

Warranty conditions

Foodservice & Retail



Thank you for purchasing a Zumex product. We hope that our product will provide you with excellent service for a long time. This is why Zumex performs strict checks on all its products and accessories, to ensure the quality and safety of our products, in compliance with the requirements of the highest standards.



* Our products meet the quality standards in each market.

As the manufacturers of the equipment you have purchased, we are convinced of its excellent quality and hope that you will not need any technical intervention for a long time. However, if you need information, instructions for use, technical support and/or spare parts, both within and outside the warranty period, we are happy to help you at www.zumex.com. Visit our website and ask away.

You will find the warranty conditions below, available to you when purchasing a Zumex product.



Basic Warranty Conditions

Zumex guarantees the excellent quality and performance of the new product you have just purchased for a period of 5 years from its purchase, subject to the registration of the product on our website www.zumex.com within the first 3 months after the purchase date (*).

The warranty conditions and coverage that Zumex offers you as a manufacturer are irrespective of the rights you have against the official seller / distributor, derived from the sale of your new equipment.

Please read this document carefully and if you have any questions, contact us at service@zumex.com

The product warranty cannot be extended in the event of a transfer / sale to a third party.

(*) In case of not registering according to the indicated conditions, the warranty period will be 2 years.



What is covered by the warranty?

This warranty provides for the right to have any component of the new product purchased by you replaced or repaired, provided that the defect and/or fault is due to a manufacturing flaw that results in failure of its normal operation. If the faulty part belongs to an assembly, only the part shall be replaced, except for those consumable parts and those which can be replaced during periodic maintenance.

In order to make this Zumex warranty effective, you must prove, by means of the corresponding purchase invoice, the date of purchase of the equipment, its model and serial number. For this purpose, and in order to provide you a better service, we recommend that you register your product during the first 3 months of use. Just go to www.zumex.com, and access the Product Registration section and complete the form. It is a simple process that facilitates the management of your warranty, and enables us to offer you a faster and more personalised service to better meet your needs.

Zumex may require, at any time, the shipment of the faulty part for which a replacement was requested so Zumex can assess the defect. Shipment shall be a mandatory requirement or the validity of this warranty.

In the event of a delay in the supply of spare parts for reasons not attributable to Zumex, no compensation and, under no circumstances, no extension of the warranty period can be claimed.

Register your product here



5 year
warranty



No cycles
limits



Personalised
service



Original Zumex
spare parts



What is not covered by the warranty?

The following are excluded from the coverage of the warranty and, therefore, shall be at the expense of the user:

- Repair hours, transport and travel costs.
- Failures resulting from incorrect assembly or installation, due to failure to follow the instructions described in the User Manual, the application of chemical products during cleaning and maintenance processes not recommended in the User Manual and Cleaning Instructions, the use of means not recommended in the Cleaning Instructions, as a result of the accumulation of residues due to lack of cleaning and/or maintenance after not following the instructions described in the User Manual and Cleaning Instructions, breaks and/or malfunction due to the use of fruit sizes other than those recommended in the User Manual for the corresponding juicing kit.
- Consumable parts and/or parts subject to wear during normal use of the machine and those subject to replacement during periodic maintenance.
- Loss of parts.
- Zitrox / Zitrox Compact models. Breakdowns caused by the use of detergents other than those recommended by Zumex. Please consult your nearest Zumex distributor for recommended products and points of sale for this detergent in your country.
- Replacement of full assemblies (which come in smaller parts that can be found separately).
- Failures caused by negligence or misuse by the user resulting from experiments or tests during which the Equipment was subject to excessive stress, incorrect installation, modification or maintenance of fasteners, sockets, or power and/or water systems.
- Incorrect assembly, manipulation or repairs, when carried out by personnel other than Zumex's or its authorised technical services, including the incorrect installation of the machine on surfaces that are not suitable for its weight, measurements and operating characteristics.
- Failures caused by unforeseen circumstances, force majeure (atmospheric or geological phenomena), accidents, fire, explosions or fire extinction, theft, robbery or burglary; by the action of electric power as a result of short circuits, outages, atmospheric discharges, voltage peaks, harmonics or other issues.
- Bumps, tipping, falls, scratches, wear and tear, or cosmetic damages including sinking or landslides, flooding or atmospheric phenomena.
- It does not cover products and materials, components or accessories, that have not been manufactured by Zumex, regardless of them being incorporated by Zumex or by you into your machine.
- This warranty does not extend to products and materials, and components or accessories, that have not been manufactured by Zumex, regardless of their being incorporated by Zumex or by you into your machine. Nor shall this warranty extend to those products and materials, and components or accessories, that have not been purchased directly from Zumex. For any failure, malfunction or any damage caused by these components or accessories, you should refer directly to their manufacturer or supplier, and the terms, conditions and warranty periods, if any, of the manufacturer or supplier of these components or accessories (e.g., means of payment, etc.) shall apply.

Zumex shall not be liable for any defect, inconvenience, loss, cost or any other consequential damages arising out of the use or inability to use the product, or the breach of any express or implied warranty.



Notice

In order to exercise the right to this warranty, it shall be required that the date of reception of the new product be credited before Zumex Group, S.A. by you, by providing the purchase invoice. Please keep the purchase invoice.

The product warranty is subject to its full payment according to the terms set forth in the purchase invoice.

Register your product at www.zumex.com in the Product Registration section within the first 3 months of using it to provide you a better service and facilitate management of your warranty.

In Zitrox and Zitrox Compact machine models, proper operation and durability are closely linked to the use of appropriate cleaning products. For this reason, machine breakdowns caused by the use of detergents other than those specifically recommended by Zumex will be excluded from the warranty. Please consult your nearest Zumex distributor for recommended products and points of sale for this detergent in your country.

Zumex reminds users that the use of non-recommended cleaning products may cause damage to internal components and affect the equipment's performance. Zumex recommends always following the instructions contained in the machine's user manual to ensure optimal use and maintain proper operation.

This warranty is international and shall be applicable to all the products located in any country where there is an authorised dealer of Zumex Group, S.A. that offers the warranties included herein. Zumex reserves the right to limit this coverage.

See our distribution network at www.zumex.com. Except for the express warranties detailed above, Zumex makes no other warranty, whether express or implied, or alternatively, concerning the product or its capacity to perform any other purpose, or otherwise. To the extent permitted by local laws, Zumex shall not be liable for any defect, inconvenience, restriction or inability to use this product, or for the breach of any express or implied warranty.

* Warranty conditions applicable to products sold from 01/01/2021. Any warranty extension is subject to registration of the product within 3 months of the purchase date.



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