



MODEL **S06HS**



ONLY USE WITH
**Caffitaly System
Capsules**

INSTRUCTION MANUAL



Imported by Roasting Australia Holdings Pty Limited
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CONGRATULATIONS

on the purchase of your New Caffitaly System **S06HS Machine**.

You can now savour your favourite hot beverages at any time, day or night with the Caffitaly System S06HS by choosing one of the many compatible Caffitaly System capsules available.

With the added Steam Wand, you can enjoy a cappuccino with lightly frothed milk, a cocoa-flavoured beverage made with steamed milk; even a cup of tea at the press of a button! They are all easy to prepare, mess free and ready in seconds.



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.



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



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



- Use of the appliance in any manner other than as directed herein could cause harm to persons and void the guarantee. 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 Roasting Australia **Customer Service Line** on **02 9846 0307**.



- 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 qualified person, due to potential electrical safety risks. Contact the Roasting Australia **Customer Service Line** on **02 9846 0307**.



- 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.



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

Continued on next page... >>

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 Roasting Australia **Customer Service Line** on **02 9846 0307**.



- 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 emits 3 beeps, please 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.



Barista
Tips



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



Not
Dishwasher
Safe



Maintenance
Tips

MACHINE COMPONENTS

Indicator Light
Orange=Descal
Red=Check System

Hot Water/Steam Control Lever

Single Espresso Button
30ml (Lit White)

Double Espresso Button
60ml (Lit White)

TEA Button -120ml
(Lit Blue)

Diagram 1:



Water Tank Cover

Water Tank

Capsule Compartment

Hot Water/Steam Control Lever

Dispensing Spout (adjustable)

Special Rubber Grip

Steam Wand for Frothing / Hot Water

Used Capsule Drawer

Lever for opening and closing Capsule Compartment

Power Cord

Drip Tray

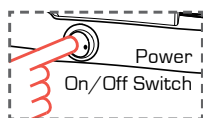


Diagram 2:



FIRST TIME USE

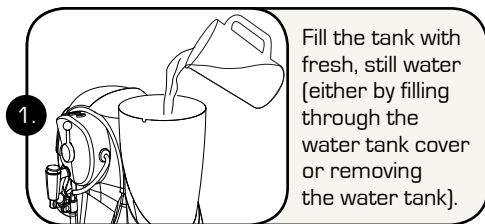


**ONLY USE WITH
Caffitaly System
Capsules**

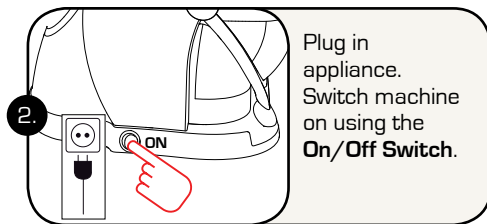


We recommend following these steps after not having used the machine for a long period of time.

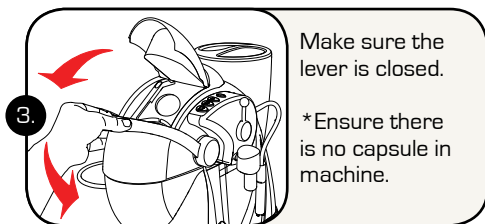
Please ensure you only use Caffitaly System Capsules which can be identified by the Caffitaly logo.



Fill the tank with fresh, still water (either by filling through the water tank cover or removing the water tank).

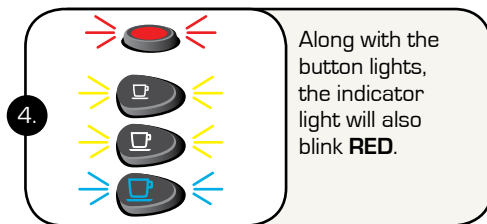


Plug in appliance. Switch machine on using the **On/Off Switch**.

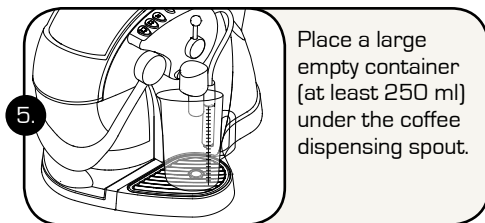


Make sure the lever is closed.

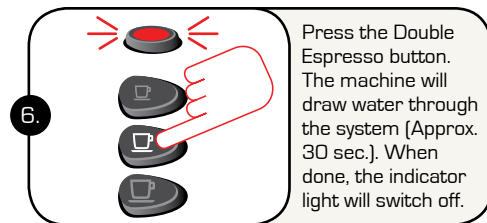
*Ensure there is no capsule in machine.



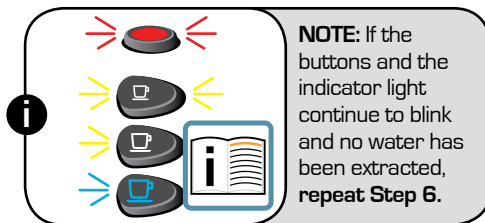
Along with the button lights, the indicator light will also blink **RED**.



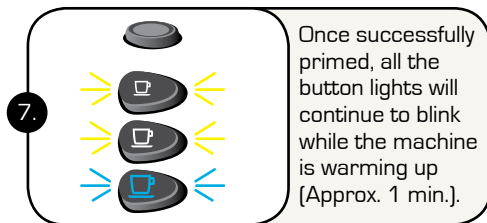
Place a large empty container (at least 250 ml) under the coffee dispensing spout.



Press the Double Espresso button. The machine will draw water through the system (Approx. 30 sec.). When done, the indicator light will switch off.



