



HORECAROMA

**USER MANUAL
AND MAINTENANCE**

CE Declaration of Conformity

The manufacturer

Manufacturer - CAMAR s.r.l.s.

Registered office - Via Matteotti, 107

Postcode - 81030

Province - CE

City - Frignano

State - Italy

Email - camar@altapec.it

Website - www.macchinearoma.ch

Declares that the machine

Machine - ESPRESSO COFFEE MACHINE

Model - La Doppia

Year Built - 2021

CE Declaration of Conformity

Directive 2006/42/EC of the European Parliament and of the Council of 17 May 2006 relating to machinery and amending Directive 95/16/EC.

Directive 2014/35/EU of the European Parliament and of the Council of 26 February 2014 concerning the harmonization of the laws of the Member States relating to the making available on the market of electrical equipment intended for use within certain voltage limits. Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonization of the laws of the Member States relating to electromagnetic compatibility.

Main references harmonized standards EN12100:2010 Safety of machinery - General design principles - Risk assessment and risk reduction

CEI EN 60335-2-75

Household and similar electrical appliances.

Summary

1. General information	5
1.1. Symbols to know	6
1.2. Identification of the manufacturer	6
1.3. Marking of the machine	6
2. Security	9
2.1 General warnings	9
2.2 Vibrations and noise emissions	10
2.3 Intended use	11
2.4 Residual risks	12
3. Description of the machine	14
3.1 Description of the basic model machine	14
3.2 Description of the machine with optional extras	15
4. Installation and use	17
4.1 Installation and use	17
4.2 Instructions for basic machine coffee groups	21
4.3 Instructions for coffee groups with volumetric control	23

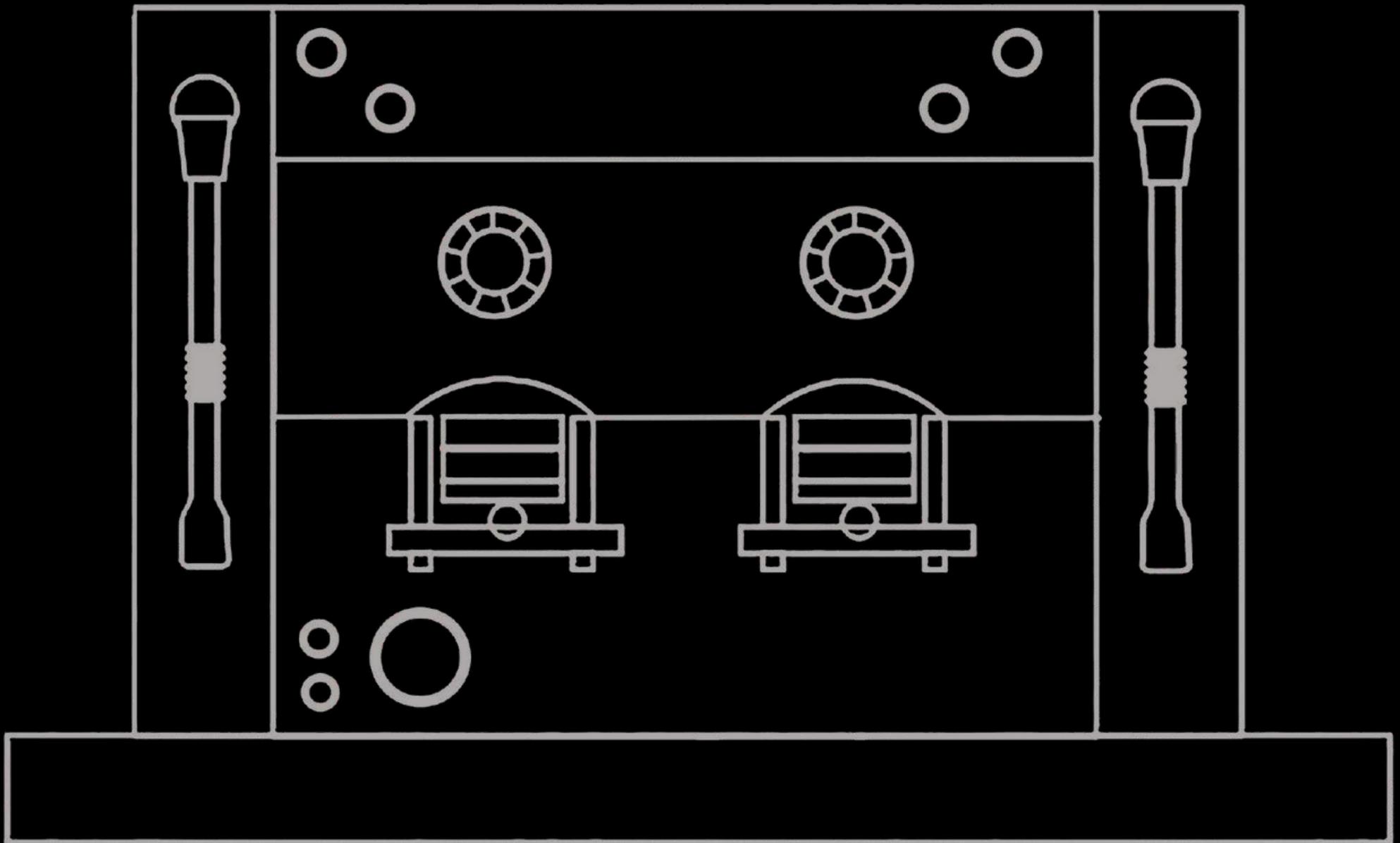
4.4 Coffee dose programming	24
4.5 Pre-infusion	25
4.6 Standard packaging and transportation	26

5. Alarms	28
5.1 Alarms	28

6. Maintenance	30
6.1 Maintenance	30
6.2 Cleaning the pod holder	30
6.3 Decalcification	31

7. Warranty	33
7.1 The Parts	33
7.2 Warranty Information	33
7.3 Service Procedures	34
7.4 Transportation Problems	34

8. Disposal	37
8.1 Disposal	37



1 General information

1.1 Symbols to know



Attention

This symbol indicates the presence of danger to the user or damage to the product. Always follow the instructions when this symbol is present.



Danger of entrapment

This symbol indicates the presence of a trapping hazard.



Information

This symbol indicates general information to simplify or better explain the use of the product.



Danger of burns

This symbol indicates hot surfaces, danger of burns.



Contact information

This symbol indicates the contacts you can contact.



Electrical hazard

This symbol indicates the presence of danger related to the presence of electrical energy. Pay particular attention when this symbol is present. It is therefore necessary to respect the following safety warnings:

- Never touch the appliance with wet hands.
- Never touch the plug with wet hands.
- If the appliance is defective, do not attempt to repair it.
- Turn it off using the main switch (A19), unplug the appliance from the power socket and contact Customer Service.
- If the plug or power cord is damaged, it must be replaced by customer service only to avoid any risk.

1.2 Identification of the manufacturer

CAMAR s.r.l.s.

Manufacturer

Via Matteotti 107 81030

Frignano (CE)

Head Office

info@macchinearoma.com

www.macchinearoma.com

Contacts

1.3 Machine marking: the codes to know

CE marking:

Each machine has a CE marking on the back, as required by European legislation, on which some of the technical data of the machine and the manufacturer's data are indelibly reported. (Fig.1)

EAN:

The machine model, instead, is identified by the EAN code, a 13-digit code, present on the machine box. When the first digit is an 8, it indicates that the product is manufactured in Italy. (Fig.2)



Fig. 1



Fig. 2

Matriculation number:

