



# FLINDERS INSTRUCTION MANUAL



VISIT OUR ONLINE STORE: [www.grinderscoffee.com.au](http://www.grinderscoffee.com.au)  
Grinders National Sales Centre Ph: 1300 476 377



# WELCOME TO

Grinders Café Espresso.

We hope you enjoy your new  
Flinders coffee machine.

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DESIGNED FOR THE  
AUSTRALIAN LOVE OF COFFEE

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GRINDERS™ 1  
Café Espresso

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# SAFETY WARNING

If you do not comply with the operating instructions and safety warnings in this Instruction Manual, the machine may become dangerous to operate. Please ensure you keep this Instruction Manual in a safe place. Carefully read the following instructions before use. This way you will avoid the risk of personal injury and damage to the appliance.



This appliance is intended to be used in domestic environments. Not suitable for professional use.



Use **Caffitaly System** compatible capsules. Damage caused by using incorrect capsules will void the guarantee.



Use of the appliance in any manner other than as directed within this manual could cause harm to the operator and void the guarantee. The manufacturer will not be responsible for injury or damage resulting from improper use of the appliance.



After removing the packaging, check that the appliance is not damaged. If damage is detected, or upon the first sign of a defect (unusual noise or odours), or if any other problem is detected inside the appliance, do not use it and contact the **Grinders National Sales Centre on 1300 476 377**.



The packaging elements (plastic bags, etc.) must not be left within reach of children as they are potential sources of danger.



Only use the appliance if the power cord is intact. If the cord is damaged it must be replaced by the manufacturer or importer due to potential electrical safety risks. **Grinders National Sales Centre on 1300 476 377**.



Use and store the appliance indoors. Make sure the electrical elements, plug and cord are dry. Never submerge the appliance in water. Protect the appliance from sprays and drips. Water and electricity together constitute a risk of electrocution.



Do not leave the power cord near hot surfaces, sharp edges or other sharp objects.



Only connect the appliance to power outlets complying with the requirements of the law. Make sure that the power supply voltage matches the rating shown on the data plate on the bottom of the appliance.



Do not pull on the power cord to disconnect it. Remove the plug carefully to avoid damage to the outlet.



# SAFETY WARNING - Continued



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.



Never place your hands inside the capsule compartment. There is a risk of injury.



Do not open the lever while the appliance is operating. If the lever is raised during the delivery of a product, the machine can emit jets of hot water. Risk of Burns!



Do not remove parts of the appliance, OR insert objects into the openings. This could cause electric shocks! Any operation that is not described in this instruction manual should only be performed by an Authorised Support Centre. Please contact the Grinders National Sales Centre on 1300 476 377.



Install the appliance on a solid, stable, heat resistant surface with an incline no greater than 2 degrees.



When the Indicator Light blinks **ORANGE** and the machine beeps, it is advisable to perform the descaling cycle, as illustrated on Page 17. If you do not, the appliance may be damaged.



Clean the appliance carefully and regularly with a soft cloth and a mild detergent, do not use alkaline cleaning agents. If it is not cleaned, the build-up that forms may be hazardous to your health. Unplug the appliance and allow it to cool before cleaning.



Unplug the machine if you do not expect to use the appliance for a long period of time (leaving on vacation, etc.).

## SYMBOLS GUIDE



**CAUTION:** This is the safety warning symbol. It is used to call your attention to possible risks of personal injury. Abide by the safety messages provided in order to avoid possible injury or death.



This is the symbol used to highlight some actions that will optimise the use of this appliance.



Maintenance Tips



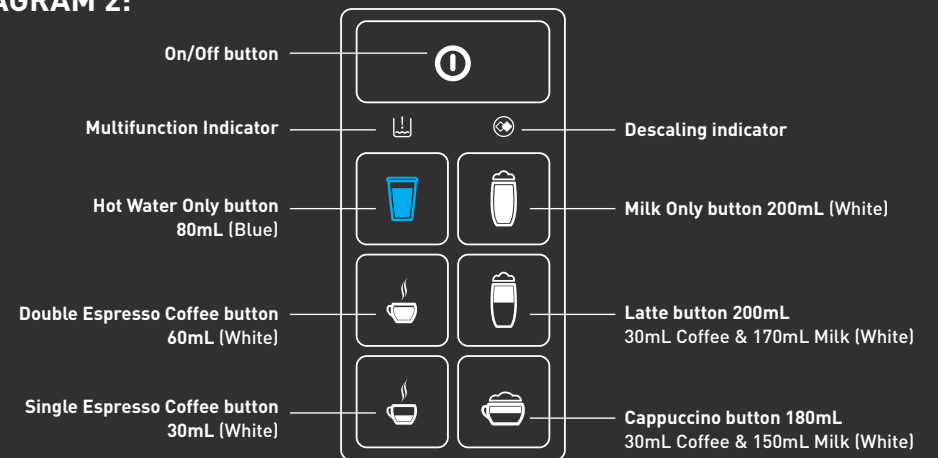
Not Dishwasher Safe

# MACHINE COMPONENTS

DIAGRAM 1:



DIAGRAM 2:





# MILK JUG LEVER SETTINGS

DIAGRAM 3:



Figure 1:  
Dispensing Position



Figure 2:  
Cleaning Position



Figure 3:  
Unlock/Dismantle Position

# CORRECT USE OF BUTTONS

DIAGRAM 4:

**Hot Water button - 80mL**  
(Lit in **BLUE**) should only be used for hot water

**⚠** Do not use the **Hot Water button** to extract espresso coffee or any other beverages. Inappropriate use of this button may damage the machine and void your warranty.

