

Warranty INFORMATION

Nuova Simonelli Has Three Levels Of Warranty

All service plans include the Standard Dealer Warranty

2 year parts warranty on espresso equipment and 1 year parts warranty on other equipment

The coverage of each plan can be seen below.

Platinum	Gold	Silver
<ul style="list-style-type: none"> • Single Point of Contact for all Service Needs • Receive and Inspect Machine for Damage • Bench Test Machine • Installation Coordination of Facilities • Water Quality/Clarity Test • Professional Installation* • Equipment Maintenance Training • 24 Hour Business Day Response • Automatic Warranty Claim Processing • Free Installation of Water Softening System • Guaranteed No Freight Damage • Lifetime Warranty on Copper Boilers • 1 Year Labor Warranty • 1 Courtesy/Nuisance Call • 1 Preventive Maintenance for Traditionals - Parts Included • 3 Preventive Maintenance for Supers - Parts Included 	<ul style="list-style-type: none"> • Single Point of Contact for all Service Needs • Receive and Inspect Machine for Damage • Bench Test Machine • Installation Coordination of Facilities • Water Quality/Clarity Test • Professional Installation* • Equipment Maintenance Training • 24 Hour Business Day Response • Automatic Warranty Claim Processing • Free Installation of Water Softening System • Guaranteed No Freight Damage • Lifetime Warranty on Copper Boilers • 1 Year Labor Warranty • 1 Courtesy/Nuisance Call <p>Panini Grills, Grinders, Oscar, Musica PO & Venus Family - Installation and setup services are not included; Parts & Labor Offsite</p>	<ul style="list-style-type: none"> • Single Point of Contact for all Service Needs • Receive and Inspect Machine for Damage • Bench Test Machine • Installation Coordination of Facilities • Water Quality/Clarity Test • Professional Installation* • Equipment Maintenance Training • 24 Hour Business Day Response • Automatic Warranty Claim Processing • Free Installation of Water Softening System • Guaranteed No Freight Damage • Lifetime Warranty on Copper Boilers • 3 Month Labor Warranty <p>Silver Plans are not available everywhere and must be verified by Nuova Distribution USA prior to sale.</p>

* **Beyond Point Charges:** If Nuova Distribution USA does not have a service technician within 3 hours driving time of the install location, extra travel charges will apply.

Overtime charges: Installation must occur during regular business hours (Monday through Friday, 8AM to 5PM). Additional charges will apply for installations outside of regular business hours.