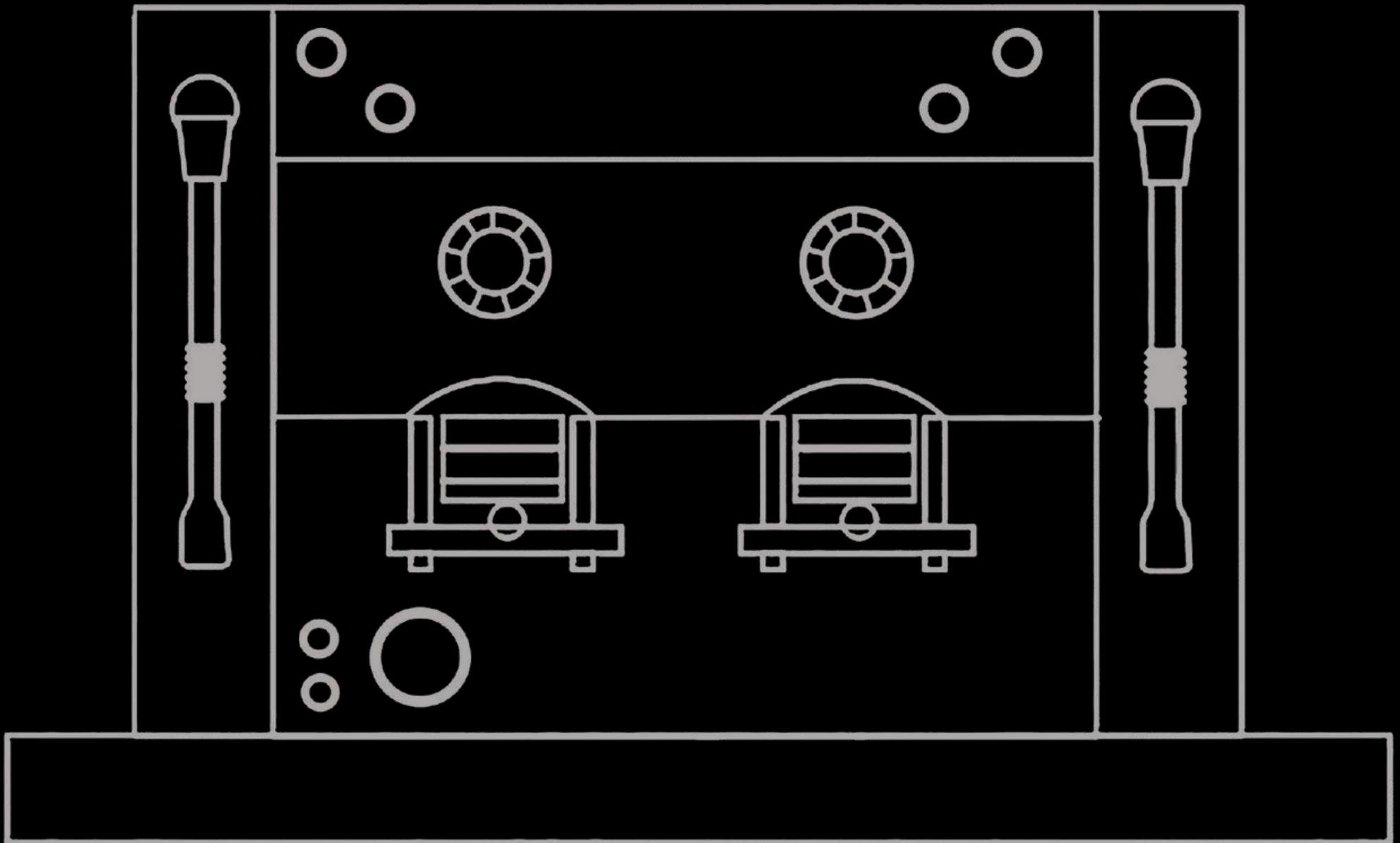
For any communication to the Manufacturer or Authorized Service Centers, refer instead to the Serial Number, i.e. the 13-digit code, present both on the box and in the tank compartment, the first digit of which is a 2. This code precisely identifies the machine you own and contains a series of technical information useful to Service Centers and the Manufacturer. This Serial Number is essential, together with the proof of purchase, to be able to start a warranty repair procedure. Be sure to keep it. An example is shown in Fig. 3 and 4.



Fig. 3



Fig. 4



2 Safety

2.1 General warnings

This manual has been created to provide the user with a general knowledge of the machine and to allow its use in safe conditions. This Manual is an integral part of the machine and is intended to provide all the information necessary for: handling the machine in safe conditions; correct installation of the machine; knowledge of its technical specifications; correct use in safe conditions; technical assistance and management of spare parts; decommissioning of the machine in safe conditions and in compliance with current regulations for the protection of workers' health and the environment. Furthermore, in compliance with the European standard IEC 60335-2-75, this Manual contains:



Details on how to clean food contact surfaces.



Information that the heating element is subject to residual heat after use.

A warning of potential injury due to misuse, thorough knowledge of intended, unintended and impermissible uses;

The instructions, documentation and drawings contained in this manual are of a confidential technical nature, strictly owned by the Manufacturer. Therefore, outside the purposes for which it was produced, any reproduction, whether integral or partial, of the content and/or format must take place with the prior consent of the Manufacturer. The Manual must be carefully preserved and must accompany the machine in all the changes of ownership that the same may have during its life cycle. No parts must be removed, torn or arbitrarily modified. The Manual must be stored in an environment protected from humidity and heat and in the immediate vicinity of the machine to which it refers. The Manufacturer is solely responsible for the instructions drawn up and validated by the same. In any case, the Manufacturer is not responsible for translations not approved by the same, in written form. The Manufacturer reserves the right to make changes to the project, variations or improvements to the machine and updates to the Manual without prior notice to customers.

The updated version is always available and downloadable from our website www.macchinearoma.com



Before using the machine, carefully read the instructions contained in this Manual and carefully follow the indications given therein.

The Manufacturer shall be relieved of all liability for damage caused by the machine to persons, animals or property in the event of:

- improper use of the machine;
- electrical, hydraulic or pneumatic power supply defects;
- incorrect installation;
- deficiencies in planned maintenance;
- unauthorized modifications or interventions;
- use of non-original or non-model-specific spare parts;
- total or partial failure to comply with the instructions;
- use contrary to specific national regulations;
- disasters and exceptional events.

2.2 Vibrations and noise emissions

When used in accordance with the instructions for correct use, the vibrations and noise emissions produced by the machine are not such as to give rise to dangerous situations. Before connecting your machine to the power outlet, take the time to carefully read these recommendations, as they contain important information regarding safety and how to use it.

- Read the instructions for use carefully;
- Never immerse the machine in water or other liquids (risk of electric shock);
- Start the machine by inserting the plug into an earthed power outlet (220-230 V) with differential protection and a minimum current of 16 A, 50Hz;
- Always unplug the machine - before moving it; - before cleaning or maintenance; - if the machine is not used for a long period;
- Do not let the cable hang over corners or edges or trap it (risk of electric shock);

- To avoid risks, have damaged cables replaced by authorised Aroma technicians;
- Never touch the plug/cable and the machine with damp or wet hands;
- Always pull the plug and never the cable;
- The connection must always be direct; the use of extension cords or similar is prohibited;
- Make sure the cable does not cause you to trip over;
- Never move the machine during use (risk of burns and electric shock);
- During operation, various parts of the machine body, such as the brewing group and the pod press, become hot: do not touch.

2.3 Intended use

The LA DOPPIA espresso machine is intended for the preparation of drinks using espresso coffee pods for professional use and managed by a professional barista.

In compliance with IEC 60335-2-75, the machine can be used for the following purposes:

- professional hospitality activities;
- hotels, motels and other type of environments
- residential;
- bed and breakfast environments and similar;
- bars and cafes.

The machine must not be used:

- for uses other than those established by the Manufacturer, different or not mentioned in this Manual;
- exposed to the elements;
- with electrical jumpers and/or mechanical means that exclude users/parts of the machine itself;
- in an environment with hygienic characteristics unsuitable for food production.

Keep the appliance and its cord out of reach of children under 8 years of age;

Children shall not play with the appliance;

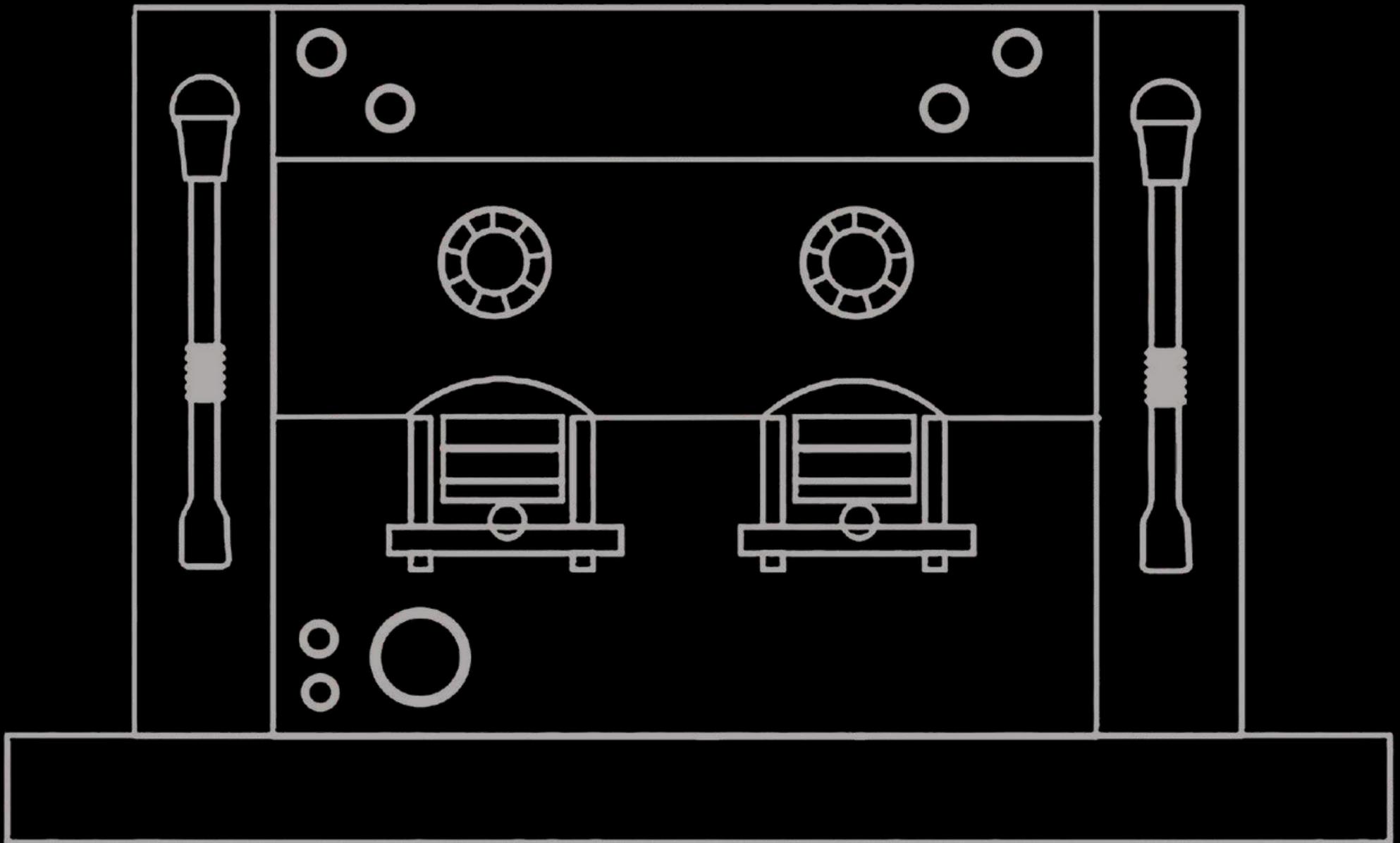
The appliance is not intended for use by persons (including children) with reduced physical, mental or mental capabilities.

The manufacturer cannot be held responsible for any commercial and/or image damage, nor for damage to property or persons caused by improper use of the appliance. Any dispute will be settled by the court of Santa Maria Capua Vetere. The data and characteristics indicated do not bind the manufacturer, which reserves the right to make changes to the appliances at any time.

2.4 Residual risks

When using the machine, it is necessary to pay attention to the residual risks:

- Do not wet live parts, risk of short circuit;
- Superheated steam and hot water can cause scalding.



3 Machine description

3.1 Description of the basic model machine

1. Brewing unit power button
2. Coffee dispensing button
3. Steam lance
4. Hot water nozzle
5. Pressure gauge
6. White tank alarm light
7. Red boiler heating light
8. Main power button (illuminated)
9. Coffee group closing knobs
10. Coffee dispenser filter holder
11. Drain drawer

POWER SUPPLY VOLTAGE: AC
220-230

PUMP: 15 BAR

MAXIMUM POWER: 1600 W

51.50 CM LENGTH

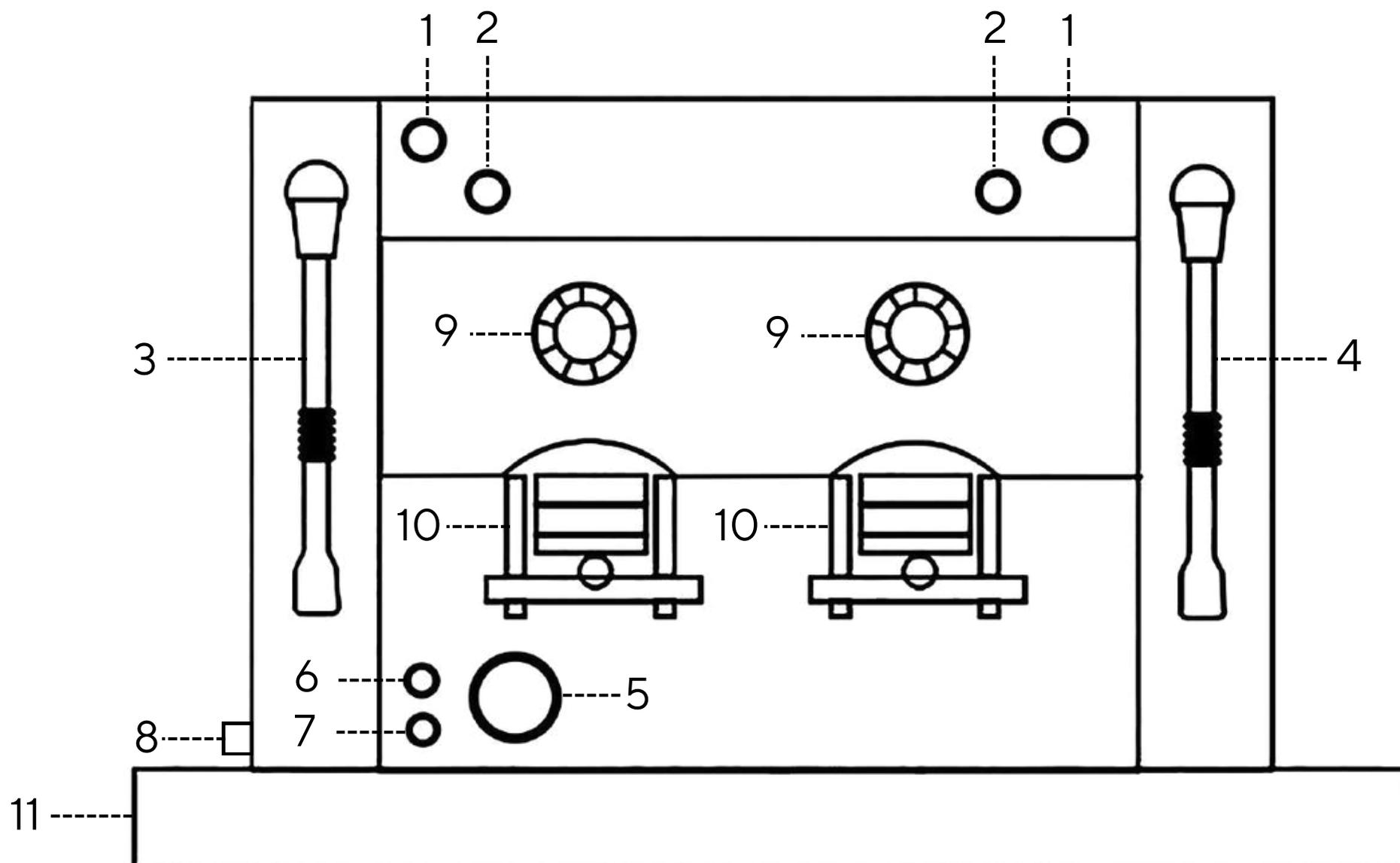
41.5 CM DEPTH

40 CM HEIGHT

CABLE LENGTH: 1400 MM

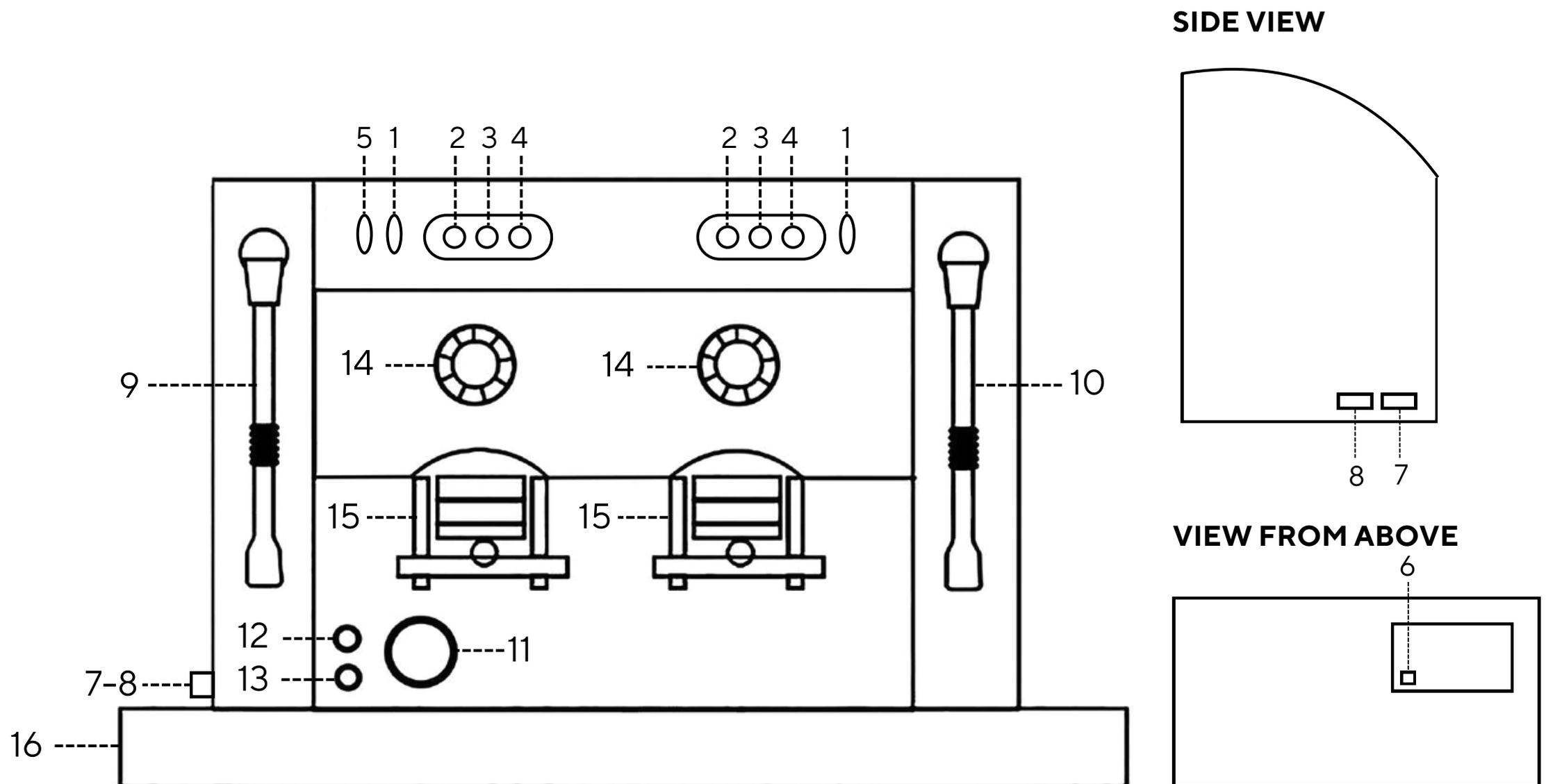
WEIGHT: 30 KG

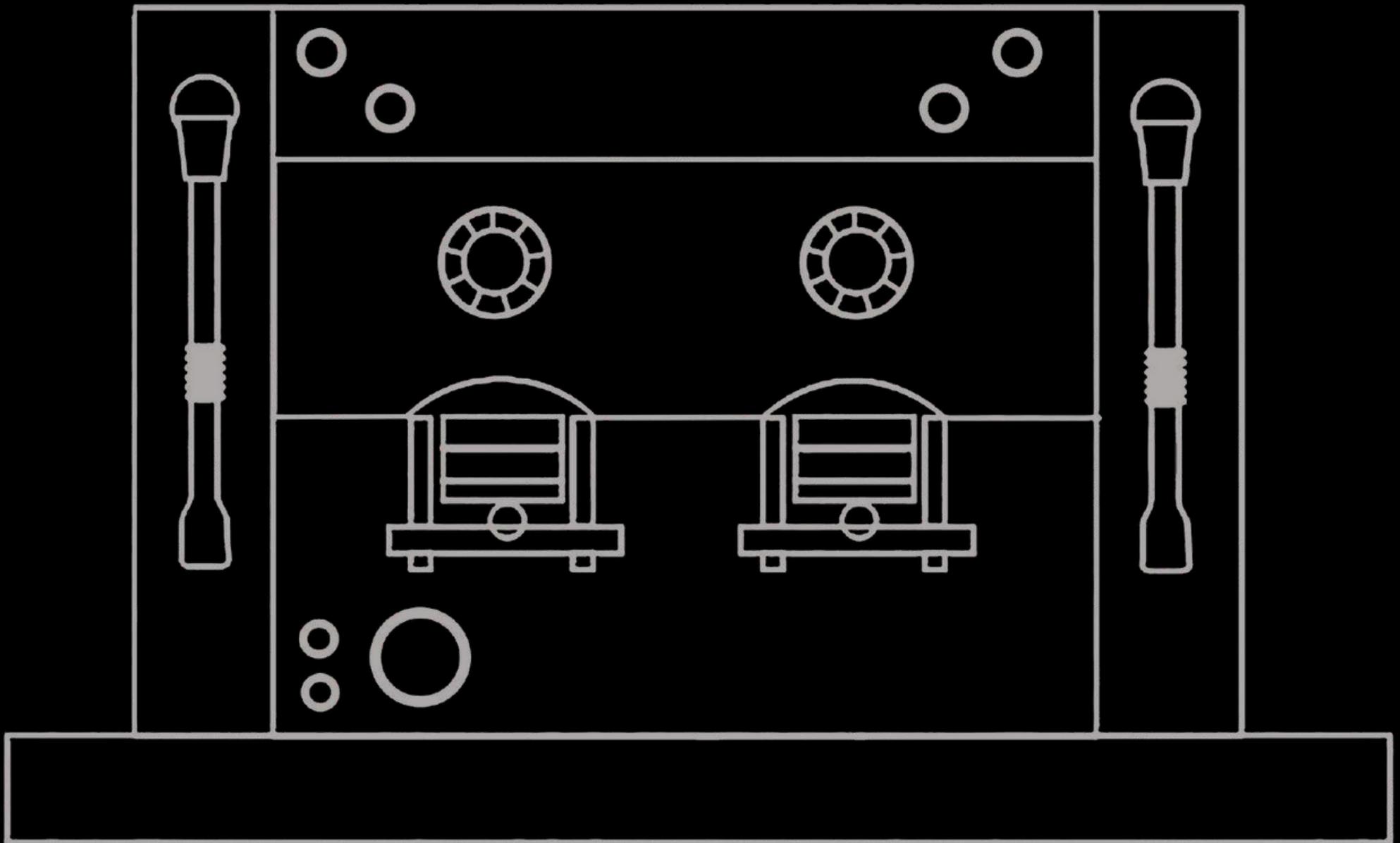
SHELL MATERIAL: METAL



3.2 Description of the machine with optional extras

1. Brew group ignition lever
2. Short coffee button
3. Long coffee button
4. Manual dispensing button / Programming button
5. Cup warmer ignition lever
6. Water connection power button
7. Main power button (illuminated)
8. Boiler service button (not illuminated)
9. Steam lance
10. Hot water nozzle
11. Pressure gauge
12. White tank alarm light
13. Red boiler heating light
14. Coffee group closing knobs
15. Coffee dispenser filter holder
16. Drain drawer



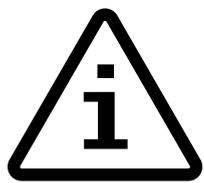


4 Installation and use

4.1 Installation and use

The machine must be installed in such a way as to optimize the ergonomics and safety of the workplace: leave a sufficient area around it to allow easy use, maintenance and adjustment operations. The machine must be installed on a socket of a system compliant with the country of installation, with relative earthing. HorecAroma machines intended for the Italian market require a 220-230 V, 50 Hz system. Check the technical characteristics on the CE marking, located on the back of the machine.

The machine is suitable for operating in environments with temperatures between + 5°C and + 40°C.

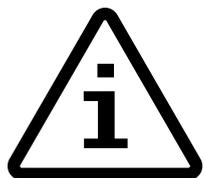


ATTENTION!

The manufacturer shall not be held liable for damage to persons, animals or property caused by failure to comply with this provision.



Only coffee pods should be inserted into the pod holder. Do not insert your fingers or any other objects.



Single-serving pods are designed to deliver a single coffee. Do not reuse pods after use.

-
- 1) Remove the machine from the box and make sure it is intact.
 - 2) Test the machine on a smooth surface, so that all four feet adhere well to the surface.
 - 3) In case of water connection, follow these steps before turning on the machine:

To activate the boiler services:

- in the basic version of the machine, turn on the red main switch located on the left side of the machine (see fig 2).
- In the version with water connection, turn on both the red illuminated switch and the black non-illuminated switch, both located on the left side.

Once the main switch is turned on, the boiler will be unloaded at the time of installation. Therefore, after 15 seconds the water loading will start, until the boiler is full to the default level. Loading will stop automatically.

The first load takes about 1.5 minutes.

Once the boiler is loaded, the pump will stop working and the water heating in the boiler will start.

The red light on the mantle will come on, indicating that the water is heating.

This first phase lasts about 13 minutes. At the end, the red light goes off and the pressure gauge will have the needle at about 1.5 bar.

4) If there is no water connection, remove the water tank and fill it (Fig. 1). The tank can be removed by lifting the cap located on the top of the machine. After filling the tank, reinsert it into the machine and close it with the black plastic cap, for hygiene reasons. Make sure you have also inserted the suction tube into the appropriate hole, before closing the machine with the stainless steel cap.



Fig. 1



Fig. 2

5) Press the illuminated main power switch. This button will activate the entire steam and hot water boiler system, and the cup warmer if present.

6) The coffee groups can be switched on optionally using the two power buttons located on the front of the machine.

N.B.: The boiler intake pipe is marked with a “Boiler” label.



ATTENTION!

Do not leave the machine turned on or unattended when not in use. Be sure to turn off the water connection tap and turn off the main switch.

Normal Operation

The machine has two lances: the one on the right generates hot water, the one on the left generates steam. Both can be used by lifting the black joystick located at the upper end of the lances. To stop the flow of water or steam, reposition the joystick perpendicularly (Fig.3).

Using steam and/or hot water, the water in the boiler or the pressure will tend to decrease. The machine will automatically restore both the water level and the amount of steam contained inside.

For maximum performance, use steam and hot water when the pressure gauge is at 1.5 bar and the red light is off.

Restoring pressure in the boiler, as described above, takes from 20 seconds to 2 minutes.



Fig. 3



Fig. 4

Empty tank alarm

The tank has a capacity of 5L. The machine will automatically draw from the tank to restore the boiler. If the tank remains empty, the pump attempts to suck water for 180 seconds. If there is no water in the tank, the pump stops and the entire system stops the boiler system for safety reasons. No element will be in operation, except for the coffee groups.

This alarm phase is signalled by the white LED (Fig. 4).

Only when the tank is refilled does the system reactivate and re-establish the pressure in the boiler. If, once the water in the tank has been refilled, the white LED continues to flash, without the boiler system reactivating, turn the machine off and on again using the main power button.

Empty tank alarm with volumetric counter

The tank has a capacity of 5 L. The machine will automatically draw from the tank to reset the boiler. If after 120 seconds the boiler does not fill, due to blockages in the group or a broken pump for example, the system goes into protection mode to safeguard the electrical components. The same thing happens if there is no water in the tank. In these cases it will not be possible to use either the services or the coffee groups. This alarm phase is signalled by the white LEDs on the buttons flashing.

Only when the tank is refilled, or the boiler filling problems are solved, turn the machine off and on again using the main power button, to restore normal operation.

Flowmeter alarm with volumetric counter

The system automatically checks the correct functioning of the flowmeters. If the system does not detect correct functioning for more than 5 seconds, the LEDs on the buttons start to flash. Any dispensing started will be terminated in 120 seconds. Once the problem has been solved, turn the machine off and on again using the main power button to restore normal operation.

4.2 Instructions for basic machine coffee groups

The coffee groups have independent ignition. Each coffee group can be turned on independently using the power button located at the top (Fig. 5). Each group also has a dispensing button next to the power button. The power button has a green light, which indicates that the group has been turned on, while the dispensing button has a red light, which indicates that the group is heating up.

- 1) Make sure the water tank is full before turning on the coffee groups.
- 2) Press the power switch of the group you wish to turn on. A red light will turn on on the dispensing button (with the cup). When the temperature light is off, the machine is ready for dispensing.
- 3) Lift the lever.
- 4) Keeping the lever raised, place the pod on top of the pod holder. Make sure it is correctly inserted (Fig. 6).
- 5) Lower the lever until you hear a click.



Fig. 5



Fig. 6



Fig. 7

- 6) Press the coffee dispensing switch (the one with the cup symbol) and the machine starts dispensing the coffee (Fig. 7).
- 7) Press the switch again to stop dispensing.



ATTENTION!

Do not lift the closing lever during dispensing.

8) It is recommended to remove the used pod immediately after dispensing, to avoid unpleasant odors due to a used pod left inserted for a long time and/or losing the seal. To do this, lift the closing lever and remove the used pod.

Adjusting the coffee group

The hardness of the lever and therefore the resulting pressure on the pod can be adjusted in different ways depending on the model purchased. Generally speaking, greater pressure (harder lever when closing) allows the edge of the pod to get less wet or not at all and the coffee to be delivered in a creamier way. The lower the pressure (the softer the lever) the more the pod will tend to wet the edges and the more the coffee will be delivered faster and in a less restricted way.

The adjustment in these models occurs by rotating the brass pod press (Fig. 8). By rotating the pod press to the right, the closure will tend to soften. By rotating to the left, the closure will tend to harden.



ATTENTION!

Do not touch the pod presser while the machine is on, it is a hot part, so there is a risk of burns. Therefore, adjust with the machine off, or by using a stick object, inserting it into the guide holes on the pod presser.



Fig. 8

4.3 Instructions for coffee groups with volumetric control

Even in the case of machines with volumetric control, the coffee groups, cup warmer and service boiler have autonomous ignition.

This allows both greater modularity of the machine and significant energy savings.

To turn on only the coffee groups, press the red light button (Fig 2).

Each coffee group can be turned on independently using the power button located at the top next to the knobs.

When the coffee group is turned on, the white LED on the power button lights up steadily. The white LEDs on the dispensing buttons also light up together with the power button.

By pressing one of the dispensing buttons, the dispensing phase starts, which will remain active until the previously programmed quantity of product is reached.

The installed preset is of the following quantities:

- Approximately 49g of water, dispensed in 11 seconds for the first dispensing.
- Approximately 98g of water, dispensed in 22 seconds for the second dispensing.

To consult the pre-set instructions, see the reference paragraph

The LED corresponding to the selected dose button remains on for the entire duration of the coffee dispensing and the others remain off.

NOTE: Dosing allows the simultaneous delivery of coffee from all the machine's groups.

NOTE: If the water in the tank runs out during delivery, delivery is interrupted for safety reasons.

Stop delivery during execution

It is possible to interrupt the current delivery before reaching the programmed volumetric counter pulses by pressing any of the coffee delivery buttons of the group used.

4.4 Coffee dose programming

It is possible to modify and store the quantities relating to the coffee doses (via volumetric control) by following the procedure below:

- 1)** Press the third dispensing button and hold it down for more than 3 seconds; the LEDs will start flashing.
- 2)** Within 5 seconds, press the dispensing button you wish to reprogram. From this moment, dispensing will start.
- 3)** When you have reached the quantity of coffee with which you wish to program the dose, press the button again.
 - At this point the LED corresponding to the programmed dispensing button turns off, while the other dispensing LEDs flash. While they are flashing, you can reprogram another button of your choice without repeating the operation in point 1, and instead proceed to points 2 and 3.
 - If, however, 5 seconds are exceeded and the LEDs return to a fixed light, it is necessary to repeat the entire sequence described in points 1, 2 and 3.
 - If you do not want to reprogram the remaining doses, wait 5 seconds, the LEDs will return to a fixed light.

IMPORTANT: the programming carried out on the FIRST GROUP is ALWAYS automatically transferred to all other groups. However, this does not affect the possibility of programming the remaining groups independently of the first using the operations described in points 1, 2 and 3.

4.5 Pre-infusion

Pre-infusion is a tool that can be useful in the case of some specific coffee blends or for herbal teas or infusions in pods, to better release aromas and odors into the cup.

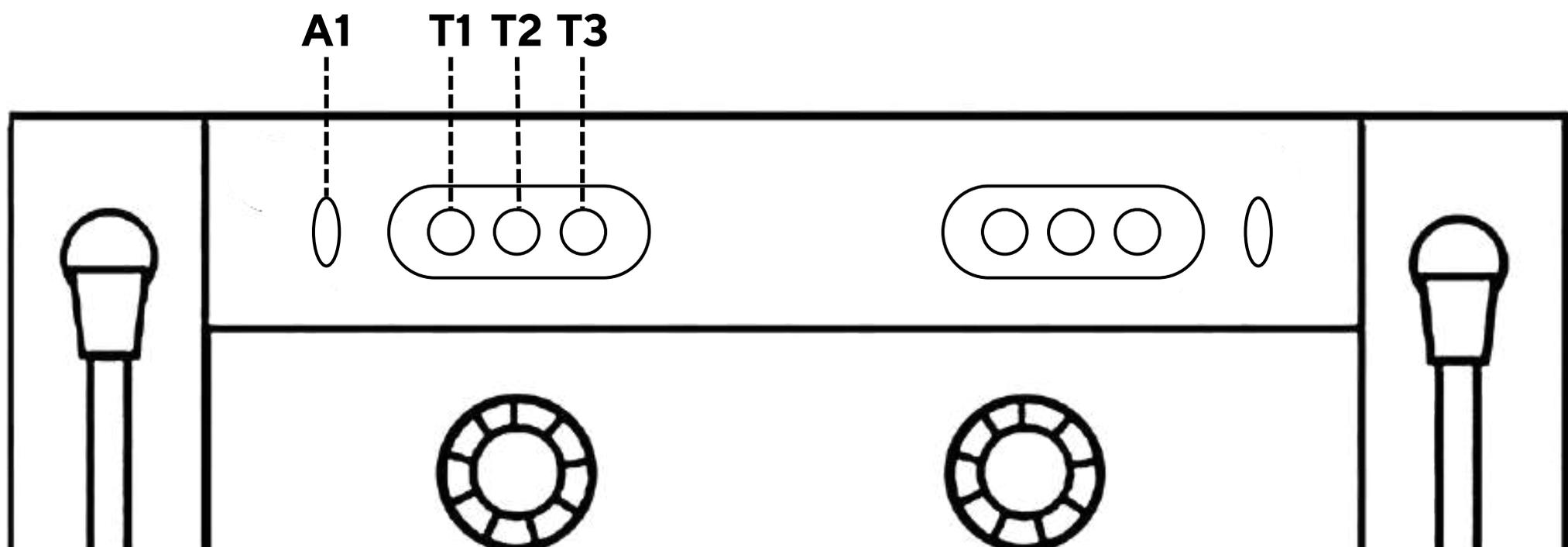
Pre-infusion consists of dispensing a short jet of water that precedes the actual dispensing in order to moisten the coffee pod.

To enable the pre-infusion function, simply proceed as follows:

Starting from the machine off, click on the T1 button and at the same time turn on the machine by pressing the red main button. The lighting of the respective button LED indicates that pre-infusion is enabled. Then turn the machine off and on again. From this moment on, the pre-infusion function is active.

To disable the pre-infusion function, simply proceed as follows:

Starting from the OFF state, turn on the machine by holding down the T1, T2 and T3 buttons at the same time. The lighting of the respective LED indicates that the pre-infusion has been disabled. Turn the machine off and on again to restore normal operation. From this moment on, the pre-infusion function is deactivated. The machine has returned to the pre-set state, so reset all the group doses if necessary.



4.6 Standard packaging and transportation

Standard packaging includes:

Cardboard box;

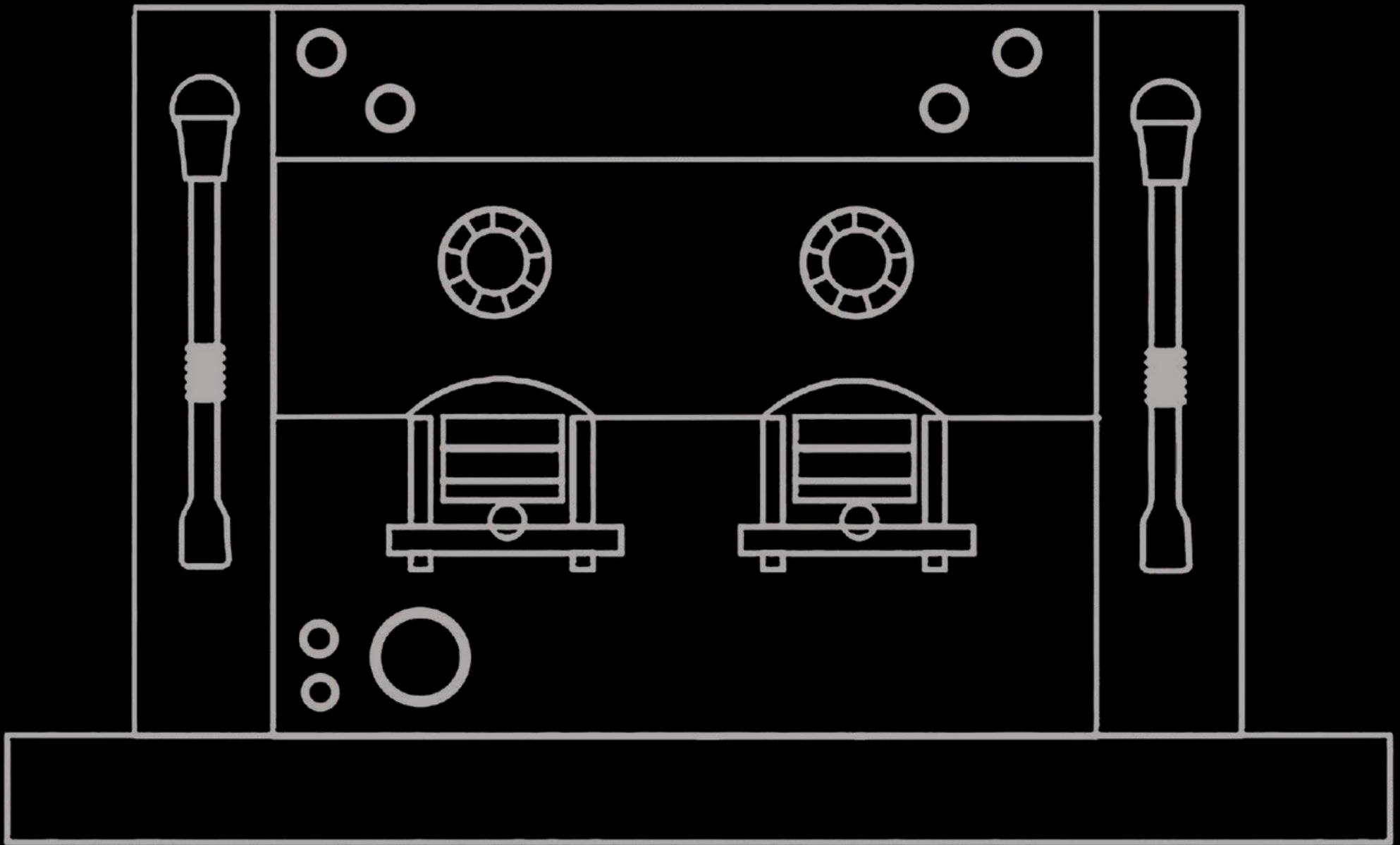
Protective envelope.

During autonomous transport, take care that the machine does not come into contact with water and that it is not subjected to impacts and that it is transported in the correct direction (see “TOP” writing on the box).

Storage

In case of inactivity, the machine must be stored adopting the following precautions:

- Turn off the machine and disconnect the power supply;
- Empty the machine's tank and drain pan;
- Empty the storage boiler. For this operation, use the tap located under the machine, in correspondence with the boiler.
- Clean the coffee groups, filter holders and filters.
- Descale the groups before storage.
- Store the machine indoors;
- Protect the machine from impacts and stresses;
- Protect the machine from humidity;
- Avoid exposing the machine to extreme temperatures and protect it from high temperature changes.
- Avoid contact between the machine and corrosive substances.
- Avoid inactivity for more than 6 months. In such cases it is advisable to turn on the machine and make a few deliveries, then store it again or take it to a service center authorized by the manufacturer.



5 Alarms

5.1 Alarms

Two LEDs are located on the left side of the pressure gauge: white and red (Fig. 1) . Turning them on signals:

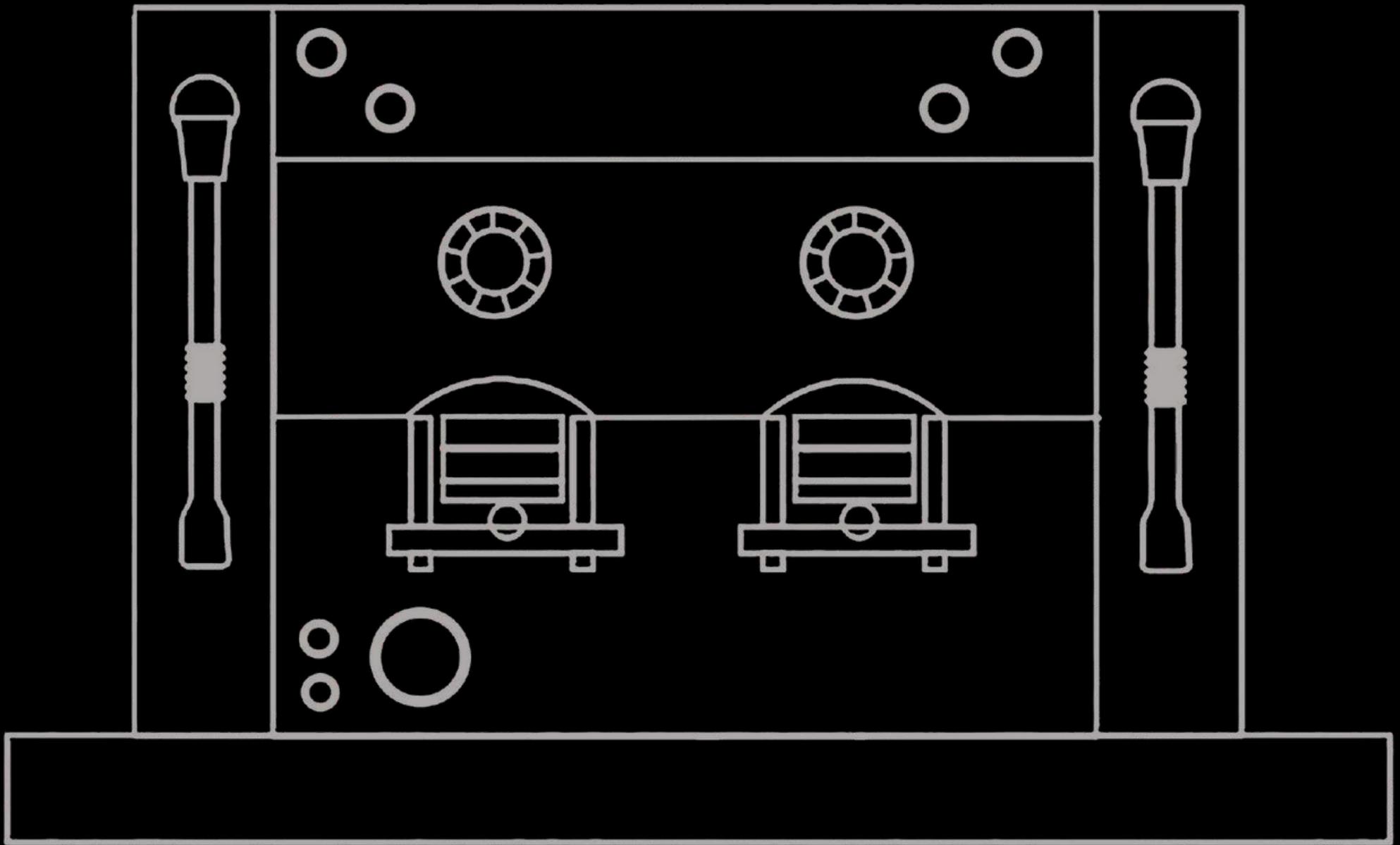
BLINKING WHITE LED: Lack of water in the tank;

FIXED WHITE LED: The machine is in protection because the pump cannot draw water;

RED LED: Heating stage of the boiler heater.



Fig. 1



6 Maintenance

6.1 Maintenance

Before carrying out any type of cleaning, it is necessary to isolate the machine from the electrical power supply and wait for it to cool down.



Never use alkaline detergents, solvents, alcohol or aggressive substances or ovens to dry the machine components.

Wash the components (excluding electrical ones) with cold/warm water and non-abrasive cloths/sponges and with the Aroma cleaning products found on our website or at our authorised retailers.

6.2 Cleaning the pod holder

Perform the pod holder cleaning procedure weekly.

To remove the pod holder (Fig. 1, 2 and 3):

- Rotate the spout to the right;
- Lift the pod holder;
- Hold the steel filter with the other hand;
- Unscrew the filter by turning it to the right or left;
- Rinse under running water.

To assemble the pod holder:

- Screw the filter onto the pod holder;
- Place the filter holder in its appropriate place;
- Rotate to the left.



Fig. 1



Fig. 2



Fig. 3

6.3 Decalcification

Limescale formation is a normal consequence of using the appliance, so we recommend descaling the machine periodically and/or when you observe a reduction in water flow. The frequency of descaling also changes based on the hardness of the water used.

Use softener filters inside the tank while in the case of a water connection, insert softener filters upstream of the water source. Malfunctions due to limescale build-up are not covered by warranty nor attributable in any way to the Manufacturer.



Failure to comply with the requirements exempts the Manufacturer from any liability under the Warranty.

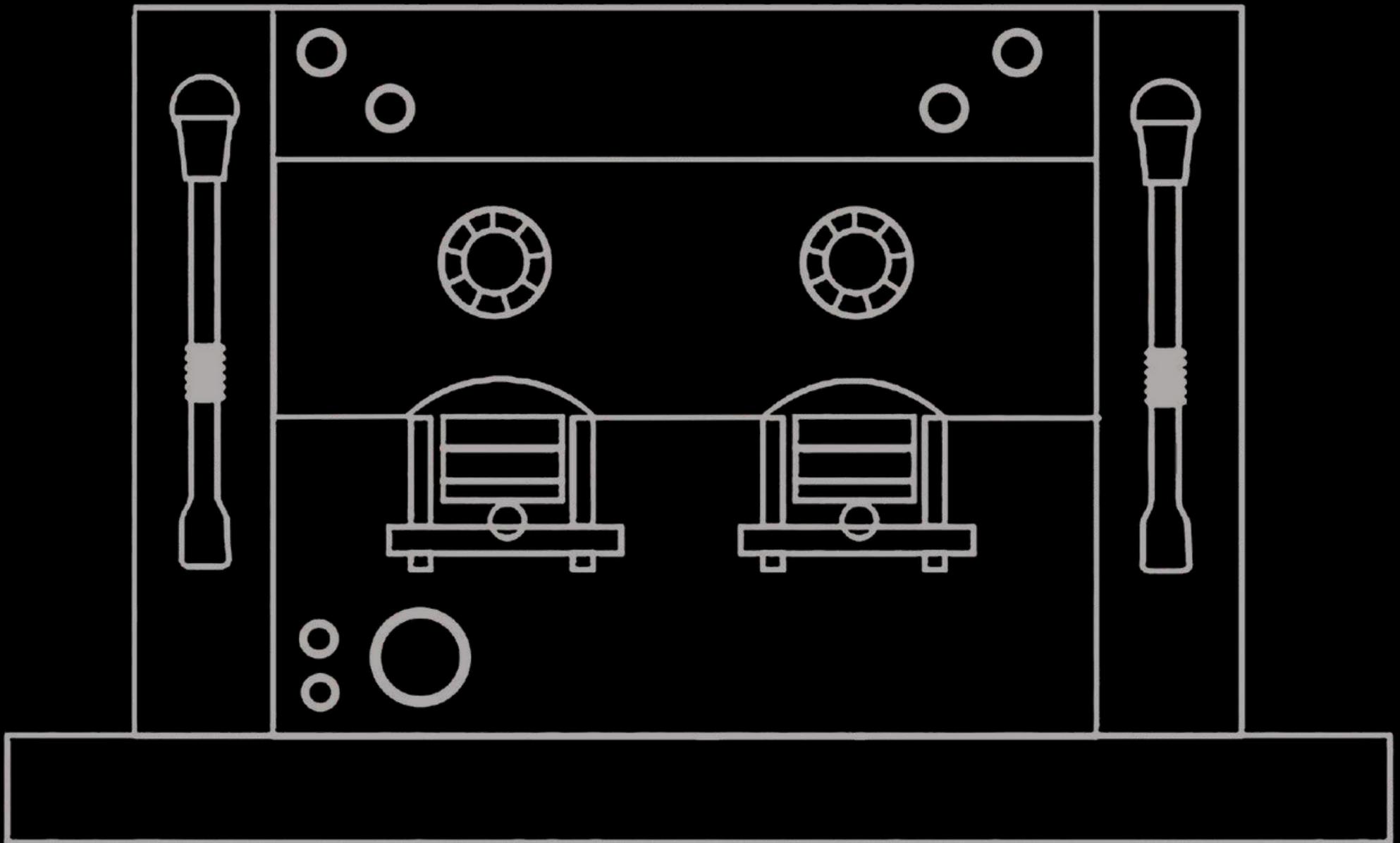
Why use the Aroma CLEANER:

- It is the only certified for food contact;
- It is tested on aroma products;
- It is biodegradable and respects the environment;
- It is ready to use, for easy use;
- It is based on melic and citric acid (natural acids);
- It is gentle on surfaces.

How to use:

- Pour the entire contents of the 250 ml bottle into the appropriate water tank without diluting;
- Turn on the machine and dispense the product 15 ml at a time intermittently;
- Leave to act for 5-10 minutes and repeat the operation until the descaling solution is finished;
- Rinse the tank with drinking water: fill it and then rinse the appliance by dispensing approximately 1000 ml of drinking water;
- Make sure that everything has remained unchanged and proceed with dispensing the coffee.





