



la marzocco home used and refurbished warranty

Welcome to the La Marzocco family!

We're committed to ensuring your coffee machine operates smoothly and reliably. Below is a detailed guide and the terms of your warranty, designed to be clear and informative and should be read together with our consumer purchase terms which relate to refurbished machines.

Our warranty is in addition to the warranties which exist under New Zealand Consumer laws.

1. Definitions

'Used' refers to machines that are generally less than 6 years old and/or have had light use. These machines are rigorously inspected and thoroughly serviced by our technician team to ensure they are in great working condition prior to being made available to sale. The machines may have cosmetic blemishes including paint chips and scratches from prior use. These blemishes will be documented as best as we can on the web listing.

'Refurbished' refers to machines that are generally older than 6 years old or/and have had significant use. In these cases, machines undergo a more rigorous refurbishment process which requires descaling, rebuilding and replacement of a significant number of internal parts. This means internally the machine becomes near new. Externally, refurbished machines may have cosmetic blemishes including paint chips and scratches from prior use. These blemishes will be documented as best as we can on the web listing.

With either 'Used' or 'Refurbished' machine we are confident in the work completed by our technicians and the ability of the machines to operate as well as a brand-new La Marzocco machine.

2. Used and refurbished machines

Our warranty applies to your used or refurbished machine. It is a machine that has been restored to good working condition through our rigorous processes. While these machines are covered for defects in non-consumable parts, certain components, due to prior use, may show signs of wear that do not affect functionality and are not covered under this warranty.

3. Warranty Coverage

Our warranty covers any defects in non-consumable parts of your coffee machine, provided the machine is installed according to our pre-installation specifications and:

- a) Your machine is serviced annually by a La Marzocco approved technician.
- b) Follow our cleaning procedures as outlined in your user manual, our [online videos](#).
- c) Use filtered water that meets our specifications and as we set out in this warranty. Read more about [water here](#).
- d) Do not misuse, damage, alter, tamper, or customise the machine.



Please note that consumable parts like group head gaskets, diffusion screens, and filter baskets aren't covered, as these are expected to wear with regular use and need to be replaced.

4. Water Quality Requirements

Water quality can vary significantly all over New Zealand. To ensure optimal performance and the validity of your warranty, please ensure your water is appropriately filtered and meets the requirements outlined in our water calculator. In many instances it will be necessary to install a reverse osmosis unit rather than a simple carbon filtration or only use recommended bottled water in your machine. This can be checked by using our [water calculator](#).

5. Duration of Warranty on refurbished home machines

Due to our rigorous refurbishment process we offer the same warranty as if you were purchasing a new machine. Therefore, your refurbished machine is covered by our 24-month warranty from the date of dispatch from La Marzocco New Zealand purchase. For the first 12 months this warranty is inclusive of non-consumable parts, labour and one hour of travel (if required), for the following 13 – 24 months the warranty is parts only with labour and travel not covered.

6. Duration of Warranty used machine

A machine purchased as used is covered with a 12-month non-consumable parts only warranty from the date of dispatch from LMNZ. If your machine is also covered by our new machine warranty, the new machine warranty will continue to apply if it has more than 12 months' coverage. This means you benefit from the longer coverage period provided by the new machine warranty. To access the terms of the new machine warranty, [click here](#).

7. How to Make a Warranty Claim

To submit a warranty claim, please complete our Service Form which can be found [here](#). You will need to provide proof of purchase, serial number and any requested photographs/videos of the defect. Claims can be submitted by email.

8. Assessing Defects

Our technical team will assess whether a defect is considered minor or major and whether it is covered under this warranty. This assessment aligns with guidelines set by New Zealand Consumer Law. Rest assured, we handle all evaluations with fairness and transparency and in accordance with the New Zealand Consumer Law.

9. Need Assistance?

If you need help or believe your issue is covered by warranty, please contact La Marzocco at home.nz@lamarzocco.com. Make sure to have your purchase date, invoice or order number, and machine serial number ready to streamline the process.

We are dedicated to supporting you and ensuring your satisfaction with our products.