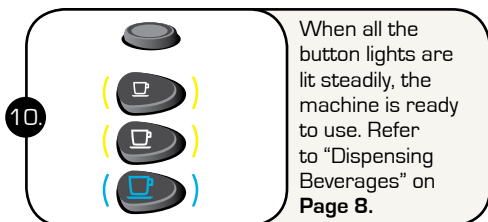
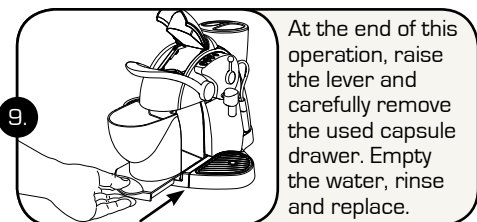
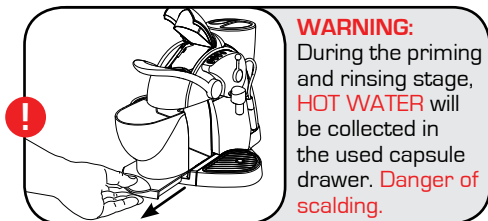
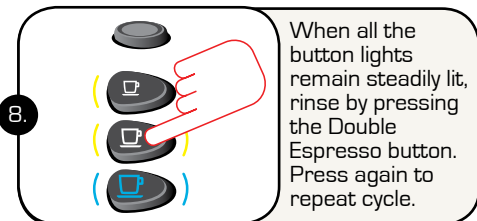
NOTE: If the buttons and the indicator light continue to blink and no water has been extracted, repeat **Step 6**.



Once successfully primed, all the button lights will continue to blink while the machine is warming up (Approx. 1 min.).

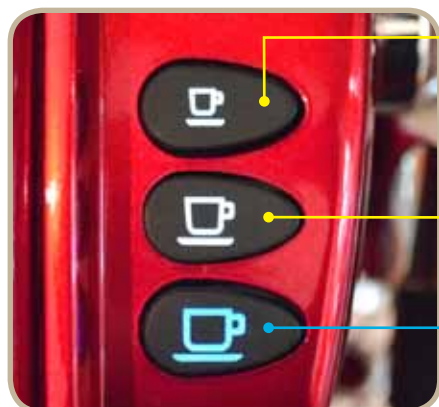
Continued on next page... >>

FIRST TIME USE - Continued



CORRECT USE OF BUTTONS

Diagram 3:



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

Double Espresso Button - 60ml
(Lit in WHITE). Use for dispensing a double espresso coffee for a stronger beverage. Also suitable for Hot Chocolate, Chai Latte and similar beverages (**NOT TEA**).

Tea Button - 120mL (Lit in BLUE)
should only be used for tea capsules.

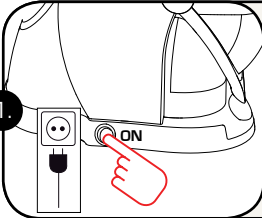


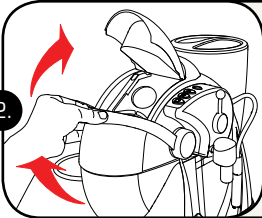
! Do not use the Tea Button for espresso coffee or any other beverages except tea! When operating in this mode, the machine is set for low pressure, this reduces the 'crema' and diminishes the flavour of the coffee. May also cause a break in the flow.

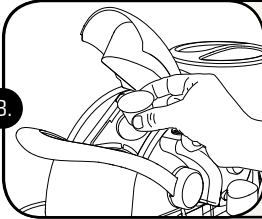
7.

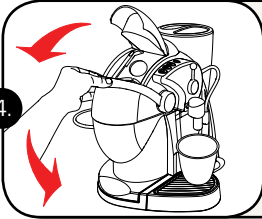
Capsules appropriate for the Tea button will be indicated on the packaging. **Inappropriate use of this button may damage the machine and void your warranty.**

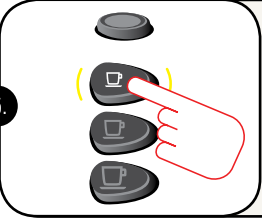
DISPENSING BEVERAGES - Using Factory Settings

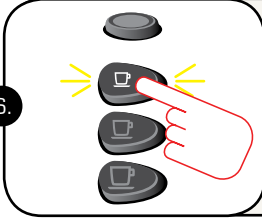
- 

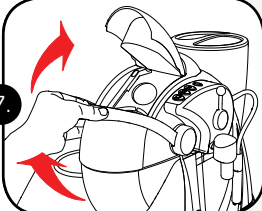
1. Plug in appliance. Switch machine on using the **On/Off Switch**.
- 

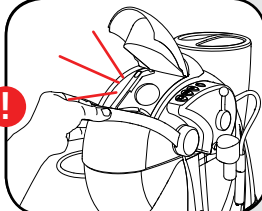
2. Raise the lever to open the capsule compartment.
- 

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

4. Close the lever fully and place a cup or mug under the coffee dispensing spout.
- 

5. Press and release the button corresponding to the type of beverage you want as per **Diagram 3** on **Page 7**.
- 

6. The selected beverage button will blink and machine will stop dispensing on reaching the programmed quantity.
- 

7. Gently raise the lever to eject the used capsule into the drawer and then close the lever.
- 

WARNING: There may be some residual **HOT WATER** within the capsule area. Stand to the side of the machine when opening the lever.

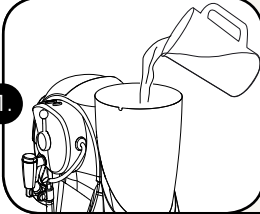
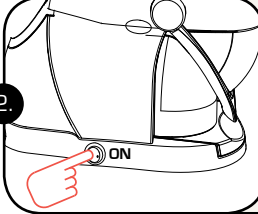
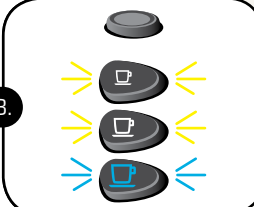
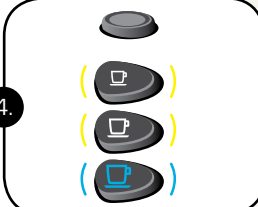


MAINTENANCE TIP: Traces of the product just dispensed may remain in the circuit of the machine. Between uses, to ensure optimum product delivery, remove used capsule from machine and rinse by pressing Double Espresso button.

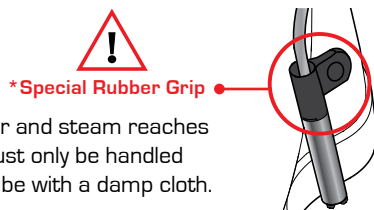


NOTE: The quantity of beverage dispensed can be programmed according to personal taste and the size of the cups or mugs used. Please refer to chapter "Programming the quantity of beverage in a cup" on **Page 11**.

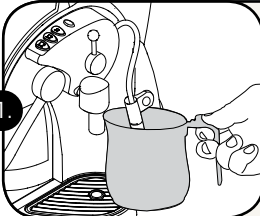
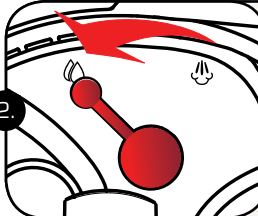
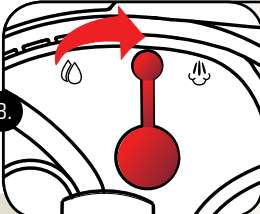
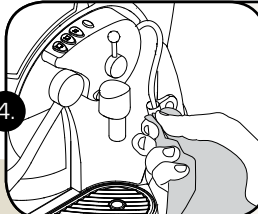
TURNING ON THE APPLIANCE - DAILY USE

1.  Fill the water tank with fresh, still water (either by filling through the water tank cover or removing the water tank).
2.  Switch machine on using the **On/Off Switch**.
3.  When all the button lights blink continuously, the machine is warming up. (This will take about 1 min.)
4.  When all the button lights are lit steadily, your machine is ready to use.

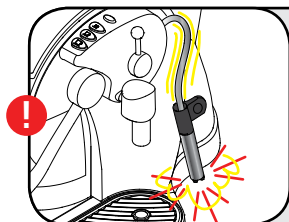
DISPENSING HOT WATER



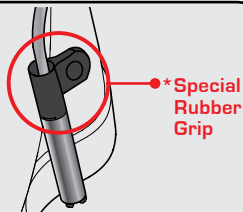
WARNING! The **Steam Wand** tube for dispensing hot water and steam reaches **very high temperatures - Danger of scalding!** The Tube must only be handled using the ***special rubber grip**. After each use, clean the tube with a damp cloth.

1.  Place a metal container or cup under the steam wand dispensing pipe.
2.  Turn the control lever forward, towards you. This will start dispensing hot water.
3.  To stop dispensing the hot water, return the control lever to its central position. Remove the container of hot water.
4.  Remember to clean the tube with a damp cloth after each use. **WARNING:** Steam wand tube will be hot.

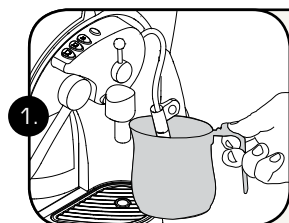
FROTHING / DISPENSING STEAM



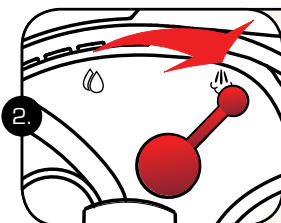
WARNING! During preparation there may be some brief splashes of hot water and the steam wand reaches very **high temperatures** - **Danger of scalding!** The Tube must only be handled using the ***special rubber grip**.



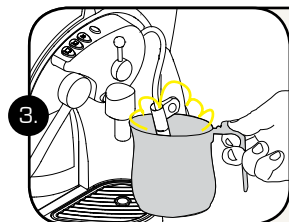
*Special Rubber Grip



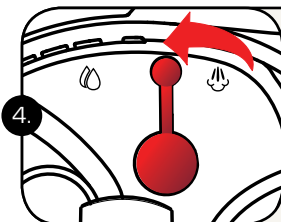
Place a metal container or cup under steam wand spout.



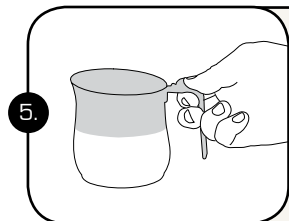
Turn the control lever backwards (towards the back of the machine). This will discharge any water left in the circuit.



After a few seconds only steam will start to come out. (Time may vary according to external conditions and you may notice a change in the pump noise.)



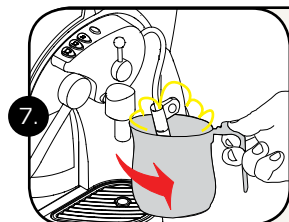
Return the control lever to the centre and empty the container.



Half fill a metal container or cup with milk, then immerse the steam wand into the milk.



Turn the control lever backwards (towards the back of the machine).



Move the cup in a slight circular motion to ensure the milk is evenly heated.

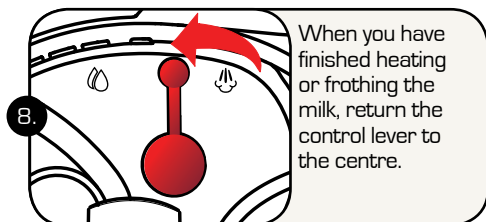


BARISTA TIP: Frothing Milk;

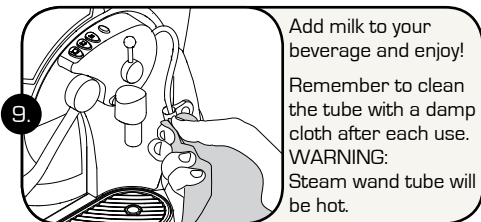
Start with the steam wand in the middle of the milk to heat evenly, then move the cup so the steam wand is in the upper $\frac{1}{3}$ of the milk to aerate.

Steam/Heat Milk; Keep the steam wand in the lower $\frac{1}{3}$ of milk.

FROTHING / DISPENSING STEAM - Continued



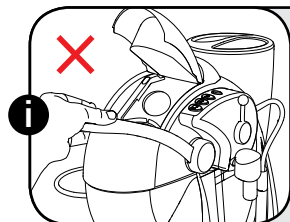
When you have finished heating or frothing the milk, return the control lever to the centre.



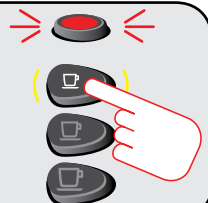
Add milk to your beverage and enjoy!

Remember to clean the tube with a damp cloth after each use.

WARNING:
Steam wand tube will be hot.



NOTE: Do not lift the lever while steam is being dispensed. If the lever is lifted, steam dispensing will stop immediately, indicator light begins to blink in RED and the machine beeps. To RESET the machine, close the lever, return the control lever to the central position and press the Double Espresso button.



MAINTENANCE TIP: After having prepared the milk, dispense a small amount of steam and hot water to clean the steam wand and wipe the steam wand down with a damp cloth.

Warning! The steam wand will be hot, danger of scalding. Refer to Daily Maintenance on Page 14 for further information on cleaning the steam wand.

PROGRAMMING THE QUANTITY OF BEVERAGE IN A CUP



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



NOTE: Recommended Programming/Factory Programming:



- 30ml: Single Espresso



- 60ml: Double Espresso

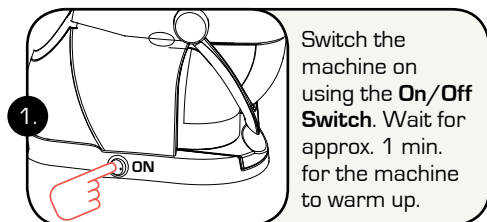


- 120ml: Tea (**WARNING: ONLY USE TEA BUTTON FOR TEA**)

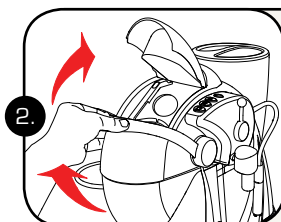
Please Note: Quantities are approximate and may vary slightly between capsules.

PROGRAMMING THE QUANTITY OF BEVERAGE IN A CUP

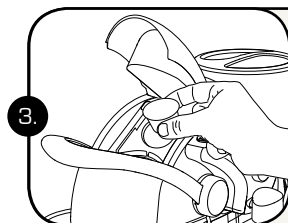
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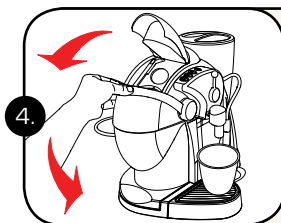
Switch the machine on using the **On/Off Switch**. Wait for approx. 1 min. for the machine to warm up.



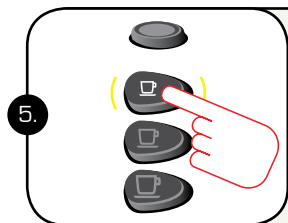
Raise the lever to open the capsule compartment.



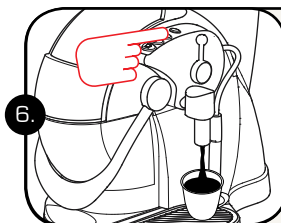
Insert the capsule, pressing it gently into place.



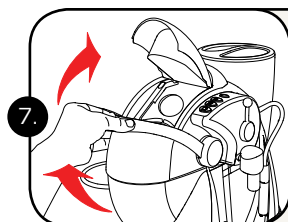
Close the lever fully and place a cup or mug under the coffee dispensing spout.



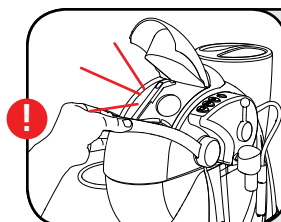
Press and HOLD the desired beverage button through the entire cycle.



On reaching the desired amount of beverage, **release the button**. The button is now programmed to your desired amount.



Raise the lever and eject the used capsule into the drawer then close the lever.



WARNING: There may be some residual **HOT WATER** within the capsule area. Stand to the side of the machine when opening the lever.




MAINTENANCE TIP:

Between uses, to ensure optimum product delivery, remove the used capsule from the machine and rinse by pressing the Double Espresso button.

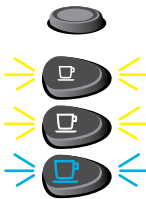
GENERAL OPERATING INDICATIONS

DESCALING SIGNAL:



Indicator light blinks **ORANGE** and then remains on without blinking, it is advisable to perform the descaling cycle. See **Page 15** for instructions.


HEATING:



When all the button lights continuously blink, the machine is warming up. [This will take approx. 1 min.]

WHEN THE WATER RUNS OUT DURING OPERATION:

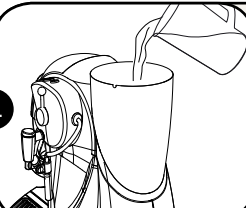
1.



3 Beeps


The water tank is empty when the **indicator light** blinks **RED** and the appliance emits **3 beeps**.

2.




Fill the water tank with fresh, still water.

3.



Press the Double Espresso button (making sure there is no capsule in the chamber). Wait for the machine to complete the priming cycle as it fills with water.

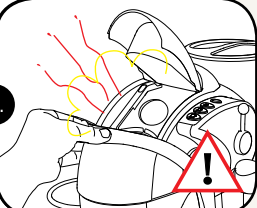
4.