**Double Espresso button - 60mL** (Lit in **WHITE**).

Use for dispensing a double espresso coffee for a stronger beverage. Also suitable for Hot Chocolate and similar beverages.

**Single Espresso button - 30mL** (Lit in **WHITE**).

Use for dispensing a single espresso shot.



When in doubt follow the directions on the Grinders Café Espresso branded capsule box regarding required button use.

**Milk Only button - 200mL**  
(Lit in **WHITE**).

Use for dispensing hot, frothed milk only. No capsule required when using this button.

**Latte button - 200mL**  
(Lit in **WHITE**).

Dispenses 30mL of coffee followed by 170mL of hot, frothed milk.

**Cappuccino button - 180mL**  
(Lit in **WHITE**).

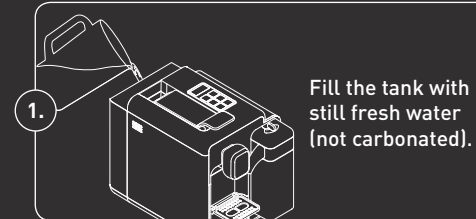
Dispenses 30mL of coffee followed by 150mL of hot, frothed milk.

# FIRST TIME USE

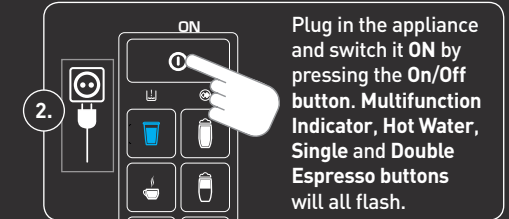


USE CAFFITALY SYSTEM  
COMPATIBLE CAPSULES

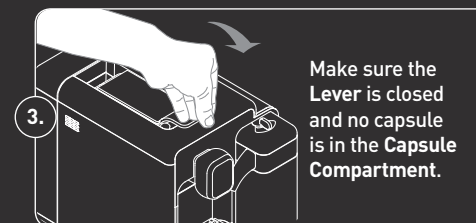
We recommend also following these steps after not having used the machine for a long time.



1. Fill the tank with still fresh water (not carbonated).



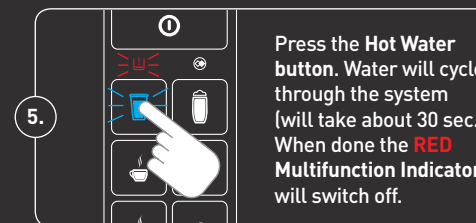
2. Plug in the appliance and switch it **ON** by pressing the **On/Off** button. **Multifunction Indicator, Hot Water, Single and Double Espresso** buttons will all flash.



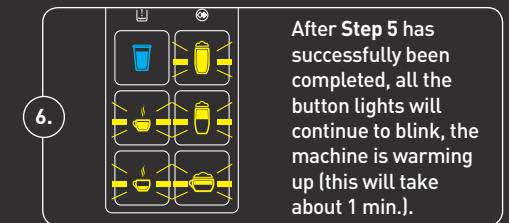
3. Make sure the **Lever** is closed and no capsule is in the **Capsule Compartment**.



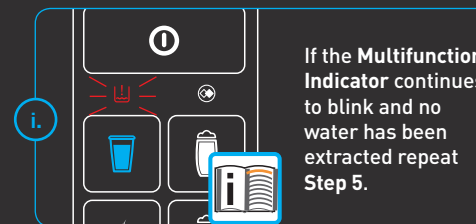
4. Place a large empty container (at least 250mL) under the **Coffee Dispensing Spout**.



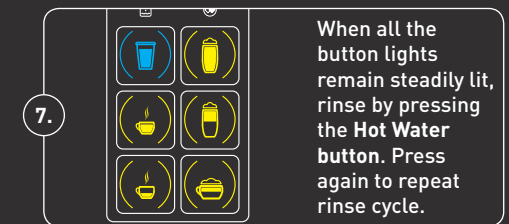
5. Press the **Hot Water button**. Water will cycle through the system (will take about 30 sec.). When done the **RED Multifunction Indicator** will switch off.



6. After **Step 5** has successfully been completed, all the button lights will continue to blink, the machine is warming up (this will take about 1 min.).

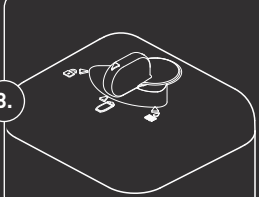


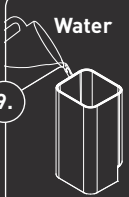
7. If the **Multifunction Indicator** continues to blink and no water has been extracted repeat **Step 5**.