7 Warranty

7.1 The parties:

THE PRODUCER:

CAMAR s.r.l.s. is the owner of the brand and manufacturer of the machine.

THE SELLER:

The company that buys the producer's goods and resells them to the final consumer

THE CONSUMER:

Natural person who purchases the good for his own use. The consumer is the actual user of the good.

7.2 Warranty information

If during the validity period malfunctions or breakdowns of parts of the machine attributable to defects in construction, materials or workmanship occur, the Consumer or the Seller is required to promptly inform the Manufacturer in writing, by filling out the form on the website www.macchinearoma.com/assistenza/ or by email at assistenza@macchinearoma.com. The Manufacturer, after appropriate checks of the information received, authorizes the Seller who will repair or replace the defective parts. The warranty starts from the date shown on the proof of purchase, showing the machine serial number, stamp and signature of the Seller. Possession of this document, together with the Serial Number on the machine itself, are necessary conditions to be able to activate a repair or replacement under warranty. Replacement is possible if the report reaches the Manufacturer within 7 days of purchase. Otherwise, the machine can be repaired.

Cases not covered by warranty:

- Damages not attributable to defects in workmanship, construction or materials;
- Damage caused by careless transport and/or handling;
- Damage caused by improper use of the machine or use not foreseen in this Manual;
- Failure to perform ordinary maintenance as required by this Manual;
- Faults and/or breakages attributable to limescale or coffee build-up;
- Faults caused by power surges and short circuits;
- Faults and breakages not attributable to machine malfunction;

- For all other causes not attributable to the Manufacturer;
- Failure of parts subject to wear (o-rings, buttons, filter holder, etc.);
- Damage caused by modifications and/or interventions not authorised by the Manufacturer;
- Scratches or aesthetic defects caused by transport;
- Pump malfunction due to lack of water in the tank.

The machine also loses the right to the warranty if it is opened and/or tampered with without the explicit written authorization of the supplier. Furthermore, unauthorized modification or improper use relieves the Manufacturer from any liability for damage caused by a defective product. The use of non-original spare parts compromises the proper functioning of the machine. Request and use only original Aroma maintenance products and spare parts.

7.3 Assistance procedure

The legal guarantee is the responsibility of the Seller, and lasts 24 months. If you have problems with yours, contact your trusted Seller. If your Seller is not available, let us know and take advantage of the Aroma guarantee by filling out the form on our website www.macchinearoma.com/assistenza/ in this way:

- a)** Attach proof of purchase;
- b)** Attach a photo of the matriculation number;
- c)** Specify the problem encountered, attaching photos and videos that clearly show it;
- d)** Specify any dealer malfunctions.

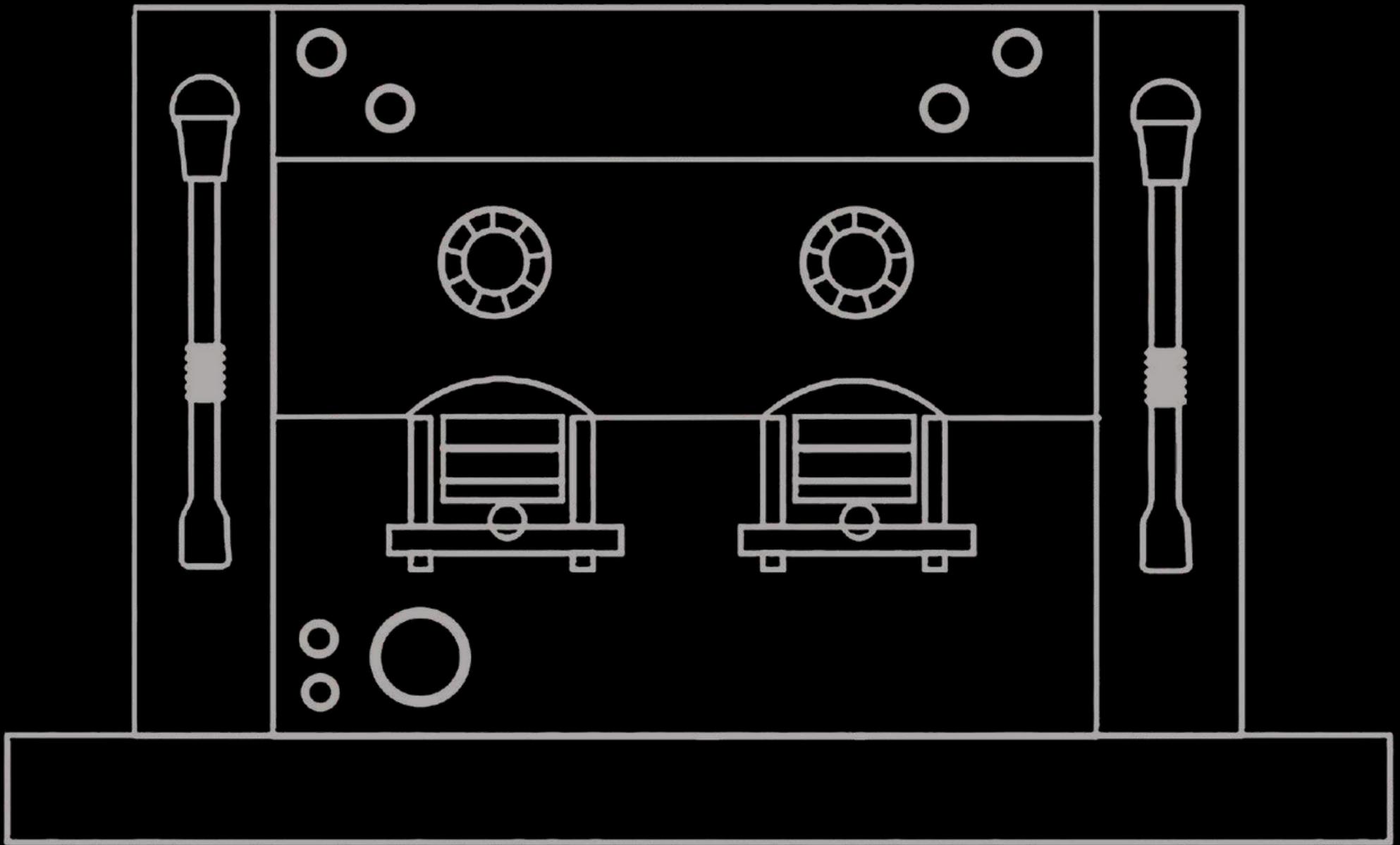
7.4 Problems with transport - procedure

Any defects evidently and visibly present at the time of delivery of the product (aesthetic defects on visible parts, breakages, dents, malfunctions, missing parts, etc.) must be reported to the seller within 7 days of purchase in order to benefit from the replacement.

As soon as you receive the package, check that it is intact before signing the delivery receipt. In case of visible damage, non-compliant packaging or damaged at the time of delivery by the courier or other appointed carrier, follow the procedure below:

- 1)** Sign the document for the courier with the clause "Subject to inspection";
- 2)** Produce photos and/or videos that clearly show the nature of the damage caused;
- 3)** Send an email to assistenza@macchinearoma.com (if you purchased from the Aroma website), or to the Seller's email within 24 hours of delivery, with the following information:

Once the email has been received, our Customer Care will proceed to open a claim with the carrier. In the meantime, the fastest and smartest resolution of the problem will be evaluated, through integration of the damaged parts, repair or replacement of the goods.



8 Disposal

8.1 Disposal

Pursuant to art. 26 of Legislative Decree 14 March 2014, n. 49 “Implementation of Directive 2012/19/EU on waste electrical and electronic equipment (WEEE), relating to the reduction of the use of hazardous substances in electrical and electronic equipment, as well as the disposal of waste”, the crossed-out wheellie bin symbol shown on the equipment or its packaging indicates that the product at the end of its useful life must be collected separately from other waste. In compliance with the WEEE Directive 2012/19EU: The user must therefore take the equipment at the end of its life to suitable separate collection centres for electronic and electrotechnical waste, or return it to the retailer when purchasing a new equipment of an equivalent type, on a one-to-one basis.

Appropriate separate waste collection for subsequent recycling, treatment and environmentally compatible disposal of the decommissioned equipment helps to avoid possible negative effects on the environment and health and promotes the reuse and/or recycling of the materials the equipment is made of. Illegal disposal of the product by the user will result in the application of the administrative sanctions provided for by current legislation. HorecAroma products are compatible with EC regulation 1935/2004.

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