

## INTEGRA 4 PRE-INSTALLATION AGREEMENT

Congratulations on your purchase of a Concordia beverage system. This Pre-Installation Agreement is designed to prepare your site and staff for an effective installation, and for the ongoing use of your beverage system. Following this guide will best prepare your site and contractor for an efficient and cost-effective installation. Our Customer Care team is available to answer pre-readiness questions about your site and can be reached at: [customer\\_service@concordiacoffee.com](mailto:customer_service@concordiacoffee.com).

This agreement is valid for the Concordia Model Integra 4. The Pre-Site Electrical Requirements are valid only for installations in the United States. This is a binding agreement between you (the customer or end user) and Concordia Beverage Systems (Concordia). **Please read this carefully before submitting the signed Agreement and scheduling your installation.** Third-party signatures require approval from Concordia Beverage Systems. If you have any questions or concerns regarding the following Terms and Conditions, please contact Concordia Global Customer Care at: 1-800-778-0990 EXT 5 or email: [InstallationCoordination@concordiacoffee.com](mailto:InstallationCoordination@concordiacoffee.com).

### TERMS AND CONDITIONS

#### Section 1

##### Installation Services

Concordia does not provide electrical, plumbing, and carpentry work. The installation service in this Agreement is limited to the following: (a) the initial, first-time installation of the Integra unit (b) calibration of the Integra to your beans and cup sizes (c) installation of the water filtration system, unless opted out by you (d) basic orientation and training (please reference Section 4, below). The signed and approved Pre-Installation Agreement must be received by Concordia Beverage Systems five business days prior to the requested installation date.

#### Section 2

##### Installation Service Hours

Standard service hours are Monday through Friday 8:00AM-5:00PM, excluding reserved holidays. Scheduling is based on AM or PM requests.

#### Section 3

##### Pricing

Concordia Installations are billed at the normal service rate of \$600, plus travel. Waiting time for consumable supplies, site readiness, contractors, or by customer request will be billed at the hourly service rate of \$110 per hour. If a second installation appointment is required due to incompliance with the Section 5, Pre-Site requirements or availability of supplied consumables, the service rate of \$400 will be billed to the customer. Additional services such as white-glove and scheduled overtime hours are available upon request. Please contact Concordia Global Customer Care at: 1-800-778-0990 EXT 5 or email: [InstallationCoordination@concordiacoffee.com](mailto:InstallationCoordination@concordiacoffee.com) for availability and a quote.

#### Section 4

##### Customer Orientation and Training

Upon completion of Installation, the technician will train the onsite available staff on the following tasks:

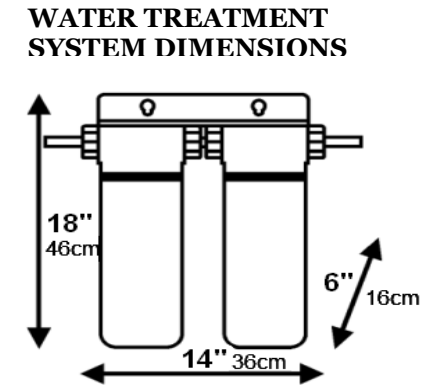
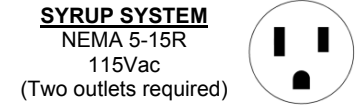
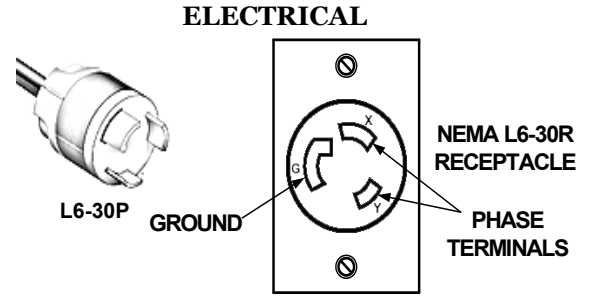
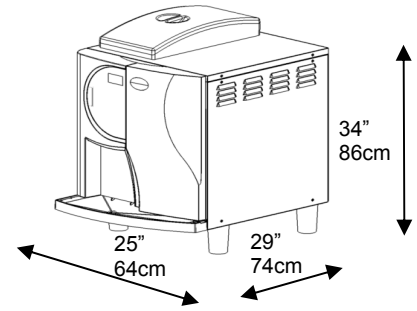
- The features of the machine
- How to operate the machine
- How to refill the consumables (milk, beans, filters)
- How to clean the milk and brew group
- How to replace flavor boxes
- Preventative maintenance measure
- Where to call for Concordia Global Customer Care to request service or troubleshooting
- Where to locate the serial number of the machine (needed when calling Global Customer Care)

#### Section 5

##### Customer Responsibility

The customer is responsible for complying with the following Pre-Site Physical Requirements. Read each requirement carefully. Failure to comply with any of the requirements may result in an additional second visit fee as noted described in Section 3.