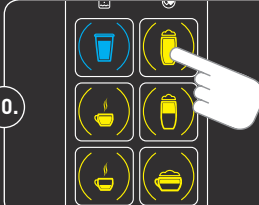


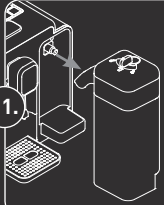
When all the button lights remain steadily lit, rinse by pressing the **Hot Water button**. Press again to repeat rinse cycle.

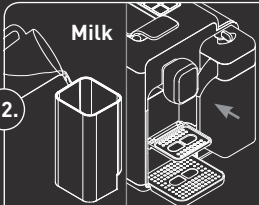
# FIRST TIME USE - Continued

8.  To prepare milk based drinks, make sure the Milk Jug Lever is in the Dispensing Position.

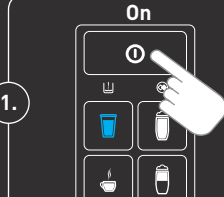
9.  **Water** Remove Milk Jug from the machine, fill with water and return to it's position on the machine; the Milk buttons will flash.

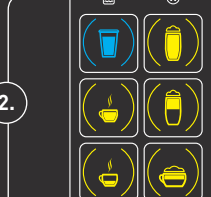
10.  When Milk buttons remain steadily lit, rinse by pressing the Milk Only button. Press again to repeat rinse cycle.

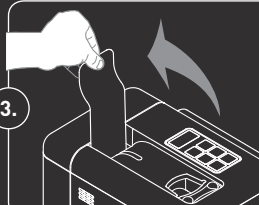
11.  Remove Milk Jug from machine and empty remaining water from jug.

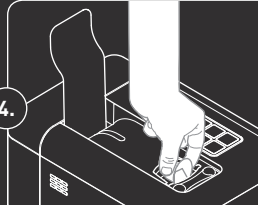
12.  **Milk** Fill Milk Jug with fresh milk and return to its position on the machine. The machine is now ready for use with milk based drinks.

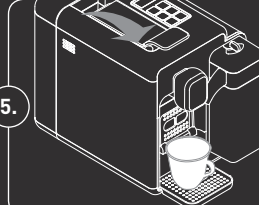
# DISPENSING COFFEE

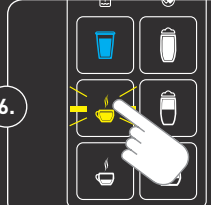
1.  **On** Switch the machine ON using the On/Off button. All the button lights will flash until machine is warmed up.

2.  When all the buttons are steadily lit the machine is ready.

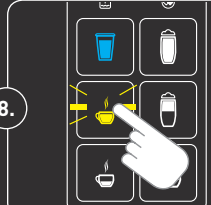
3.  Raise the Lever to open the Capsule Compartment.

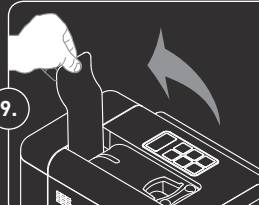
4.  Insert the capsule, pressing it gently into place.

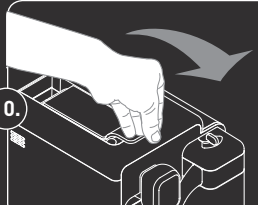
5.  Close the Lever fully and place a cup or mug under the Coffee Dispensing Spout.

6.  Press and release the Single Espresso or Double Espresso button, depending on the desired coffee. The selected button will flash.

7.  **WARNING!!!** Do not use the Hot Water button (lit in blue) for dispensing coffee. Doing so will damage the machine and void your warranty.

8.  Dispensing stops when the programmed amount is reached, or press the button to stop the dispensing in advance.


9.  Raise the Lever to eject the used capsule from the Used Capsule Drawer.

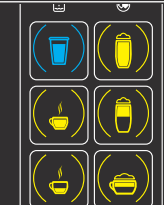
10.  Close the Lever. **TIP:** Between uses, to ensure optimum product delivery, remove used capsule from machine and rinse by pressing the Double Espresso button.

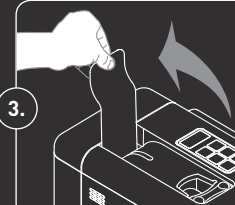


Please note: For dispensing beverages without milk, you can use the Single or Double Espresso buttons or Hot Water button without the Milk Jug in position. The Milk buttons will not be lit however the remaining buttons will be lit and able to dispense beverages.

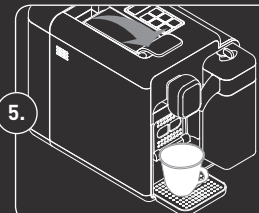
# DISPENSING MILK BASED DRINKS

1.  Switch the machine **ON** using the **On/Off** button. All the button lights will flash until machine is warmed up.

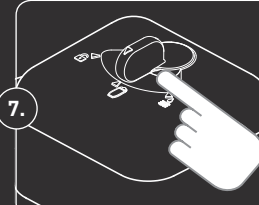
2.  When all the buttons are steadily lit the machine is ready.


