

Platinum

- 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** •

Gold

- 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** •

Grinders, Oscar II & Musica - Installation and setup services are not included; Parts & Labor Warranty Offsite

Starter

- 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 •
 - **No Labor Warranty** •

Starter Plans are not available everywhere and must be verified by Nuova Distribution USA prior to sale. Recommended only for food trucks, mobile, or remote locations.

* Beyond Point Charges: Extra charges will apply for installations that require: (1) more than 3 hours of travel time, or (2) security clearance (airports, military bases, etc.), or (3) alternative transportation methods (ferry, boat, airplane, etc.)

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

** All service plans include the Standard Dealer Warranty - 2 year parts warranty on espresso equipment and 1 year parts warranty on other equipment.