

## Question

## Answer

How Long will it take to fix my Machine

Many factors affect how long a repair may take - from how quickly we have the machine returned to us, to approval by you for any repairs that are not covered under warranty. Fundamentally, we cannot give an indication of how long it will take to repair your machine until it is assessed by our Technician.

Why do I need to put my Credit Card Down

Whilst we understand some users believe it is always a warranty issues (manufacturing fault), our experience shows that less than 1 in every 3 is not a warranty fault. **If the issue is covered under warranty, 100% of the cost of the repair and the return of the machine will be covered for you as part of the warranty conditions.** If when diagnosing, the issue identified is not covered under warranty, we will contact you with a quote for the cost of repair prior to completing any further work.

I don't have a Credit card

We accept debit cards as well as credit cards. Just to clear things up — when we ask for your credit card details, **we're only placing a pre-authorisation, not charging anything upfront.** If / When it comes time to authorise payments this can be moved "offline" and not made on your Credit Card if you choose but will likely lead to delays in repair

Why are you not Replacing my Machine

We need to assess your machine before we do anything. We do not replace machines unless under exceptional reasons in consultation with the dealer and our technicians.

What Is Taking So Long

Many factors affect how long a repair may take - from how quickly we have the machine returned to us, to approval by you for any repairs that are not covered under warranty. Fundamentally, we cannot give an indication of how long it will take to repair your machine until it is assessed by our Technician.

Do you Have Loan Equipment

Unfortunately, we do not offer loan machines.

Can I just Take it back to my dealer to swap

We do not sell direct to end users and all machines are purchased through our dealer partners. We recommend you discussing this directly with the dealer you purchased your machine from. We need to inspect the machine to understand what issue / challenge has taken place and why it has occurred

I purchased from dealer "x" therefore it is their problem to fix it

We work in partnership with our dealers and as the manufacturer of the machine, we provide **a 2 year, return to base commercial warranty against manufacturing defects and faults.**

The issue with the machine was "X" why have you also quoted/-done "Y" & "Z"

Whilst there may be an initial error, often additional parts have to be replaced to bring the unit back to 100% functioning as intended. Our technicians are the most experienced on Robot-Coupe in the southern hemisphere and aim to limit any additional parts required.

Why is the machine not covered under warranty

Whilst we understand some users believe it is always a warranty issues (manufacturing fault), our experience shows that less than 1 in every 3 is not a warranty fault. **If the issue is covered under warranty, 100% of the cost of the repair and the return of the machine will be covered for you as part of the warranty conditions.** If when diagnosing, the issue identified is not covered

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Unable to contact the RC Service Centre for update or not getting a response

under warranty, we will contact you with a quote for the cost of repair prior to completing any further work.

Why is it taking so long for service to get back to me?

You will receive updates on the repair status of your machine by email from us. Keep an eye out for them or drop us an email with your unique **Job Request Number (8 digit number)** + your question

Why do I have to fill out a form that asks me for measurements of your machines/boxes? Shouldn't you already have this info?

**You will receive updates on the repair status of your machine by email and SMS from us.** Keep an eye out for them or drop us an email with your unique Job Request Number (8 digit number).

Why do I need to fill out various forms?

Our experience shows us that most end users do not retain their original packaging. This means it will be returned to us in many different sizes. On the **Machine Collection Form**, if you have original packaging, you can select this and there is no need for dimensions or weights.

I'm part of a group & don't want to put my personal CC details?

Each form serves a unique purpose and allows for specific information relevant to that task (i.e. sending the machine back to us at our cost). It also means you can complete the relevant forms when you can 24/7.

Why are you holding funds straight up? When I book a reservation at a restaurant I give my cc details but they don't hold my funds before my reservation begins?

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Why cant I get a replacement machine if my one was faulty from the beginning?

Just to clear things up — **when we ask for your credit card details, we're only placing a pre-authorisation, not charging anything upfront.** It is your financial institution that is holding your funds to ensure the funds are available

Why cant I just take it to a local repairer to save time?