3.  Raise the **Lever** to open the **Capsule** **Compartment**.

4.  Insert the capsule, pressing it gently into place.

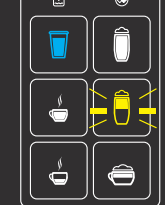
5.  Close the **Lever** fully and place a cup or mug under the **Coffee** **Dispensing** **Spout**.

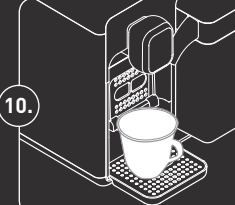
6.  Remove **Milk Jug** and fill with fresh milk.

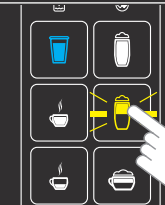
7.  Return **Milk Jug** to its position on the machine and ensure the **Milk Jug** **Lever** is in the **Dispensing** **Position**.

8.  The **Milk** buttons will flash while the machine warms up (about 1 min).

# DISPENSING MILK BASED DRINKS - Continued

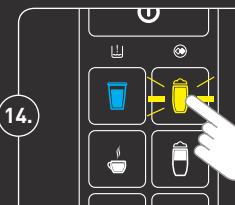
9.  Press and release the **Cappuccino**, **Latte** or **Milk Only** button depending on the desired beverage. The selected button will flash.

10.  The machine will dispense the coffee first, followed by the milk.

11.  Dispensing stops when the programmed amount is reached or press the button to stop the dispensing in advance.

12.  You can now choose to top up with another shot of espresso by pressing the **Single Espresso** button.

13.  If you would like to top up with extra milk press the **Milk Only** button.

14.  Dispensing stops when the programmed amount is reached, or press the button to stop the dispensing in advance.



**Please note:** To ensure freshness of the milk, the **Milk Jug** should be removed and stored in the refrigerator between uses. Please ensure a **'Milk Jug Rinsing Cycle'** on Page 15 is completed before removing and storing in refrigerator. We recommend to store the milk in the refrigerator 2 days maximum.



# PROGRAMMING THE QUANTITY OF BEVERAGE IN A CUP



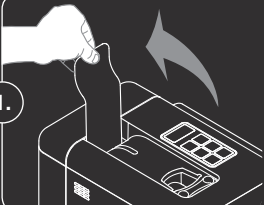
**Note:** The quantity of coffee dispensed may be programmed, from a minimum of 30mL to a maximum of 250mL.



**Note:** Recommended Programming/Factory Programming:

- 30mL: Single Espresso Shot
- 60mL: Double Espresso Shot
- 120mL: Hot Water button


**Note:** Quantities are approximate and may vary slightly between capsules.

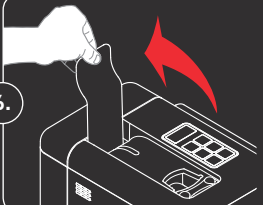
1.  Raise the Lever to open the Capsule Compartment.

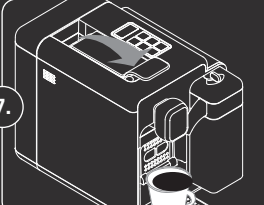
2.  Insert the capsule, pressing it gently into place.

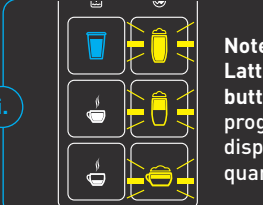

3.  Close the Lever and place a cup or mug under the Coffee Dispensing Spout.

4.  Press and HOLD the desired beverage button. Machine will beep once programming has started.

5.  On reaching the desired amount of beverage, release the button. Machine will beep 3 times, the machine is now programmed.

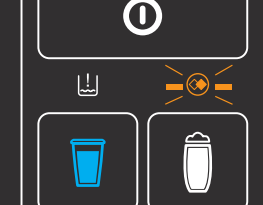
6.  Raise the Lever to eject the capsule into the Used Capsule Drawer.

7.  Close the Lever.

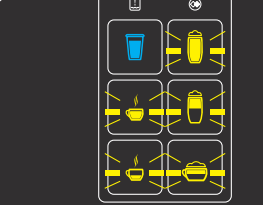
i.  **Note:** The Cappuccino, Latte and Milk Only buttons are unable to be programmed and will dispense a fixed quantity of milk. 

# GENERAL OPERATING INDICATIONS

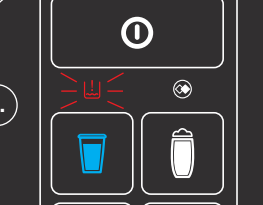
## DECALING SIGNAL:

1.  When the Descaling Indicator Light blinks **ORANGE** (after which it will remain lit) and the machine beeps, it is advisable to perform the Descaling Cycle. See section: Descaling on Page 17.

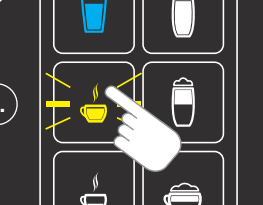
## HEATING:

 When all the button lights continuously blink, the machine is warming up (this will take about 1 min.).

