

XPRESS TOUCH O PRE-INSTALLATION AGREEMENT

Congratulations on your purchase of a Concordia beverage system! This Pre-Installation Agreement is designed to prepare your site and staff for an effective installation, and for the ongoing use of your beverage system. Following this guide will best prepare your site and contractor for an efficient and cost-effective installation. Our Customer Care team can answer your questions about ensuring your site is ready for installation and can be reached at lnstallationCoordination@concordiacoffee.com.

This agreement is valid for the Concordia Xpress Touch 0. The Electrical Requirements are valid only for installations in the United States. This is a binding agreement between you (the customer or end user) and Concordia Beverage Systems (Concordia). Please read this carefully before submitting the signed Agreement and scheduling your installation. Third-party signatures require approval from Concordia Beverage Systems. If you have any questions or concerns regarding the following Terms and Conditions, please contact Concordia Global Customer Care at email lnstallationCoordination@concordiacoffee.com.

TERMS AND CONDITIONS

Section 1

Installation Services

Concordia does not provide electrical, plumbing, and carpentry work. The installation service in this Agreement is limited to the following: (a) the initial, first-time installation of the Xpress Touch 0; (b) calibration of the Xpress Touch 0 to your beans and cup sizes; (c) installation of the water filtration system, if you chose to order a water filtration system; (d) basic orientation and training (please reference Section 4, below). The signed and approved Pre-Installation Agreement must be received by Concordia Beverage Systems five business days prior to the requested installation date.

Section 2

Installation Service Hours

Standard service hours are Monday through Friday 8:00AM-5:00PM, excluding holidays. Scheduling is based on AM or PM requests.

Section 3

Pricing

Concordia Installations are billed at the time of machine order. If a second installation appointment is required due to incompliance with Section 5, Pre-Site requirements, or availability of supplied consumables, the normal service hourly rate, plus travel costs, will be billed. Waiting time for consumable supplies, site readiness, contractors, or by customer request will be billed at the same hourly service rate. Additional services such as white-glove and scheduled overtime hours are available upon request. Please contact Concordia Global Customer Care at 1-800-778-0990 or email InstallationCoordination@concordiacoffee.com for availability and a quote.

Section 4

Customer Orientation and Training

After installing the Xpress Touch 0, the technician will train the onsite available staff on the following tasks:

- The features of the machine
- How to operate the machine
- How to refill the consumables (beans, water filters)
- How to complete daily cleaning.
- Preventive Maintenance overview
- How to contact Concordia Global Customer Care to request service or PM during first year warranty.
- Where to locate the serial number of the machine

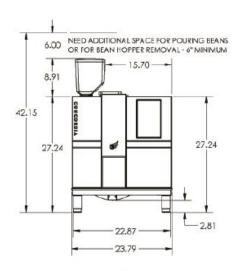
Section 5

Customer Responsibility

The customer is responsible for complying with the following Pre-Site Physical Requirements. Read each requirement carefully. Failure to comply with any of the requirements may result in a second visit and an additional fee, as described in Section 3.



	Ompany Name	
Site Contact Name		
	Site Address	
	Billing Address	
Phone		
Fax		
	SPACE REQUIREMENTS:	
	Allow for 4" of clearance on all sides of the machine for	
	proper air circulation, ventilation and accessibility needs. Air	
	intake into the machine must not exceed 85ºF.	
	Allow for 6" of clearance above the espresso bean hoppers to	
	permit filling of the hoppers.	
	ELECTRICAL REQUIREMENTS: Choose A or B	
A □ □ B □	RECEPTACLE FOR ESPRESSO MACHINE: NEMA L6-30R	
	*Receptacle need to be within 5' of the machine	
	VOLTAGE: 208-220	
	AMPS: Dedicated 30 Amp	
	Optional Receptacle: NEMA L14-30	
	*Receptacle need to be within 5' of the machine	
	VOLTAGE: 208-220	
	AMPS: Dedicated 30 Amp	
	WATER REQUIREMENTS:	
0	Water entering espresso machine should have a water	
	hardness level of 3 GPG or less at all times. If the water supply	
	is not within this range a dedicated water treatment system is	
	required for espresso machine to operate correctly over time.	
	Dedicated cold water access line with a standard female 1/4"	
	or 3/8" fitting and a manual shut-off valve (5ft from the	
	machine).	
	Line pressure of water going to espresso machine should be	
	between 30-100psi, 25gpm. If it is not consistently within this	
	range please install a pressure regulator.	
	WATER TREATMENT SYSTEM (optional):	
	Must be located within five feet (1.5 meters) of machine. Dimensions: 14" (36cm) W x 6" (16cm) D x 18" (46cm) H. Unit	
	is mounted on the wall.	
	DRAIN REQUIREMENTS:	
	Open gravity drain with minimum ¾" I.D., within 5 feet of	
	machine.	
	AMBIENT AIR TEMPERATURE:	
	The air temperature around the machine must not exceed	
	95°F (36°C), to ensure the machine operates properly.	
	Humidity up to 95%	
	COUNTER-TOP REQUIREMENTS:	
	Height: 42.5" Depth: 30"	
	Width: 32" Weight: 245 lbs	
	CONSUMABLES SUPPLIED BY CUSTOMER:	
	Espresso Beans, cups, syrups/sauce, and milk need to be	
	supplied for installation.	
	,	



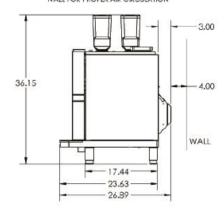
IF APPLICABLE, PLEASE SUPPLY

Construction Company Name

Construction Contact Name

Phone Fax

NEED 4" MINIMUM SPACE BEHIND UNIT AND WALL FOR PROPER AIR CIRCULATION

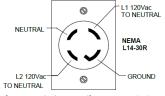


XPRESS TOUCH ELECTRICAL REQUIREMENTS

Receptacle for Espresso Machine



NEMA L6-30R



(Optional electrical) – Optional plug must be called out at time of machine order for correct configuration

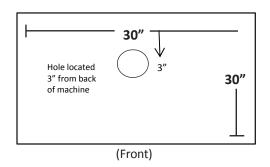


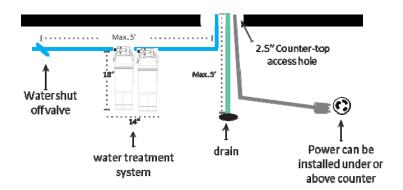
Access Holes Diagram

The location may require holes for drain hose access to be cut in the counter top.

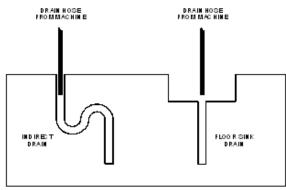
Connection for a 3/4" (1.9cm) ID drain hose must be located within five feet (1.5 meters) of the machine.

This must be completed prior to installation.





Approved Drain Configurations



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☐ I ASSUME RESPONSIBILITY FOR ANY ADDITIONAL FEES INCURRED D PRE-SITE REQUIREMENT.	UE TO INCOMPLIANCE WITH ANY
Customer Name (Print):	Title:
Customer Signature:	Date: