UNIC INSTALLATION AGREEMENT

Thank you for choosing a UNIC espresso machine! We're grateful for your business and excited to support you in getting your new equipment up and running. At Electrolux Professional, we're committed to making sure your installation goes smoothly so your machine is set up for trouble-free performance from day one. This agreement outlines what's included with our installation service, how to prepare your site, and what you can expect on installation day.

What Equipment is Covered

Electrolux Professional includes professional installation with all models of UNIC branded espresso equipment

What Service is Included

- Placement, and setup of your equipment at your location
- Connecting to utilities (electric, water, and drain)
- Connecting any EPR-supplied water treatment system
- Adjusting and calibrating the equipment to your site
- Running functional tests to confirm everything works per the UNIC Installation Checklist
- A basic walkthrough of programming, daily use, and cleaning with your designated Key Operator*

* You must designate a Key Operator at the time of purchase. This person will be trained on daily operation and maintenance. If their status changes, notify Customer Care right away.

Labor and Travel

- Installation covers one service visit to a single location within 50 miles of an Authorized Service Agent.
- Bench testing (when applicable) is limited to 2 hours.
- On-site installation is limited to 2 hours.
- Extra charges may apply if:
  - Your site is more than 50 miles away
  - Your site isn't ready at the scheduled time
  - Extra labor is required (e.g., access limitations, special site conditions)

Bench Testing (Tango XP & Stella Epic only) - Bench testing is a test of your equipment at the Service Agent's facility before it comes to you. This ensures the machine is working correctly in a controlled environment before the installation at your site. Bench testing includes:

- Receiving and inspecting your equipment (excluding shipping)
- Checking the order for accuracy, completeness, and transit damage
- Running tests per the UNIC Bench Test Checklist (firmware updates, system checks, simulated usage, programming, etc.)
- For Tango XP only: grinder calibration and recipe programming*

* For recipe programming, you'll need to:

- Work directly with the Service Agent
- Provide your drink recipes/menu parameters
- Supply 2 lbs. each of the coffees you plan to serve (whole bean, roasted within 21 days)

Service agent travel up to 50 miles is covered. Additional travel charges apply beyond that distance.

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

How to Request Service

To schedule installation, you must complete the Unic Install Request form. Call us at +1 (800) 695-4500 (press 1, then 4) or visit our Unic Install Made Easy page to get started. You may be referred to a Distributor for administering your installation.

What's Not Covered

Installation 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).
- Barista training or advanced programming. Contact Customer Care for further service and information requests.
- Structural work or providing utility services
  - If your site isn't ready at the time of your Installation appointment, you'll be responsible for rescheduling charges and any additional travel or labor.
- Shipping. We strongly recommend shipping to the Service Agent to allow inspection, safe keeping, and bench testing. If shipped directly to your site:
  - Bench testing will not be performed
  - Any transit damage must be reported to Customer Care within 10 business days
  - Claims made after that may be rejected

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.