

INTEGRA SYSTEM

# SARATOGA MACHINE

## WARRANTY & SERVICE POLICY (EU)

### LIMITED WARRANTY TERMS (EU – B2B)

#### 1. Warranty Coverage

We provide a **24-month limited warranty** from the date of installation (or delivery, if installation is not performed by us). This warranty covers defects in materials and workmanship under normal and intended use.

During the warranty period, we will, at our sole discretion:

- repair the defective component,
- replace the defective component, or
- provide a replacement unit (if necessary).

#### 2. Exclusions (Not Covered)

This warranty **does not cover**:

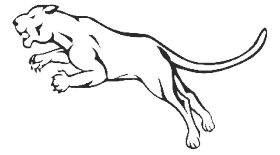
- Consumable parts (see Section 3)
- Normal wear and tear
- Improper use, misuse, or incorrect installation
- Lack of maintenance or failure to follow operating instructions
- Damage caused by external factors (power surges, water, vandalism, etc.)
- Unauthorized modifications or repairs

#### 3. Consumable Parts (Wear Components)

The following components are considered consumable parts and are not covered under warranty:

##### a) AIR FILTERS

- **Function:** air filtration during operation
- **Replacement:** based on saturation level (depending on usage intensity)
- **Typical cost:** approx. €30 per unit
- **Availability:** widely available online or directly from us



**INTEGRA SYSTEM**

#### **b) Heating Elements**

- **Expected lifespan:** approx. 7,000 portions (cycles)
- **Replacement:** heaters are replaced in pairs
- **Cost: approx.** €150 per unit / €300 per pair
- **Availability:** widely available online or directly from us

These components are subject to regular wear and **must be replaced as part of normal maintenance.**

### **4. Service & Costs**

- Warranty covers parts only unless otherwise agreed in writing
- Labor, travel, and on-site service are not included
- Shipping costs for replacement parts are typically borne by the customer

### **5. Support**

We provide remote technical support during the warranty period with a typical **response time of 24–72 hours.**

### **6. Extended Warranty**

Extended warranty and service plans are **available upon request.**

### **7. Limitation of Liability**

We shall not be liable for any indirect, incidental, or consequential damages, including loss of profit, business interruption, or other commercial losses.