We do not replace machines unless under exceptional reasons in consultation with the dealer and our technicians.

Why cant your service team call me to discuss my machine in detail & help me understand the issue?

**All warranty work is managed by Robot-Coupe.** If you want a repair undertaken, then you are able to take to any qualified motor electrical repairer, however, Robot Coupe cannot guarantee the job.

Can you explain ACCC warranty guidelines?

You will receive updates on the repair status of your machine by email from us. Keep an eye out for them or drop us an email with your unique **Job Request Number (8 digit number)**.

Can I extend my warranty period?

The ACCC states that warranties can't replace, change or take away a consumer's basic rights. A warranty is a voluntary promise that a person or business makes when selling a product or service. Once the consumer buys the product or service, the warranty becomes a legal right. Businesses must comply with any warranties they have provided. The terms and conditions of a warranty may require the consumer to do certain things in order to keep the warranty

**We offer a 2 year return to base commercial warranty against manufacturing faults and defects.** Unfortunately, at the present time, we do not offer an extended warranty period beyond this time frame.

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Do you know where I can hire a machine while mine is being repair

We work in partnership with our dealers and we would encourage you to contact the dealer you purchased your machine

What does DOA mean for me?

DOA means Dead on Arrival. For clarity, a machine is **DOA if it has never been used (immersed in liquid / blades used etc)**. When the machine is deemed DOA by Robot-Coupe, a replacement may be provided depending on the circumstance

Wanted to check regarding spare part repair but Menderhub is asking for the machine serial number

Parts can be ordered direct by approved repair agents through the Robot-Coupe After Sales website. If your machine needs repair (and your are not a qualified electrician) and your machine does not have a serial number then contact your local Territory Manager or email us for further assistance

Why I didn't get any update / tracking number even after submitting return form

**You will receive updates on the repair status of your machine by email and SMS from us.** Keep an eye out for them or drop us an email with your unique Job Request Number (8 digit number).

Could you please provide an approximate repair cost before we proceed with lodging the service form

A Repair Request Form must be lodged for us to access the machine and provide an indicative cost associated as it may not be as simple as just replacing a part, there may be some underlying factor that has caused the issue. Many factors affect how long a repair may take and any costs associated with it - **once the technician ahas assessed your machine, you will receive a sales quote by email (unless your job is 100% covered under warranty).** You can accept the quotation online to make it quicker and easier.

Can you escalate my case to fast track the repair ?

Just to clear things up — when we ask for your credit card details, we're only placing a pre-authorisation, not charging anything upfront. It is your financial institution that is holding your funds to ensure the funds are available

Why cant I get a replacement machine if my one was faulty from the beginning?

We do not replace machines unless under exceptional reasons in consultation with the dealer and our technicians.

Why cant I just take it to a local repairer to save time?

Unfortunately, we cannot prioritise one job over another - the jobs are allocated on a first in first assessed basis. The quicker we receive the machine, the sooner it will be in the queue to be assessed and repaired.

Why does the warranty only cover parts but not labour/freight?

**Not every part is covered under a warranty claim. Some parts are deemed as consumables and a portion of the costs will be charged.** We cover the costs of freight to and from your business free of charge.

Why can't you diagnose my machine based on photos/videos?

**Our technicians are the most experienced on Robot-Coupe in the southern hemisphere and assessing a machine takes much experience and knowledge.** Photos or videos in most occasions do not give a full picture of the root cause of any issues and until the machine is thorough reviewed and opened, we will never be 100% confident in returning your machine back in working order to the highest quality standards.

I bought a spare part two months ago, and it's broken. I'd like to check if it's covered under warranty. Could you clarify why the service form asks for the machine's serial number instead of the spare part

The Repair Request Form is for machines. If a spare part or accessory is broken, you need to contact our Sales Support Team on email [info@robotcoupe.com.au](mailto:info@robotcoupe.com.au) with copy of your invoice, any photos and a description of the issue.