When the button lights turn on and remain steadily lit, the appliance is ready for 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.

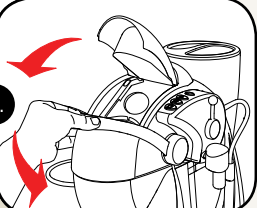


1 Beep

The indicator light blinks **RED** and a beep is emitted.


The appliance will immediately stop dispensing.

3.



Close the lever fully.

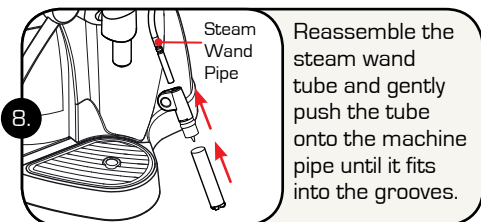
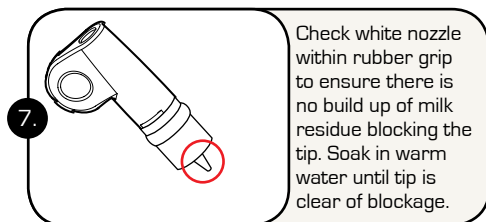
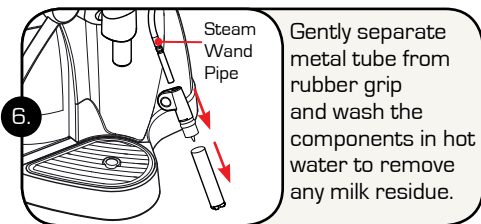
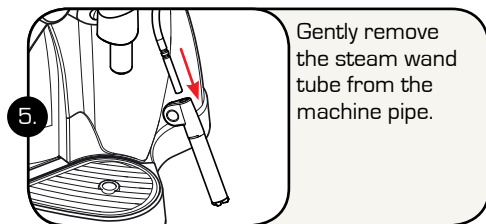
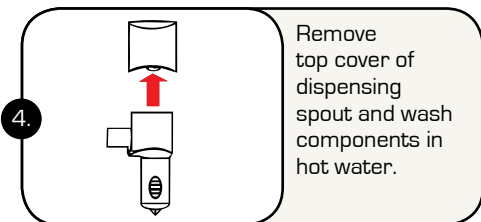
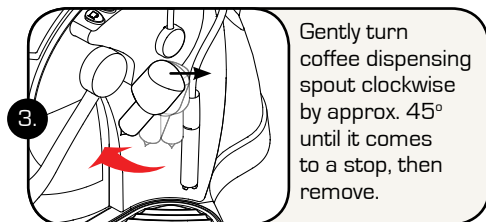
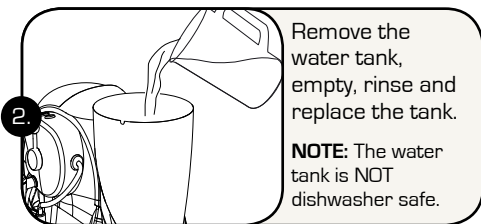
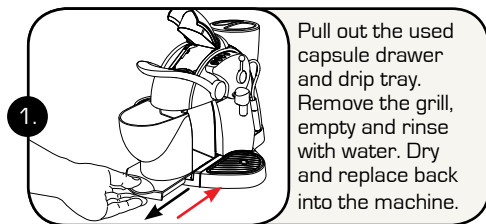
4.



Press the Double Espresso button to reset the alarm.

The appliance is ready for use.

DAILY MAINTENANCE



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 appliance from sprays and drips. **Water and electricity together constitute a risk of electrocution.**

DESCALING INSTRUCTIONS

DESCALING SIGNAL: When the indicator light blinks **ORANGE** and the machine emits 3 beeps, please perform the descaling cycle as illustrated.

(Please note: you may miss the beeps if there is a lot of background noise, the indicator light will alert you that descaling is required.)

PLEASE DO NOT LEAVE THE MACHINE DURING THE DESCALING PROCESS.



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.

Descaling is NOT CLEANING the machine. We recommend that you continue with your daily maintenance routine as outlined in 'Daily Maintenance' on Page 14.

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.

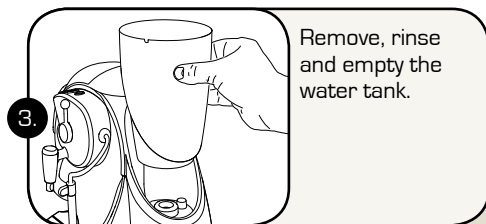
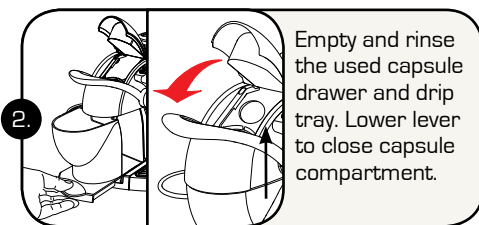
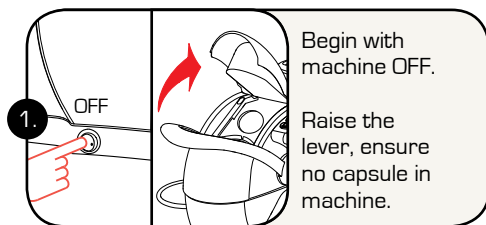


CAREFULLY READ THE DESCALING INSTRUCTIONS IN FULL BEFORE COMMENCING DESCALING.

If unsure, please also read the directions on the label of the Descaling Agent. Avoid contact with eyes, skin and machine surfaces. A person must be present during the descaling operation.

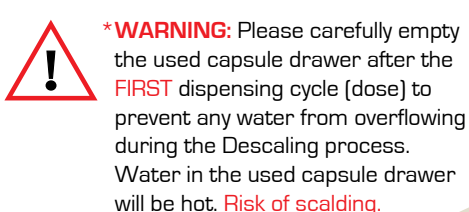
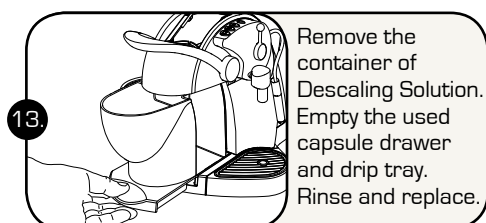
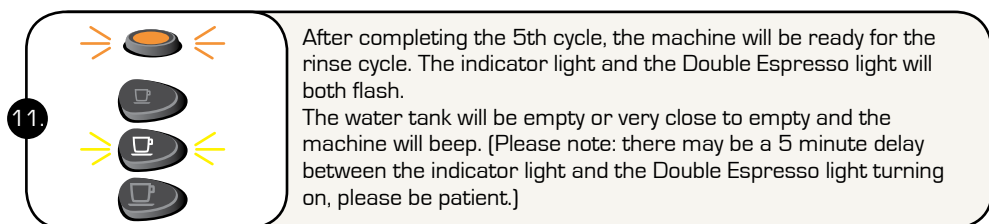
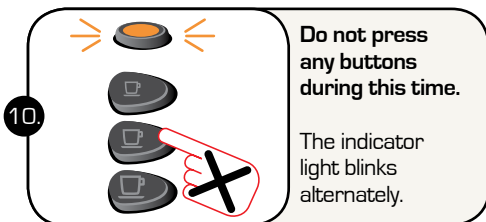
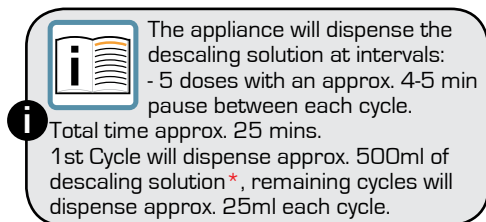
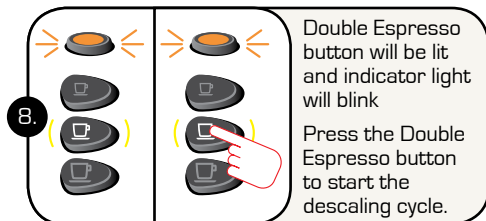
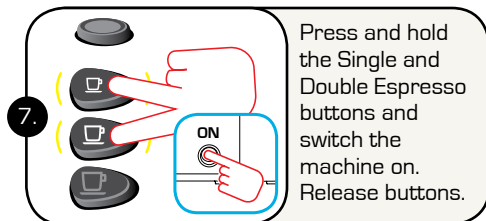
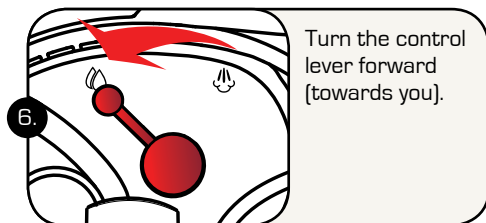
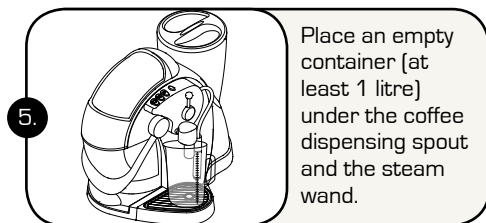
Please note: you will experience some water entering into the used capsule drawer, this is normal.

Do not use vinegar: it could damage your appliance



Continued on next page... >>

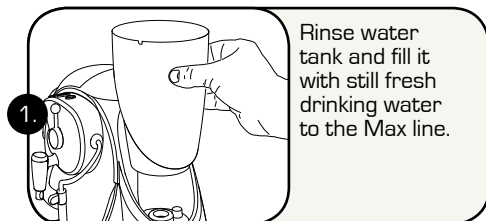
DESCALING INSTRUCTIONS - Continued



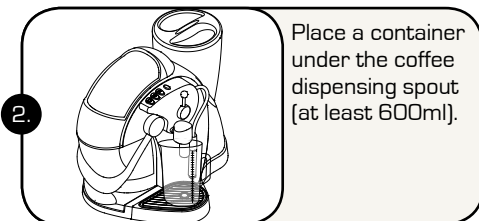
Continue onto the Rinsing Instructions on next page... >>

DESCALING INSTRUCTIONS - Continued

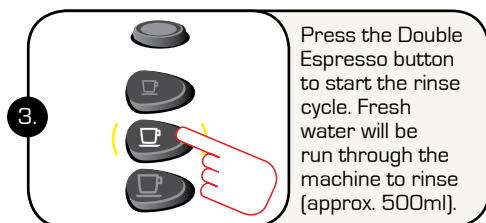
RINSING:



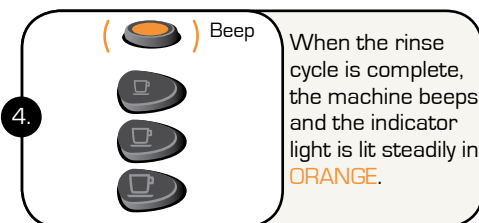
Rinse water tank and fill it with still fresh drinking water to the Max line.



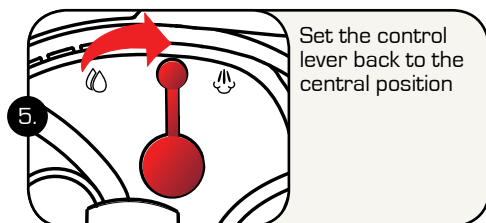
Place a container under the coffee dispensing spout (at least 600ml).



