

Services Unlimited Inc./Parts Guru

Phone: 1-215-361-7000

Email: sales@partsguru.com

Online Store: www.shop.partsguru.com



ESPRESSO MACHINE SHIPPING INSTRUCTIONS

Thank you for choosing Services Unlimited Inc. to repair and service your espresso machine. Please follow these simple instructions when sending your machine to us for repairs.

Packaging:

Pack your machine properly cushioned inside a sturdy box. Please use the original packaging, if available. Place the original box inside another box with some packing between the outer and inner box. If you do not have the original packaging, we recommend that you take your machine to a professional packaging store.

If you choose to pack it yourself, use a strong and sturdy carton that is big enough for the machine. If you are using Styrofoam Peanuts to pack, then place the machine inside a large plastic bag & tie it. Use heavy duty large-bubble wrap (the small bubbles are not sufficient) and fill the empty spaces of the carton with Styrofoam peanuts. Shake well & add more peanuts if necessary. The machine should not be loose inside the box.

Shipping:

Ship your machine via UPS/ Fedex/ DHL. **DO NOT SHIP VIA U.S. MAIL.** Cover insurance for shipping damage. Keep your tracking number. Track your machine by calling directly the carrier used.

We kindly request that you use the tracking number of the shipping carrier to verify that your machine arrived our repair facility. Also, please email the tracking number once your machine is shipped as it helps us keep track of the incoming machines for repairs.

If you take your machine to a packaging/shipping store many times the return address on the box will be their address, not yours. Make sure to tell them to place this note just under the flaps of the carton.

Please Note Services Unlimited, Inc is NOT held liable or responsible for any shipping damage either inbound or outbound. Machine owner is responsible for all In-Transit damage claims. The claim must be initiated by the machine owner directly through shipping carrier.

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Ship your machine to the following address:

**SERVICES UNLIMITED, INC.
ATTN: Repairs
209 WALNUT STREET
LANSDALE, PA 19446
215-361-7000**

Repair/Clean Up/Tune Up Services:

Each machine is thoroughly inspected for all malfunctions and leakages. The seals and o-rings are replaced where necessary. The brew group is refurbished and lubricated. Multiple cycles of descaling process is completed to ensure that machine's hydraulic system is cleared of all calcium sediments.

Repair Turnaround Time and Estimation Fee:

Machines are serviced in the order that they are received. Please allow 2-3 weeks to repair your machine from the time of receipt. You will be called with a repair estimate for approval. If the repairs are delayed due to the part that is out of stock, we will call you to keep you apprised of the reason for delay.

In the case your machine needs an expensive part such as electronic power board or CPU, we will call you with the prohibitive cost of the part and request your approval for additional cost to proceed with the repair. Should you decide not to replace the expensive part, we can offer you the Trade-In option for one of the better Brands/Model of fully automatic machines that we sell and recommend.

Should you decide to not proceed with the Trade-In option, you will be billed \$95.00 as the cost for diagnosis plus return shipping charge.

Please note, we must receive your approval of repair costs in 30 days after its given to you. Machines left for over 30 days, will be considered abandoned.

Repairs Payment Method:

The cost of repair can be paid by MasterCard/Visa/Discover (We do not accept American Express).

You may also send payment to our PayPal account (sales@partsguru.com).

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Contact Information:

Please fill out the required information below and send this form back with your machine. Make sure that we can find it as soon as the box is opened.

Place it just under the flaps or tape it well to the outside of the box.

Please keep in mind that many of the machines that we service look alike. This note is the only way we can identify yours.

Your Name _____

Company Name _____

Street Address _____

City _____ State _____ Zip Code _____

Phone: _____ Email _____

Make, Model, and Serial Number on the machine

Ship Date _____

Signature _____

Please write below a detailed explanation of the malfunction you experienced in your machine. Include some details of maintenance. This will help our technicians expedite the diagnosis and repair process.

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Brands We Repair:

Saeco, Gaggia, Delonghi, LaPavoni, Jura Capresso, Expobar, UNIC, Rancilio, Grimac.

How the Repair Cost is Calculated:

Flat labor rate is applied to each machine depending on the brand/model plus cost of parts. Parts prices will be discounted 25% on the prices displayed on our website (www.shop.partsguru.com). Repaired machines are returned via UPS. Customer is responsible for shipping the machine both inbound and outbound.

For example: If you ship fully automatic Saeco Incanto for repairs that uses parts of \$100 value, the final repair cost will be \$300 (see below).

Flat Labor Rate + Cost of Parts (25% off) + Return Shipping via UPS
\$200 + 75 + \$25 (estimate used for this example)
Final Repair Cost = \$300

Saeco - Philips

Type	Models	Flat Labor Rate
Semi-Automatic	Via Venezia, Barista, Aroma, Gran Crema, Magic Cappuccino, Athena	\$150
Automatic	Magic Line, Royal Line, Incanto Line, Easy, Charisma, Vspresso, Intuita, Odea, Talea, Syntia, Charisma, Italia Line, Minuto, Intelia Line	\$200
Super Automatic	Primea, Xelsis, Exprelia, Energica, Gran Baristo, Royal One Touch, Pico Baristo	\$250

Gaggia

Type	Models	Flat Labor Rate
Semi-Automatic	Classic, Baby	\$150
Automatic	Synchrony Logic, Synchrony Compact, Titanium,	\$200
Super Automatic	Accademia, Anima, Babila	\$250

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LaPavoni

Type	Models	Flat Labor Rate
Lever Models	Europiccola, Professional, Stradivari	\$150
Semi-Automatic	Domus Bar, Napolitana	\$150

Jura Capresso

Type	Models	Flat Labor Rate
Impressa A, C, E, F Line	A9 C5, C9, C60, C65 E8, E9, E45, E50, E55, E70, E75, E80, E85 F5, F7, F8, F9, F50, F60	\$200
ENA and ENA Micro Line	ENA 3, ENA 4, ENA 5, ENA 9 ENA Micro 1, ENA Micro 5, ENA Micro 9	\$200
Capresso Line	C1000, C1300, C1500, C3000	\$200
Impressa J, S, Z Line	J5, J6, J9, J9.3 S7, S8, S9, S90, S95 Z5, Z6, Z7, Z9	\$250
Impressa X, XS, XJ Line	X7, X9, X90 XS90 XJ9	\$300
GIGA Line	GIGA 5, GIGA X7, GIGA W3	\$350

Delonghi

Type	Models	Flat Labor Rate
Fully Automatic	ECAM Line, ESAM Line	\$250

Rancilio

Type	Models	Flat Labor Rate
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Semi-Automatic	Silvia Line	\$250
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Expobar-ECM-Rocket

Type	Models	Flat Labor Rate
E61 Group Prosumer	Expobar: Office, Brewtus Rocket: Cellini, R58 ECM: Synchronika	\$300

Commercial Espresso Machines

Type	Brands	Flat Labor Rate
Traditional	UNIC, Astoria, Rancilio	\$300