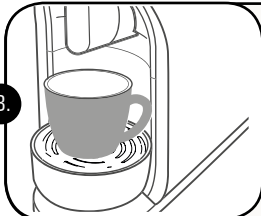
When all the button lights are steadily lit, the machine is ready to use.

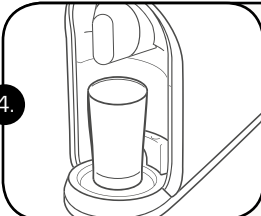
ADJUSTING THE CUP/MUG HEIGHT

Your machine can be adjusted for the use of mugs or espresso cups.

- 


1. Your machine is initially set for the use of large cups or mugs.
- 

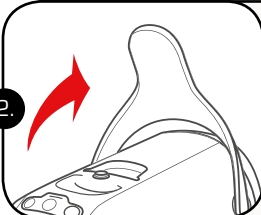
2. For best results using espresso cups, you can lift and rotate the **Grid** placed over the **Drip Tray**.
- 

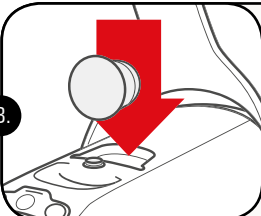
3. This raises the height of the cup towards the **Dispensing Spout**.
- 

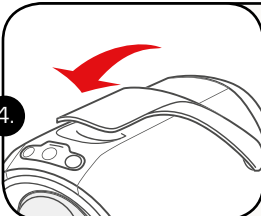
4. For tall mugs/latte glasses, the **Drip Tray** can be detached and removed.

PROGRAMMING THE QUANTITY OF BEVERAGE IN A CUP

- 

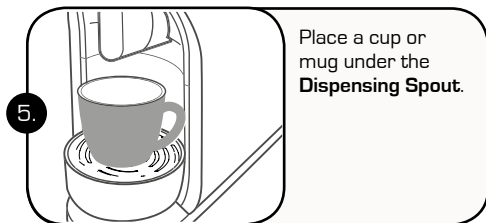
1. Switch the machine **ON** using the **On/Off Switch**.
Wait for your machine to warm up.
- 

2. Raise the **Lever** to open the **Capsule Compartment**.
- 

3. Insert the capsule, pressing it gently into place.
- 

4. Close the **Lever** fully.

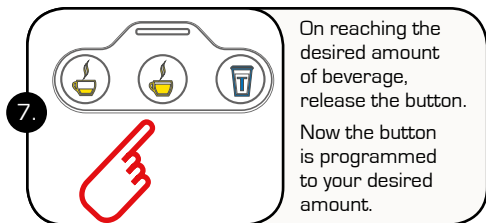
PROGRAMMING THE QUANTITY - Continued



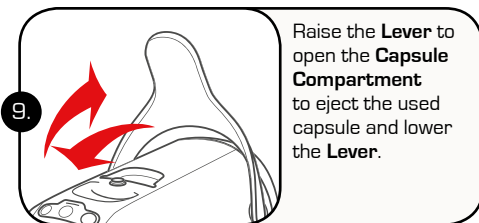
Place a cup or mug under the **Dispensing Spout**.



Press and hold the desired beverage button.



On reaching the desired amount of beverage, release the button. Now the button is programmed to your desired amount.



Raise the **Lever** to open the **Capsule Compartment** to eject the used capsule and lower the **Lever**.



NOTE: The quantity of coffee dispensed may be programmed, **from a minimum of 30ml to a maximum of 250ml.**



NOTE: Recommend for Programming/Factory Programming:

-30ml: Single Espresso Shot

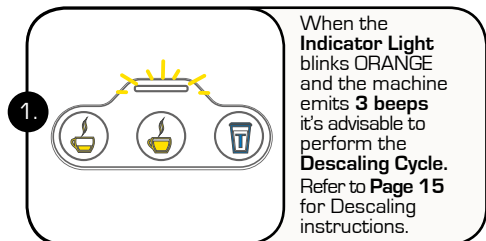
-60ml: Double Espresso Shot

-120ml: Tea (& Hot Water Button)

*Quantities are approximate and may vary between capsules.

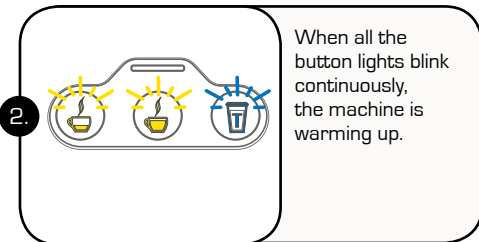
GENERAL OPERATING INDICATIONS

DESCALING SIGNAL:



When the **Indicator Light** blinks **ORANGE** and the machine emits **3 beeps** it's advisable to perform the **Descaling Cycle**. Refer to **Page 15** for Descaling instructions.


HEATING SIGNAL:

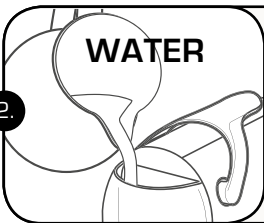



When all the button lights blink continuously, the machine is warming up.


GENERAL OPERATING INDICATIONS - Continued

WHEN THE WATER RUNS OUT DURING OPERATION:

- 

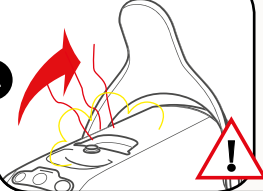
1. The **Water Tank** is empty when the **Indicator Light** blinks **RED** and the machine emits **3 beeps**, followed by a single intermittent beep.
- 


2. Fill the **Water Tank** with fresh water.
- 

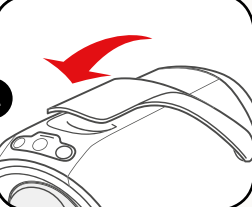
3. Press any one of the buttons. Wait for the machine to complete the **Priming Cycle** as it fills up with water.
- 


4. When all the button lights are lit steadily, your machine is ready to use.

IF THE LEVER IS RAISED:

- 

1. If the **Lever** is raised during the delivery of a beverage, the machine can emit jets of hot water. **RISK OF BURNS!**
- 

2. The machine will immediately stop dispensing. The **Indicator Light** blinks **RED** and a beep is emitted.
- 

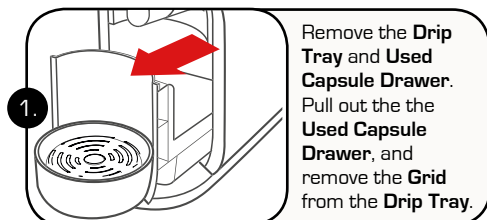
3. Close the **Lever** fully.
- 

4. Press any of the buttons to reset the alarm. Your machine is now ready for use.

DAILY MAINTENANCE



Ensure that the beverage dispenser is installed properly prior to operating unit



Remove the **Drip Tray** and **Used Capsule Drawer**. Pull out the the **Used Capsule Drawer**, and remove the **Grid** from the **Drip Tray**.



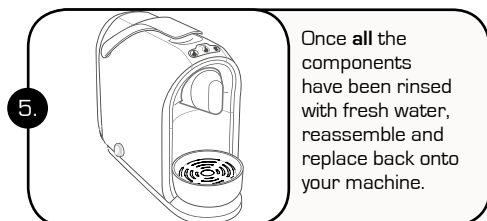
Remove the **Water Tank**. Empty and rinse with fresh water.
Note: The Water Tank is NOT Dishwasher safe.



Remove the **Front Cover** of the **Dispensing Spout** by opening the two tabs at the sides.



Disassemble the **Dispenser Body** and rinse with fresh water.



Once **all** the components have been rinsed with fresh water, reassemble and replace back onto your machine.



Use a soft damp cloth and a mild detergent to clean the surfaces of the appliance.

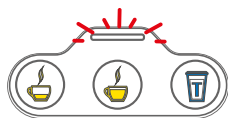


The plastic parts of the appliance are **NOT** dishwasher safe.



DANGER: Never submerge the appliance in water. Protect the machine from sprays and drips. **Water and electricity together constitute a risk of electrocution.**

DESCALING INSTRUCTIONS



DESCALING SIGNAL: When the **Descaling Indicator Light** blinks **Orange** and then remains steadily lit. It is advisable to perform the **Descaling Cycle within 48 hours or before next use**. Failure to descale your machine will be detrimental to the taste of the coffee and may cause long term damage to your machine.



NOTE: Descaling refers to the removal of the natural mineral build up within the pipes of the machine. If not removed this may result in a poor quality beverage and eventually block the pipes.

The machine features an advanced program that monitors how much water is used to dispense beverages. This measurement provides the user with indications as to when the machine needs to be descaled.



CAREFULLY read the directions for use on the package of the descaling agent. Avoid contact with eyes, skin and machine surfaces. Do not switch the appliance off during descaling, and do not lift the **Lever**. Someone must be present during the operation.
Don't not use vinegar: it could damage your appliance

1.

Turn the machine **OFF** at the **On/Off Switch**. Ensure there are no capsules in the **Capsule Compartment** and lower the **Lever**.

2.

Remove the **Drip Tray** and **Used Capsule Drawer**. Pull out the the **Used Capsule Drawer**, and remove the **Grid** from the **Drip Tray**. Rinse all components with fresh water.

3.

Remove the **Water Tank**. Empty and rinse with fresh water. **Note: The Water Tank is NOT Dishwasher safe.**

4.

Mix **125ml** of the **Descaling Agent** and **875ml** of water to make **1 Litre** of **Descaling Solution**.

5.

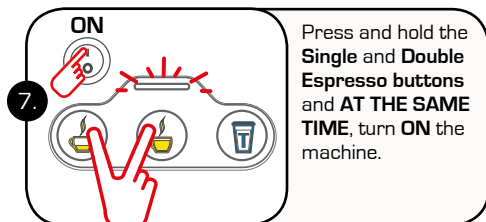
Add the **1 Litre** of **Descaling Solution** to the **Water Tank**.

6.

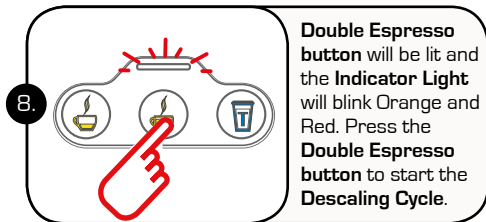
Place a **1 Litre** container under the **Dispensing Spout**. **Note:** Do not leave the machine as you may have to empty the container as it cycles through the **Descaling Cycle**.

Continued on next page... >>

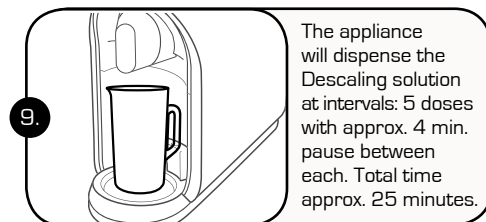
DESCALING INSTRUCTIONS - Continued



Press and hold the **Single** and **Double Espresso** buttons and **AT THE SAME TIME**, turn **ON** the machine.



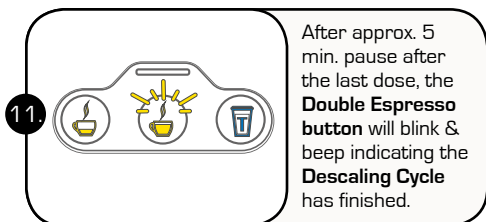
Double Espresso button will be lit and the **Indicator Light** will blink Orange and Red. Press the **Double Espresso** button to start the **Descaling Cycle**.



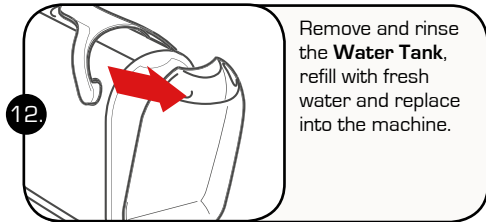
The appliance will dispense the Descaling solution at intervals: 5 doses with approx. 4 min. pause between each. Total time approx. 25 minutes.



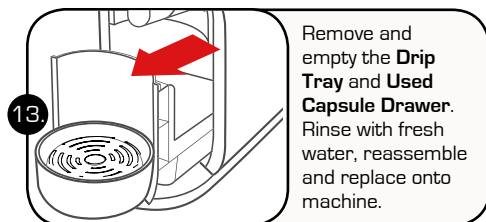
Do not press any buttons during this time. The **Indicator Light** will continue to blink. Note: At the end of the 5th dose, the **Water Tank** will be empty. **DO NOT REFILL.**



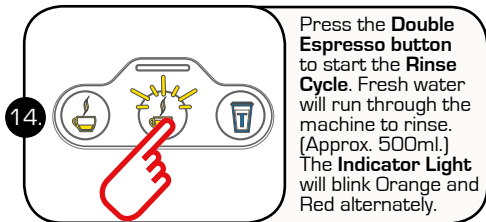
After approx. 5 min. pause after the last dose, the **Double Espresso** button will blink & beep indicating the **Descaling Cycle** has finished.



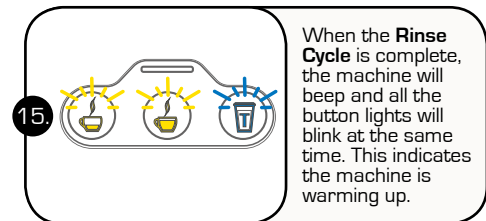
Remove and rinse the **Water Tank**, refill with fresh water and replace into the machine.



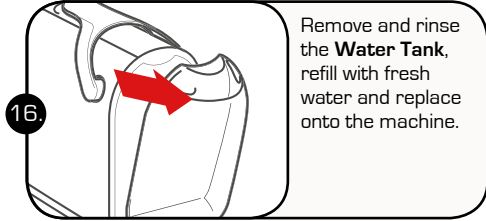
Remove and empty the **Drip Tray** and **Used Capsule Drawer**. Rinse with fresh water, reassemble and replace onto machine.



Press the **Double Espresso** button to start the **Rinse Cycle**. Fresh water will run through the machine to rinse. (Approx. 500ml.) The **Indicator Light** will blink Orange and Red alternately.

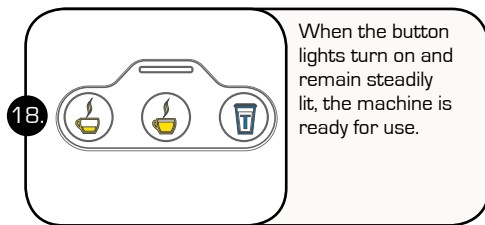
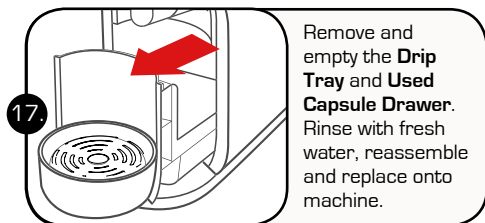


When the **Rinse Cycle** is complete, the machine will beep and all the button lights will blink at the same time. This indicates the machine is warming up.

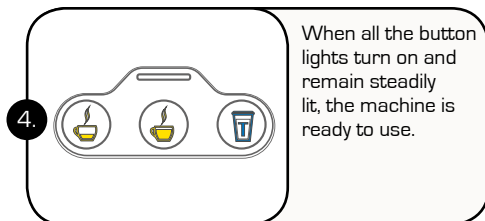
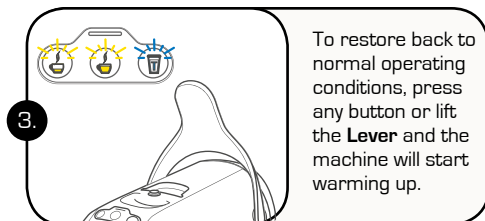
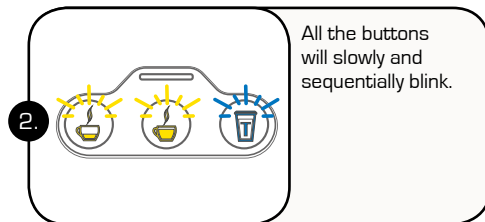
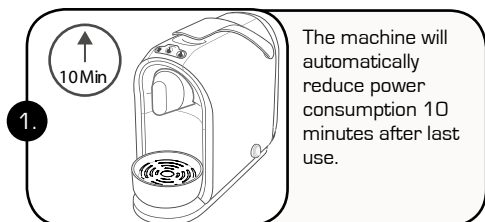


Remove and rinse the **Water Tank**, refill with fresh water and replace onto the machine.

DESCALING INSTRUCTIONS - Continued



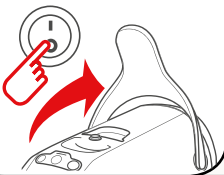
SAVING ENERGY




RESTORE TO ORIGINAL SETTINGS (RESET)

These instructions allow you to reset the machine back to its factory setting – helpful if you experience an issue with the machine, or you have changed the pour levels for example, and cannot change them back to their original settings.

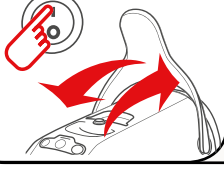
- 1. OFF**




Ensure the **Lever** is up and switch the machine **Off** using the **ON/OFF Switch**.
- 2.**



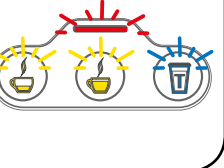
Hold down the **Single Espresso** button for the **whole of STEP 3** and **Step 4**.
- 3. ON**



Switch **ON** the machine using the **ON/OFF Switch**, then after 1 second, **CLOSE** and **OPEN** the **Lever** within 1 second.
- 4.**



The machine will beep to signal the reset has been done, then **release** the **Single Espresso** button.
- 5.**



The button lights will flash and the **RED Indicator Light** will blink indicating your machine now needs to be **Primed** as directed in '**First Time Use**' on **Page 7**.



If your machine hasn't entered into **Prime** mode, please repeat from **Step 1**. The timing of Closing and Opening the Lever is precise & may take a couple of attempts before successful.

If you have reset the machine and the problem still continues, please contact the Caffitaly System Customer Line. Details on the front cover.







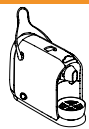
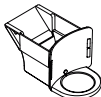



TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
FIRST USE There is a burning smell when the machine first starts and a beverage button is pressed.	- Machine heating up for the first time.	- There may be a slight burning smell coming from the machine when first used. This is caused by the water heating as it travels through the pipes and will dissipate. - PLEASE NOTE: Steam may appear be seen coming from the Capsule Compartment , this is steam from the hot water entering into the Capsule Compartment and will dissipate.
Water residue within the machine on opening.	- The system is quality checked prior to dispatch. There may be residual water left from testing.	- The water residue will be removed when you conduct the 'First Time Use' on Page 7 .
RED INDICATOR LIGHT No beverage is brewed. The Indicator light blinks RED and beeps continuously.	- The Water Tank is empty.	- Fill the Water Tank with fresh water. Press Single or Double Espresso button . When the buttons remain steadily lit, the appliance is ready for use.
The Indicator Light is on and steadily lit in RED . Water comes out cold.	- Heating problems. - Incorrect use of the Tea button .	- Turn off the machine, then turn it back on after a few minutes. - The Tea button is only to be used for Tea capsules and hot water. Note: If the RED Indicator Light remains steadily lit after turning the machine off and on, perform a Factory Reset as described on Page 18 . If the problem persists please contact the Caffitaly Customer Service Line on: - AU: 02 9846 0307 - NZ: 0800 450 894
The RED Indicator light is lit steadily and the buttons are flashing.	- Priming	Press the Double or Single Espresso button to commence the Prime process . Refer to Page 7, 'First Time Use' .
ORANGE INDICATOR LIGHT - DESCALING. The Indicator Light is lit ORANGE .	- Machine requires Descaling .	- Refer to 'Descaling' on Page 15 to descale the machine.

