



## PRODUCT DOCUMENT PACK

Prepared and distributed by KW Commercial Kitchen

### PRODUCT

## Bezzera MODADE2B 2 Group Espresso Machine – 5.5kW Black

**Model / SKU: MODADE2B**

### KW COMMERCIAL KITCHEN

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### DOCUMENT NOTICE

The supplier document begins on the next page. KW contact branding is added in a separate footer area and does not replace the supplier's instructions, specifications or warranty terms.

Official supplier source: <https://www.foodequipment.com.au/amfile/file/download/file/3998/product/7902/>

# Warranty Terms & Conditions

## 1. WARRANTY COVERAGE

Federal Hospitality Equipment (FHE) provides a 12-month parts and labour warranty from the date of purchase on all new Bezzera coffee machines, subject to the conditions outlined below.

In addition:

- 12-month parts-only warranty is available on eligible registered products.
- 36-month boiler warranty is available on eligible registered products.

Full eligibility requires online registration of your machine within 30 days of purchase at <https://www.foodequipment.com.au/service-support>

## 2. WHAT THIS WARRANTY COVERS

During the warranty period, FHE will repair or replace (at our discretion) any defects in materials or workmanship for covered components, including but not limited to:

- Pressure stats, capacitors, elements, group head elements, sensors, probes, sight glass
- Water pumps, flowmeters, diffusers, LEDs
- Boiler elements, pressure valves, power functions
- Touch pads, touch screens, switches
- Does not include wear and tear items

Labour costs for warranty repairs are included within the 12-month parts & labour period, when carried out by [bzau.com.au](http://bzau.com.au) acting as a contractor of FHE.

## 3. CONDITIONS OF WARRANTY

To maintain warranty coverage:

1. Installation must be performed by [bzau.com.au](http://bzau.com.au) or a qualified coffee technician approved by FHE.
2. The machine must meet our minimum service schedule:
  - Water filter change frequency according to water quality and usage
  - Scheduled services by a qualified coffee technician (refer to service schedule at [bzau.com.au/service](http://bzau.com.au/service))
3. Proof of purchase and service records must be provided when making a warranty claim.
4. The machine must be used in accordance with the manufacturer's operating instructions.

## 4. HOW TO MAKE A WARRANTY CLAIM

1. Contact Federal Hospitality Equipment via the online service portal:  
<https://www.foodequipment.com.au/service-support>  
Complete the service request form with your proof of purchase, service history, and a description of the fault.
2. FHE will assess eligibility and arrange repair or replacement through [bzau.com.au](http://bzau.com.au) or another authorised Bezzera technician.
3. Warranty work will only be undertaken by [bzau.com.au](http://bzau.com.au) or an authorised technician approved by FHE.