## WHEN THE WATER RUNS OUT DURING OPERATION:

1.  The Water Tank is empty when the Indicator Light blinks **RED** and the appliance beeps continuously.

2.  Fill the Water Tank with fresh, still water (not carbonated).

3.  Press the Single or Double Espresso button. Wait for the machine to complete the priming cycle as it fills with water.

4.  When the button lights turn on and remain steadily lit, the appliance is ready for use.



**Note:** If Indicator Light continues to blink repeat Step 3.

# GENERAL OPERATING INDICATIONS - Continued

## IF THE LEVER IS RAISED:

1.

2.

3.

4.

# CLEANING - RINSING CYCLE

For best results, after dispensing any beverage it is advisable to run a rinse cycle through the machine to remove remaining traces of coffee grounds or flavours that may taint following beverages.

1.

2.

3.

4.

# DAILY MAINTENANCE

1.

2.

3.

4.

Use a soft damp cloth and a mild detergent to clean the surfaces of the appliance.

The plastic parts of the appliance are NOT dishwasher safe.

**DANGER:** Never submerge the appliance in water. Protect appliance from sprays and drips. Water and electricity together constitute a risk of electrocution.

# CLEANING - MILK JUG RINSING CYCLE

After dispensing milk based drinks, a milk jug cleaning cycle must be completed prior to removing the jug and storing it in the refrigerator. Full cleaning of the Milk Jug Dispenser should be completed at the end of each day see Page 16. During rinse cycle, the milk jug can be empty or contain milk.

1.

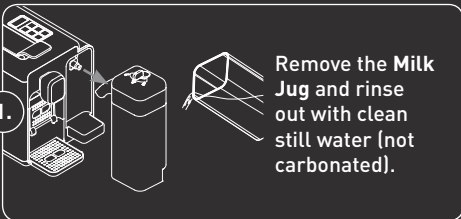
2.

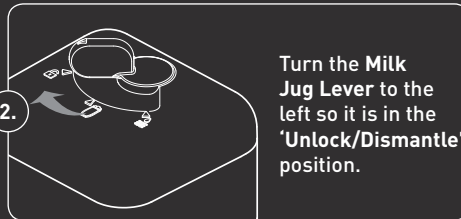
3.

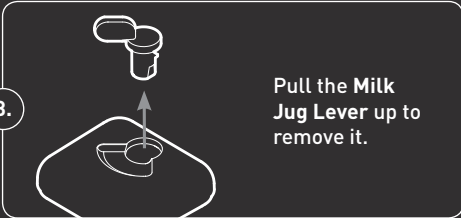
4.

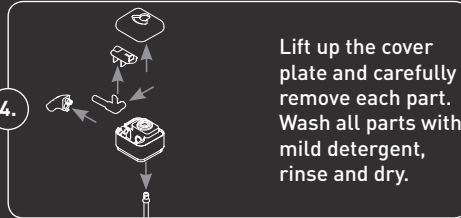
## CLEANING - THE MILK JUG DISPENSER


For best results it is recommended that the milk jug is given a complete clean at the end of each day. Start by running a Milk Jug Rinsing Cycle as described on the previous page.


- 

Remove the Milk Jug and rinse out with clean still water (not carbonated).
- 

Turn the Milk Jug Lever to the left so it is in the 'Unlock/Dismantle' position.
- 

Pull the Milk Jug Lever up to remove it.
- 

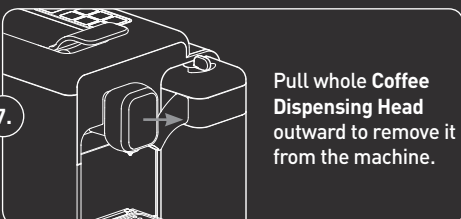
Lift up the cover plate and carefully remove each part. Wash all parts with mild detergent, rinse and dry.
- 

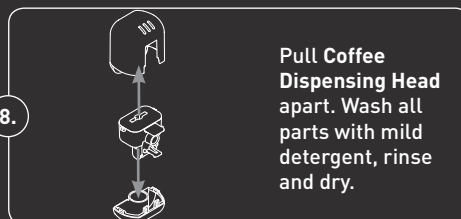
Reassemble all parts, ensuring the Milk Jug Lever is still in the 'Unlock/Dismantle' Position.
- 

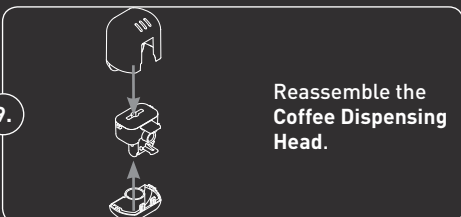
Return the Milk Jug Lever to the dispensing position and place jug back onto the machine.


## CLEANING - THE COFFEE DISPENSER

We recommend that the Coffee dispenser is given a complete clean at least once a week.