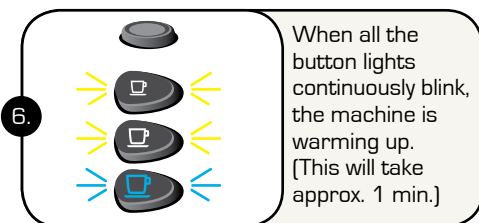
Press the Double Espresso button to start the rinse cycle. Fresh water will be run through the machine to rinse (approx. 500ml).



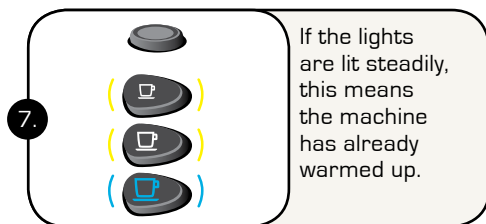
When the rinse cycle is complete, the machine beeps and the indicator light is lit steadily in **ORANGE**.



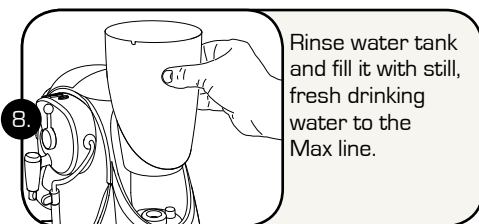
Set the control lever back to the central position



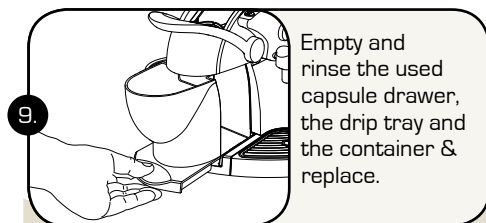
When all the button lights continuously blink, the machine is warming up. [This will take approx. 1 min.]



If the lights are lit steadily, this means the machine has already warmed up.



Rinse water tank and fill it with still, fresh drinking water to the Max line.



Empty and rinse the used capsule drawer, the drip tray and the container & replace.

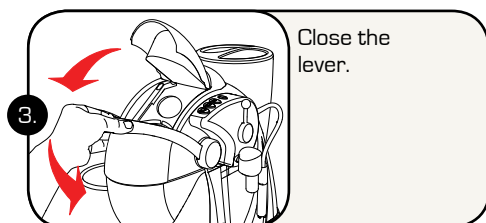
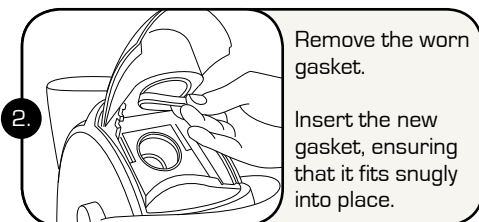
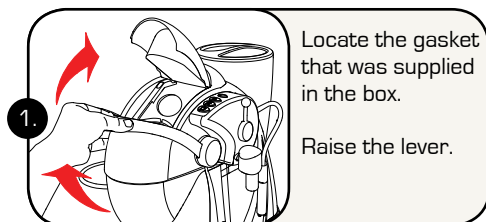
Your machine is now ready to use.
Enjoy!

CHANGING THE GASKET

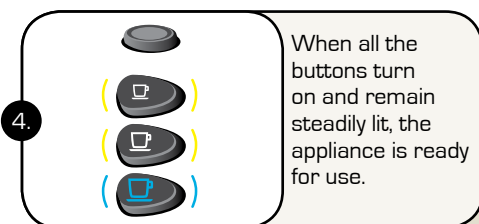
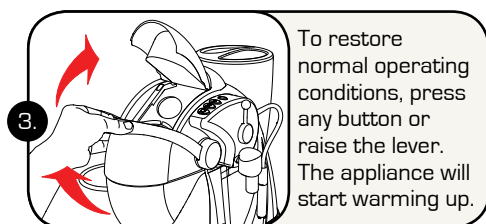
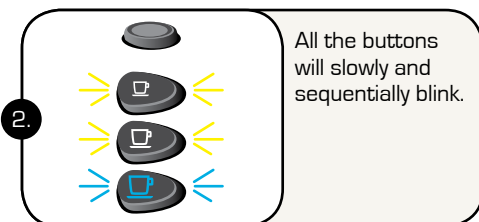
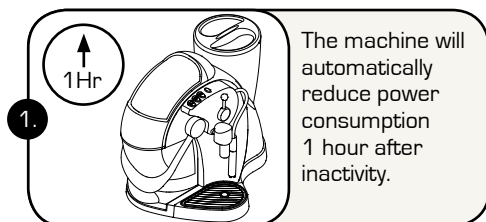


CAUTION! If the gasket shows signs of wear, such as small cuts or cracks and warping, you can replace it easily using the spare gasket supplied in the pack.

Perform the following actions only when the machine is cold. Contact with the inside surfaces of the machine could **cause scalding**.



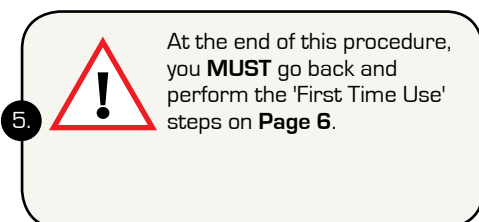
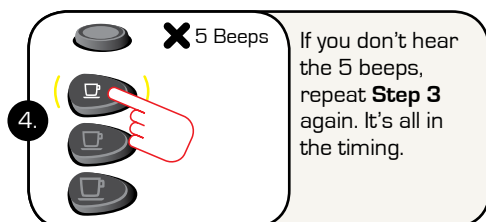
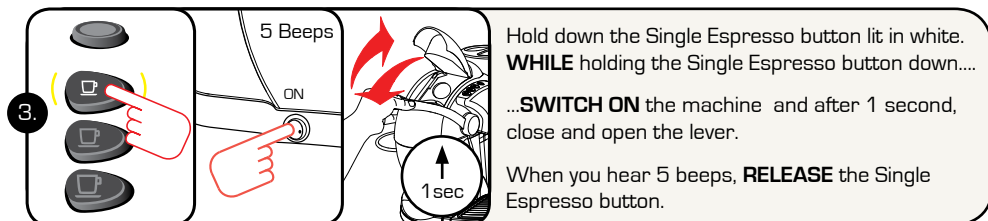
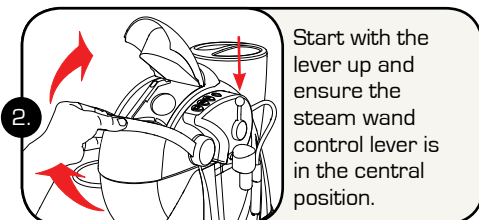
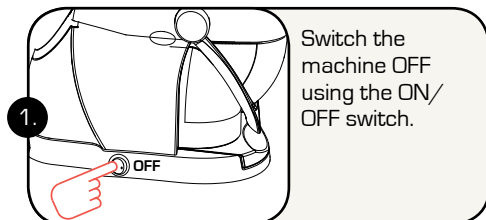
SAVING ENERGY