TROUBLESHOOTING - continued

PROBLEM	CAUSE	SOLUTION
DISPENSING When a coffee Dispensing button is pressed, the machine starts running, but stops without dispensing coffee or after dispensing only a small amount. (Under 30ml).	<ul style="list-style-type: none"> - Pre-infusion; - Incorrect beverage quantity programming. 	<ul style="list-style-type: none"> - Pre-infusion involves a small amount of hot water running through the filters ensuring there is uniform distribution of water over the entire surface of coffee before the full beverage is dispensed. - Reprogram the quantity of beverage corresponding to your selected button. <p>Refer to "Programming the Quantity of Coffee in a Cup" on Page 11.</p>
Coffee being dispensed very slowly and is weak or poor quality.	<ul style="list-style-type: none"> - Incorrect use of the buttons (Use of Tea button); - Incorrect coffee capsule being used. 	<ul style="list-style-type: none"> - Only use the Single or Double Espresso buttons. - Ensure you are using Caffitaly System compatible capsules only. There will be a Caffitaly System logo on the packaging.
Coffee grinds appearing in the cup or mug	<ul style="list-style-type: none"> - Incorrect coffee capsule being used. - Not cycling water through the machine after use. 	<p>Ensure you are using Caffitaly System compatible capsules only. There will be a Caffitaly System logo on the packaging.</p> <ul style="list-style-type: none"> - Cycle water through the machine after each use by pressing the Double Espresso button. This also assists in stopping the coffee grinds building up and blocking the system.
OTHER The Lever cannot be lowered.	<ul style="list-style-type: none"> - The Used Capsule Drawer is full; - Capsule is stuck in the Capsule Compartment. 	<ul style="list-style-type: none"> - Empty the Used Capsule Drawer. - Gently push down on the jammed capsule with a new capsule.
Water is leaking from the Used Capsule Drawer .	<ul style="list-style-type: none"> - Beverage has been dispensed without using a capsule (excluding Tea/Hot Water button); - Not emptying the Used Capsule Drawer after using the Cleaning/Rinse Cycles; - Used Capsule Drawer is full of capsules. 	<ul style="list-style-type: none"> - Regularly check the Used Capsule Drawer for residual water and empty if required. - Check & empty the Used Capsule Drawer after each Cleaning/Rinse Cycle. - Empty the Used Capsule Drawer.

TECHNICAL DATA

 See the data plate on the base of the machine.	 Approx. 4 kg
 1 Litre	 Max. 15 bar
 Room temperature: 10°C - 40°C	 < 70dB A
 370 mm	 8 Capsules
 155 mm  270 mm  360 mm	

The materials and objects in contact with food products comply with the requirements of European Regulation 1935/2004.



The appliance has been manufactured using high quality materials that can be reused or recycled. Dispose of the appliance in a suitable waste collection centre.

All materials and objects in contact with food products comply with the requirements of European Regulation 1935/2004.



Please dispose of the packaging and capsules thoughtfully. Cardboard and capsules are recyclable. Before recycling your capsules, ensure you contact your local Waste Collection Centre for capsule recycling information.

Keep plastic bags, tags etc. are out of reach of children and pets as they can be a source of danger.

CAFFITALY SYSTEM CARE CONTACT

For more information on the machine operation, available capsules and other useful hints and tips go to the Caffitaly website: **caffitalysystem.com.au**

Phone: **AU 02 9846 0307 | NZ 0800 450 894**

E-Mail: **caffitalysystem@rfg.com.au**

WARRANTY DETAILS

Dear Customer,

Thank you for buying this product. This Machine has been designed and produced using the best technologies available.

1. Warranty Details:

- (a) If your Caffitaly System Machine develops a fault or defect during the warranty period, and subject to the terms below, we will repair it or replace it.
- (b) We offer this warranty on top of any guarantees imposed by the Australian Competition and Consumer Act 2010 and any other applicable State or Territory legislation (if your product was purchased in Australia) and the New Zealand Consumers Guarantees Act (if your product was purchased in New Zealand).
- (c) The warranty applies for 12 months from the date of purchase.
- (d) The warranty covers fault or defects in the product's materials or manufacturing.
- (e) The warranty does not cover:
- (f) Misuse, or use other than in accordance with the product's instructions;
- (g) Negligence on your part;
- (h) Normal wear and tear; or
- (i) Faults or defects caused by third parties, including work done by unauthorised service or repair agents.

2. Making a Warranty Claim

- (a) To make a claim you should first contact the **Caffitaly System Customer Service Line** by telephone on **02 9846 0307** in Australia or **0800 450 894** in New Zealand and we will be able to provide you with the appropriate next steps for service or replacement of your machine.
- (b) Before contacting the Caffitaly System Customer Service Line, please make sure you have carefully read the Instruction Manual supplied with the machine.
- (c) After you have initiated the claim via the telephone, we may ask you to return the product to us, as per the address details in Point 4.
- (d) You will need to provide your receipt as proof of purchase in order to make a claim under the warranty.
- (e) Once you return the product and lodged a claim to us, we will assess the claim and let you know whether it is covered. The decision whether to repair or replace a product

is at our sole discretion unless there is a 'major failure' as defined in the Australian Consumer Law or New Zealand Consumers Guarantees Act.

- f) If it is covered we will deliver the repaired or replaced product back to you. We will bear this cost.
- g) If it is not covered, we will deliver the product back to you and you will bear the transport cost.

3. General service and repair enquiries

For general service and repair enquiries, please contact us on the telephone number below.

4. Roasting Australia Holdings contact details

Roasting Australia Holdings Pty Limited
11 Hoyle Avenue, Castle Hill, NSW 2154
Phone Australia: 02 9846 0307
Phone New Zealand: 0800 450 894

5. Statutory Guarantees

As well as the Roasting Australia Holdings Pty Limited warranty, our goods come with guarantees that cannot be excluded under the Australian Consumer Law and New Zealand Consumers Guarantees Act. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

6. Claim Details

If you are making a claim under the warranty or the statutory guarantees, we will require the following information from you:

- a) Name;
- b) Address;
- c) Product purchased;
- d) Date of purchase;
- e) Machine Serial Number;
- f) Shop of purchase;
- g) Description of the problem.

NOTES:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

THE UNIQUE CAFFITALY SYSTEM CAPSULE

WHAT SETS US APART FROM THE REST?
OUR UNIQUE FILTERED CAPSULE DESIGN



EXTRACTION PERFECTED. Inside every Caffitaly System capsule there are two innovative filters: Thanks to the upper one, we can obtain a uniform distribution of water over the entire surface of the coffee. Then the bottom filter ensures the best consistency of brewing producing the perfect cup every time. This unique design is why other capsules on the market do not work with the Caffitaly System Machine. **Only use capsules displaying the Caffitaly System logo with this machine.**



For more information on the machine operation,
available capsules and other useful hints and tips
go to the Caffitaly website:

www.caffitalysystem.com.au