

ALL OUR PRODUCTS CARRY A TWO-YEAR WARRANTY

For TWO years from the date of purchase, when the gas or electric app appliance is operated & maintained according to the instructions supplied with the product, Ko-ordinator d.o.o. will supply replacement part(s), cost of shipping of the parts & the cost of the labour to repair.

It is recommended that any repair or service is carried out by a commercial or domestic appliance service engineer. However, some parts are very easy to replace & can be done alone following our given instructions.

IN THE CASE THAT SOMETHING GOES WRONG WITH YOUR KURTOS BAKING MACHINE

1) Send the following information by email to: **matjaz@ko-ordinator.com**

a) Your full name.

b) Invoice number (written on the commercial invoice).

c) Model number of the appliance.

d) Serial number of the appliance.

e) A description of the problem.

2) Once all the information has been submitted, it shall be determined what is wrong with the machine & a reply will be sent to you regarding the solution. In some cases, more information may be required, such as photographs or a short video.

3) Any spare parts required to fix the problem will be sent by an express courier service to get them to you as quickly as possible.

4) On receipt of the spare parts, take the machine & parts to a local appliance engineer & request a quotation for the repair / part(s) to be changed & inform us by email of these costs. As soon as we confirm the costs are ok, you can get the service engineer to make the repair.

5) Send an invoice to Ko-ordinator d.o.o. (full details for this invoice will be supplied) for the repair costs to be reimbursed in full.

Please note:

- We hold spare parts for all our baking machines. If the baking machine is out of warranty, you can purchase spare parts from us at very reasonable prices & we can give you instructions on how to replace them.
- Our equipment is built in Europe to a high standard & our oven's & grills are made for commercial use & are hard-wearing.
- Electric heating elements are consumable parts & have a life span of around 2500 - 3000 hours. Some customers keep a couple of spare electrical heating elements for their baking machines at their location as spare parts.
- Finally, if you take care of your baking machine, it should last. Common user errors which can damage the baking machines are:
 - Removing the cooking rolls incorrectly & damaging the motors (ask for link to video showing how to remove correctly).
 - Setting the target temperature too high (over what we recommend) on the Electric machines & then leaving the appliance empty, causing the heating element(s) to burn out prematurely.
 - Applying far too much sugar and / or oil to the Kurtos dough resulting in excess ingredients falling down during baking.
 - Not cleaning the baking machine properly, allowing a build-up of burnt sugar / ingredients.

Ko-ordinator d.o.o., Černelavci, Slovenska Ulica 27, Murska Sobota, Slovenia.