RESTORE ORIGINAL SETTINGS (RESET)

These instructions will allow you to reset the machine back to its original factory settings

- 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 levels.



If you try to reset after experiencing a problem with the machine, resetting may not always solve the problem. If this is the case, please contact Roasting Australia Customer Service on: 02 9846 0307.

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
No coffee comes out. indicator light blinks RED .	<ul style="list-style-type: none"> - The water tank is empty. - No water in the system. - Capsule in the capsule compartment. 	<ul style="list-style-type: none"> - Fill the tank with fresh water. Press the Double Espresso button to refill the circuit. When the buttons remain steadily lit, the machine is ready for use. - Press the Double Espresso button to cycle water through the system. - Clear the capsule in the capsule compartment. Press the Double Espresso button to cycle water through the system.
The coffee is not hot enough. (Please note: the temperature when dispensing coffee is set at approx. 65 degrees.)	<ul style="list-style-type: none"> - Cold cups / espresso cups. - Scale buildup in the machine. 	<ul style="list-style-type: none"> - Preheat cup. - Descale machine as instructed under 'Descaling your Machine' on Page 15.
The lever cannot be lowered.	<ul style="list-style-type: none"> - The used capsule drawer is full - Capsule stuck inside the machine. 	<ul style="list-style-type: none"> - Empty out the used capsule drawer. - Remove the used capsule.
The indicator light is lit steadily in RED .	<ul style="list-style-type: none"> - Incorrect use of the Tea button. - Heating problems. 	<ul style="list-style-type: none"> - Reset the machine using the instructions on Page 19 and ensure the Tea button is only used for dispensing Tea. - Contact Roasting Australia Customer Service on 02 9846 0307.
When a button is pressed to dispense coffee, the machine starts and then stops without dispensing any or only a very small amount of coffee.	<ul style="list-style-type: none"> - Incorrect dispensing quantity programming. 	<ul style="list-style-type: none"> - Reprogram the quantity associated with that button. - Refer to 'Reprogramming the 'Quantity of Beverage in a Cup' on Page 11.
Coffee is being dispensed very slowly and is of poor quality.	<ul style="list-style-type: none"> - The Tea button was used with an Espresso capsule. 	<ul style="list-style-type: none"> - Use the Single and Double Espresso buttons only for dispensing coffee.

TROUBLESHOOTING - Continued

PROBLEM	CAUSE	SOLUTION
The milk is not frothing.	- Steam wand is blocked.	Clean the steam wand as instructed under 'Daily Maintenance' on Page 14 .
The steam is cutting out when frothing milk. Red indicator light is on.	- The machine has an in built safety mechanism that will automatically switch off the steam after approx. 2 min.	- Move the control lever back to the centre of the machine. Ensure the lever is closed and press the Double Espresso button to reset the alarm. Refer to 'Frothing and Steaming Milk' on Page 10 .
Water in the capsule drawer.	- No capsule in the capsule compartment when dispensing coffee.	- Please note: water will flow into the used capsule drawer when priming and cycling water through the system. Ensure you regularly check the used capsule drawer for water and empty as needed to stop water leaking from your machine.
Resetting the machine is not working.	- Control lever is not in the central position.	- Ensure the steam control lever is in the central position and the lever is up when you turn the machine off before commencing a reset. Refer to 'Restore Original Settings' on Page 19 .
Coffee grinds in the cup.	- Incorrect capsules being used.	- Only Caffitaly System compatible capsules can be used. - There may be residual grinds remaining in the system if you did not cycle water through on the last dispensed beverage.

If any of the above solutions are not correcting your problem or you have any further questions/enquiries, please contact the Roasting Australia Customer Service line on: **02 9846 0307**

TECHNICAL DATA



See the data plate on the base of the machine.



Max. 15 bar



< 70dB A



Approx. 5 kg



1.2 litres



Ambient temperature: 10°C - 40°C



220 mm



290 mm



332 mm



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.

CAFFITALY SYSTEM CARE CONTACT

Phone: **02 9846 0307**

E-mail: caffitalysystem@rfg.com.au

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

www.caffitalysystem.com.au

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 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

WARRANTY CONDITIONS:

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 Coffee Capsule 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 Competition and Consumer Act 2010 and any other applicable State or Territory legislation.
- (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 Roasting Australia Holdings Pty Limited by telephone on 02 9846 0307 and we will be able to provide you with the appropriate next steps for service or replacement of your machine.
- b) Before contacting Roasting Australia Holdings Pty Limited, 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 will ask you to return the product to us, as per the address details in Point 4 below.
- 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 the claim form 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.
- 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 Pty Limited contact details

Roasting Australia Holdings Pty Limited
11 Hoyle Avenue, Castle Hill, NSW 2154
Phone: 02 9846 0307

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. 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: