



PRODUCT DOCUMENT PACK

Prepared and distributed by KW Commercial Kitchen

PRODUCT

Bezzera OTTO BZOTTOCDE2IR1 2-Group Compact Espresso Machine – Red

Model / SKU: BZOTTOCDE2IR1

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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/3993/product/6458/>

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 acting as a contractor of FHE.

3. CONDITIONS OF WARRANTY

To maintain warranty coverage:

1. Installation must be performed by 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)
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 or another authorised Bezzera technician.
3. Warranty work will only be undertaken by bzau.com.au or an authorised technician approved by FHE.

