



UNIC PREVENTATIVE MAINTENANCE AGREEMENT

Thank you for choosing a UNIC espresso machine! At Electrolux Professional, we're grateful for your business and committed to supporting you long after installation. To help maintain the performance of your machine, our Customer Care team and Distributing partners provide a Preventative Maintenance service intended to promote reliability and extend the useful life of your equipment.

What Equipment is Covered

Electrolux Professional includes Preventative Maintenance with select models of UNIC branded espresso equipment.

- Classic: Optional add-on, with Optional extended service plans available
- Aura: Optional add-on, with Optional extended service plans available
- Stella Epic: Included Standard for 12 months, with Optional extended service plans available
- Tango XP: Included Standard for 12 months, with Optional extended service plans available

What Service is Included

Preventative Maintenance is regular, proactive care for your equipment. Our goal is to keep your machine running smoothly, reduce the risk of unexpected breakdowns, and extend its lifespan. Preventative Maintenance is different from reactive or warranty service; it's scheduled in advance based on time, usage, or condition. It provides coverage after installation, following the frequency outlined in the Unic Preventative Maintenance Schedule, and includes labor and travel for an Authorized Service Agent (within 50 miles of the Service Agent's hub) to complete scheduled part replacements, calibration, and a full condition check.

Coverage begins on the date of installation by a qualified service agent. If proof of installation is not available, warranty start date defaults to the ship date of the equipment. Equipment must be installed within 12 months of shipment to remain eligible.

IMPORTANT NOTE: *It is your responsibility to call in for service. Use It or Lose It: Preventative Maintenance must be requested according to the Unic Preventative Maintenance Schedule. PM visits may be combined at Electrolux Professional's discretion. Scheduled visits must be used within 30 days of each service interval. Unused visits don't carry over ("forfeiture rule").*

Service agent travel up to 50 miles is covered. Additional travel charges apply beyond that distance. If equipment is installed in a location that cannot be accessed by a service agent (such as a food truck), the customer is responsible for bringing the equipment to the service agent.

Please note: UNIC equipment is designed for commercial use only. We cannot provide warranty service at residential addresses.

How to Request Service

To schedule Preventative Maintenance, call Electrolux Professional Customer Care at +1 (800) 695-4500 (press 1, then 4) or visit our [Service Request](#) page to get started. You may be referred to a Distributor for administering your Preventative Maintenance Service.

What's Not Covered

Preventative Maintenance does not include:

- Invoices for independent service, not scheduled and dispatched by EPR Customer Care.
- Service Agent travel beyond 50 miles. Additional travel charges apply beyond that distance. Payment terms must be agreed with the Service Agent (or via Customer Care).
- Service to machines with a voided warranty. Reasons may include, but are not limited to, inadequate cleaning or poor water quality.

Important Limitations

- Customer Care may use independent third-party service agents. They are not EPR employees, and EPR is not responsible for their promises or actions beyond what's in writing.
- This Agreement is valid only for the original customer when purchased through a UNIC Authorized Dealer or Distributor.
- This Agreement may be amended from time to time by EPR.