- 

Pull whole Coffee Dispensing Head outward to remove it from the machine.
- 

Pull Coffee Dispensing Head apart. Wash all parts with mild detergent, rinse and dry.
- 

Reassemble the Coffee Dispensing Head.
- 

Fit Coffee Dispensing Head back onto the machine.

## DESCALING INSTRUCTIONS

**DESCALING SIGNAL:** When the Indicator Light blinks ORANGE and the machine beeps, it is advisable to perform the descaling cycle, as illustrated below.

**PLEASE DO NOT LEAVE THE MACHINE DURING THE DESCALING PROCESS**

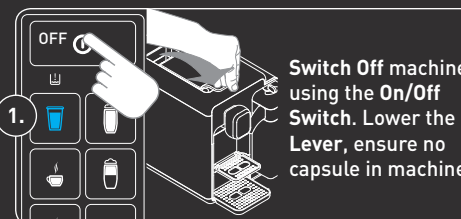


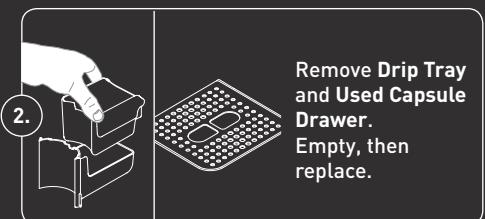
**Note:** Descaling refers to the removal of the natural mineral build up within the pipes of the machine. If not removed this may result in a poor quality beverage and eventually block the pipes.


The machine features an advanced program that monitors how much water is used to dispense beverages. This measurement provides the user with indications as to when the machine needs to be descaled.

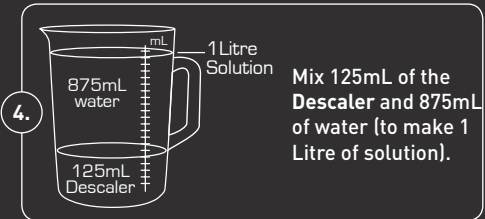



**CAREFULLY** read the directions for use on the package of the descaling agent. Avoid contact with eyes, skin and machine surfaces. Switch the appliance off during descaling and do not lift the lever. Someone must be present during the operation. **Don't use vinegar: it could damage your appliance.**


- 

Switch Off machine using the On/Off Switch. Lower the Lever, ensure no capsule in machine.
- 

Remove Drip Tray and Used Capsule Drawer. Empty, then replace.
- 

Remove, rinse and empty the Water Tank.
- 

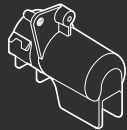

Mix 125mL of the Descaler and 875mL of water (to make 1 Litre of solution).
- 

Replace Water Tank and pour 1 Litre descaling solution into it.
- 

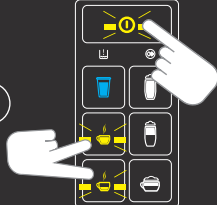
Remove the Milk Jug and fit the Descaling Coupling to Milk Jug Fitting.



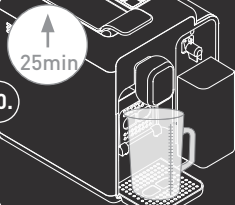
# DESCALING INSTRUCTIONS - Continued


**i.**  **Note:** If you do not correctly fit the 'Descaling Coupling' in the jug seat, the descaling cycle will not run. 

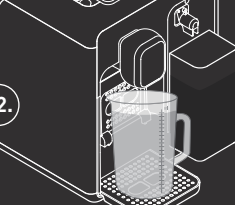
**7.**  Place a container (at least 500mL) under the **Coffee Dispensing Spout** and **Milk Jug** without cover under **Descaling Coupling**. Make sure the **Lever** is down.

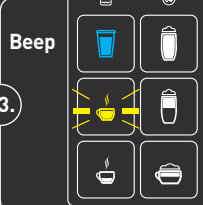
**8.**  Press and hold the **Single & Double Espresso** buttons and at the same time **TURN ON** the machine pressing the power **On/Off** switch.


**9.**  The **Double Espresso** button will come on while the **Multifunction** and **Descaling Indicator** lights will flash alternately **RED** and **YELLOW**. Press the **Double Espresso** button to start the descaling cycle.

**10.**  The appliance will dispense the descaling solution at intervals: **5 doses** with a **4 min** pause between each. Total time about **25 min**.

**11.**  **DO NOT PRESS ANY BUTTONS DURING THIS TIME.** The **Indicator Lights** blink. **NB:** At the end of final 5th dose, the **Water Tank** will be empty. **Do not refill.**

**12.**  If the containers fill up, empty them. **DO NOT** touch any of the buttons.


**13.**  **Beep** When the **Double Espresso** button lights up & the machine beeps the first phase is complete. The **Water Tank** will be empty or close to empty.


**14.**  The **Multifunction Indicator** and **Descaling Indicator** will continue to flash alternately **RED** and **YELLOW**.

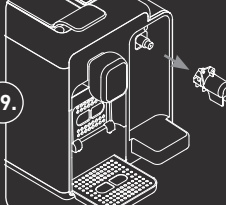
**15.**  Rinse the **Water Tank** and fill it with fresh still water (not carbonated) (about 500mL).

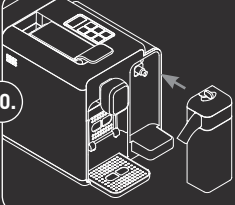
# DESCALING INSTRUCTIONS - Continued

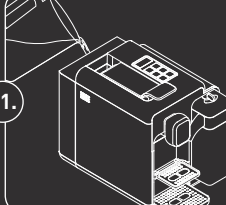
**16.**  Place a container (at least 500mL) under the **Coffee Dispensing Spout** and **Milk Jug** without cover under **Descaling Coupling**. Make sure the **Lever** is down.

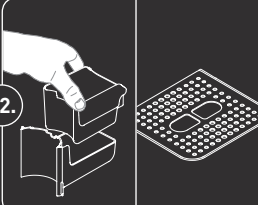
**17.**  Press the **Double Espresso** button to start the rinse cycle. Fresh water will be run through the appliance to rinse until it is empty.


**18.**  During this phase, the **Multifunction** and the **Descaling Indicator** lights will flash alternately **RED** and **YELLOW**.

**19.**  When the rinsing cycle is complete the button lights flash. Remove the **Descaling Coupling**.


**20.**  Return **Milk Jug** to its position on the machine.


**21.**  Carefully empty and rinse out the **Water Tank** and refill it with still fresh, water (not carbonated).


**22.**  Remove and empty **Used Capsule Drawer**, reassemble with **Drip Tray** and replace.

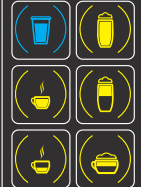
**23.**  When all the buttons are steadily lit the machine is ready.

## ENERGY SAVING

1.  After 9 minutes of disuse the machine turns off automatically.

2.  To return to normal conditions of use, press the **Power On/Off button**.

3.  All the button lights will blink, the machine is warming up (this will take about 1 min.).

4.  When all the buttons are steadily lit the machine is ready.

 **Note:** We recommend to always remove the **Milk Jug** from the machine if it is not in use. The coffee machine has a higher power demand when it detects the presence of the **Milk Jug**.

## TROUBLESHOOTING












PROBLEM	CAUSE	SOLUTION
<b>First Use</b> There is a burning smell when the machine first starts and a beverage button is pressed.	<ul style="list-style-type: none"> <li>Machine heating up for the first time.</li> </ul>	<ul style="list-style-type: none"> <li>There may be a slight burning smell coming from the machine when first used. This is caused by the water heating as it travels through the pipes and will dissipate.</li> </ul> <p><b>Please Note:</b> Steam may also be seen coming from the Capsule Compartment. This will also dissipate.</p>
Water residue within the machine on opening.	<ul style="list-style-type: none"> <li>The system is quality checked prior to dispatch. There may be residual water left from testing.</li> </ul>	<ul style="list-style-type: none"> <li>The water residue will be removed when you conduct the 'First Time Use' on Page 7.</li> </ul>
No beverage is brewed. The Indicator light blinks <b>RED</b> .	<ul style="list-style-type: none"> <li>The <b>Water Tank</b> is empty and/or</li> <li>Incorrect use of the <b>Hot Water button</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Fill the <b>Water Tank</b> with fresh water. Press <b>Single</b> or <b>Double Espresso button</b>. When the buttons remain steadily lit, the appliance is ready for use.</li> <li>The <b>Hot Water button</b> is only to be used for hot water.</li> </ul>
The coffee is not hot enough.	<ul style="list-style-type: none"> <li>Cold cups or mugs.</li> <li>Scale build-up inside the machine.</li> </ul>	<ul style="list-style-type: none"> <li>Preheat cups or mugs by running under hot water.</li> <li>Descal the machine as per 'Descaling' on Page 17.</li> </ul>
The <b>Lever</b> cannot be lowered.	<ul style="list-style-type: none"> <li>The <b>Used Capsule Drawer</b> is full.</li> <li>Capsule stuck inside the <b>Capsule Compartment</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Empty out the <b>Used Capsule Drawer</b>.</li> <li>Gently push down on the jammed capsule with a new capsule.</li> </ul>
The <b>Indicator Light</b> is on and steadily lit in <b>RED</b> . Water comes out cold.	<ul style="list-style-type: none"> <li>Heating problems.</li> </ul>	<ul style="list-style-type: none"> <li>Turn off the machine, then turn it back on after a few minutes.</li> </ul> <p>If the problem persists please contact Grinders National Sales Centre on 1300 476 377</p>

## TROUBLESHOOTING - Continued

PROBLEM	CAUSE	SOLUTION
When a <b>Coffee Dispensing button</b> is pressed, the machine starts running, but stops without dispensing coffee or after dispensing only a small amount.	<ul style="list-style-type: none"> <li>• Incorrect beverage quantity programming.</li> </ul>	<ul style="list-style-type: none"> <li>• Reprogram the quantity corresponding to that button.</li> </ul> See chapter. 'Programming the Quantity of Coffee in a Cup' on Page 12.
Indicator Light is lit <b>ORANGE</b> .	<ul style="list-style-type: none"> <li>• Machine requires Descaling.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to 'Descaling' on Page 17 to descale the machine.</li> </ul>
Coffee is being dispensed very slowly and is weak or poor quality.	<ul style="list-style-type: none"> <li>• Incorrect use of buttons. (Use of the <b>Hot Water button</b>.)</li> </ul>	<ul style="list-style-type: none"> <li>• Only use the <b>Single</b> or <b>Double Espresso button</b> when dispensing coffee.</li> </ul>
Coffee grinds appearing the cup or mug.	<ul style="list-style-type: none"> <li>• Incorrect coffee capsule being used.</li> <li>• Not cycling water through the machine after use.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure you are using <b>Caffitaly compatible capsules only</b>. There will be a Caffitaly System logo on the packaging.</li> <li>• Cycle water through the machine after each use by pressing the <b>Double Espresso button</b>. This also assists in stopping the grinds building up and blocking the system.</li> </ul>

If any of the above solutions are not correcting your problem or you have any further questions/enquiries, please contact Grinders National Sales Centre on 1300 476 377

## TECHNICAL DATA

	Refer to data plate on the base of the machine.
	Max. 15 bar
	← 70dB A
	Approx. 6 kg
	1.3 Litres
	Ambient temperature: 10°C - 40°C
	18 Capsules
	375 mm
	220 mm
	280 mm
	360 mm



The appliance has been manufactured using high quality materials that can be reused or recycled. Dispose of the appliance in a suitable waste collection centre.

All materials and objects in contact with food products comply with the requirements of European Regulation 1935/2004.

## Grinders National Sales Centre Contact

For more information on the machine operation, available capsules and other useful hints and tips go to [www.grinderscoffee.com.au](http://www.grinderscoffee.com.au) or contact Grinders National Sales Centre on 1300 476 377



# MACHINE – WARRANTY DETAILS

## WARRANTY DETAILS

Dear Customer,

Thank you for buying this product. This Machine has been designed and produced using the best technologies available.

### 1. Warranty Details:

- (a) If your Grinders Café Espresso Machine develops a fault or defect during the warranty period, and subject to the terms below, we will repair it or replace it.
- (b) We offer this warranty on top of any guarantees imposed by the Australian Competition and Consumer Act 2010 and any other applicable State or Territory legislation.
- (c) The warranty applies for 12 months from the date of purchase.
- (d) The warranty covers fault or defects in the product's materials or manufacturing.
- (e) The warranty does not cover:
  - (f) Misuse, or use other than in accordance with the product's instructions;
  - (g) Negligence on your part;
  - (h) Normal wear and tear; or
  - (i) Faults or defects caused by third parties, including work done by unauthorised service or repair agents.

### 2. Making a Warranty Claim:

- (a) To make a claim you should first contact the Grinders National Sales Centre by telephone on 1300 476 377 in Australia and we will be able to provide you with the appropriate next steps for service or replacement of your Machine.
- (b) Before contacting the Grinders National Sales Centre, please make sure you have carefully read the Instruction Manual supplied with the Machine.
- (c) After you have initiated the claim via the telephone, we may ask you to return the product to us, as per the address details in Point 4.
- (d) You will need to provide your receipt as proof of purchase in order to make a claim under the warranty.
- (e) Once you return the product and lodge a claim with us, we will assess the claim and let you know whether it is covered. The decision whether to repair or replace a product is at our sole discretion unless there is a 'major failure' as defined under Australian Consumer Law.
- (f) If it is covered, we will deliver the repaired or replaced product back to you. We will bear this cost.
- (g) If it is not covered, we will deliver the product back to you and you will bear the transport cost.

### 3. General service and repair enquiries:

For general service and repair enquiries, please contact us on the telephone number below.

### 4. Contact details:

Grinders National Sales Centre  
Ph: 1300 476 377  
Imported by GRINDERS COFFEE HOUSE  
50 SPARKS AVE, FAIRFIELD, VIC 3078  
"GRINDERS" is a registered trade mark of Coca-Cola Amatil (Aust) Pty Ltd

### 5. Statutory Guarantees:

As well as the Grinders Café Espresso warranty, our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 6. Claim Details:

If you are making a claim under the warranty or the statutory guarantees, we will require the following information from you:

- (a) Name;
- (b) Address;
- (c) Product purchased;
- (d) Date of purchase;
- (e) Machine Serial Number;
- (f) Shop of purchase;
- (g) Description of the problem.



**GRINDERS™**  
*Café Espresso*

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**DESIGNED TO EXTRACT  
MORE FLAVOUR**

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— EXPERTLY SOURCED



— SPECIALTY ROASTED



— PRE-INFUSION



— 8g FOR IDEAL COFFEE QUANTITY



— BREWING CONSISTENCY



VISIT OUR ONLINE STORE: [www.grinderscoffee.com.au](http://www.grinderscoffee.com.au)

Grinders National Sales Centre Ph: 1300 476 377

"GRINDERS" is a registered trade mark of Coca-Cola Amatil (Aust) Pty Ltd

**Caffitaly**  
system