<b>PRE-SITE PHYSICAL REQUIREMENTS</b>	
<input type="checkbox"/>	<p><b>LOCATION</b> The countertop must support at least 300lbs. Minimum countertop space: 25" (64cm) W x 29" (74cm) D x 34" (86cm) H. <b>Actual machine dimensions are smaller</b>, extra space is required for Service Access. Access holes for the drain, water, and flavor hoses must be cut into the countertop. See <b>Access Holes Diagram</b>.</p> <p><b>For Cabinet Installations:</b> Proper air circulation, ventilation, and accessibility needs must be met. The air going into the machine <b>must not</b> exceed 85°F (29°C). The machine must be moveable. If you are installing in a cabinet or other enclosed space, please contact Concordia prior to installation.</p>
<input type="checkbox"/>	<p><b>ELECTRICAL MACHINE: NEMA L6-30R receptacle.</b> Minimum 208Vac on dedicated 30amp circuit.</p> <p><b>FLAVOR SYSTEM: NEMA 5-15R or 5-20R receptacle.</b> 115Vac on a 15amp or 20amp circuit (two outlets required) for Espressojet flavor system and chocolate heating rack. <b>Must be located within five feet (1.5 meters) of machine.</b></p>
<input type="checkbox"/>	<p><b>WATER</b> Cold water source with a female 1/4" or 3/8" tube fitting and shut-off valve. Min. 30psi, Max. 100psi, 25gpm. If your location has a Reverse Osmosis System, a freshwater bypass is required. <b>Water hardness must not exceed 3gpg.</b></p>
<input type="checkbox"/>	<p><b>WATER TREATMENT SYSTEM</b> Space must be available to install water treatment system. <u>Must be located within five feet (1.5 meters) of machine.</u> Dimensions: 14" (36cm) W x 6" (16cm) D x 18" (46cm) H. Unit is mounted on the wall.</p>
<input type="checkbox"/>	<p><b>DRAIN</b> Connection for a 3/4" (1.9cm) ID drains hose. <u>Must be located within five feet (1.5 meters) of machine.</u></p>
<input type="checkbox"/>	<p><b>AMBIENT AIR TEMPERATURE</b> The air temperature around the machine must not exceed 85°F (29°C), to ensure the refrigeration unit and the machine operate properly.</p>
<input type="checkbox"/>	<p><b>ESPRESSJET FLAVOR SYSTEM</b> EspressoJet flavor system (product, pumps, tubing, chocolate heating rack, and controls must be installed within an enclosed space. <b>NEMA 5-15R or 5-20R receptacle.</b> 115Vac on a 15amp or 20amp circuit. <b>Chocolate sauce MUST be 85°F (29°C) prior to installation.</b> See <b>Flavor Storage Area Diagram</b>.</p>



<b>CUSTOMER-SUPPLIED CONSUMABLES</b>	
<b>BEANS</b>	Whole espresso beans (regular and decaf). Minimum 5lbs each.
<b>MILK</b>	Minimum one gallon of milk (e.g. 2%, 1%, or non-fat).
<b>CUPS</b>	Two sizes (e.g. 12oz/360mL and 16oz/480mL). Minimum 30 each.

		IF APPLICABLE, PLEASE SUPPLY
<b>Company Name</b>		<b>Construction Company Name</b>
<b>Site Contact Name</b>		
<b>Site Address</b>		
<b>Billing Address</b>		<b>Construction Contact Name</b>
<b>Phone</b>		<b>Phone</b>
<b>Fax</b>		<b>Fax</b>

I HAVE READ AND UNDERSTAND THIS DOCUMENT. I CONFIRM ALL PRE-SITE REQUIREMENTS HAVE BEEN MET. I ASSUME RESPONSIBILITY FOR ANY ADDITIONAL FEES INCURRED DUE TO INCOMPLIANCE WITH ANY PRE-SITE REQUIREMENT.

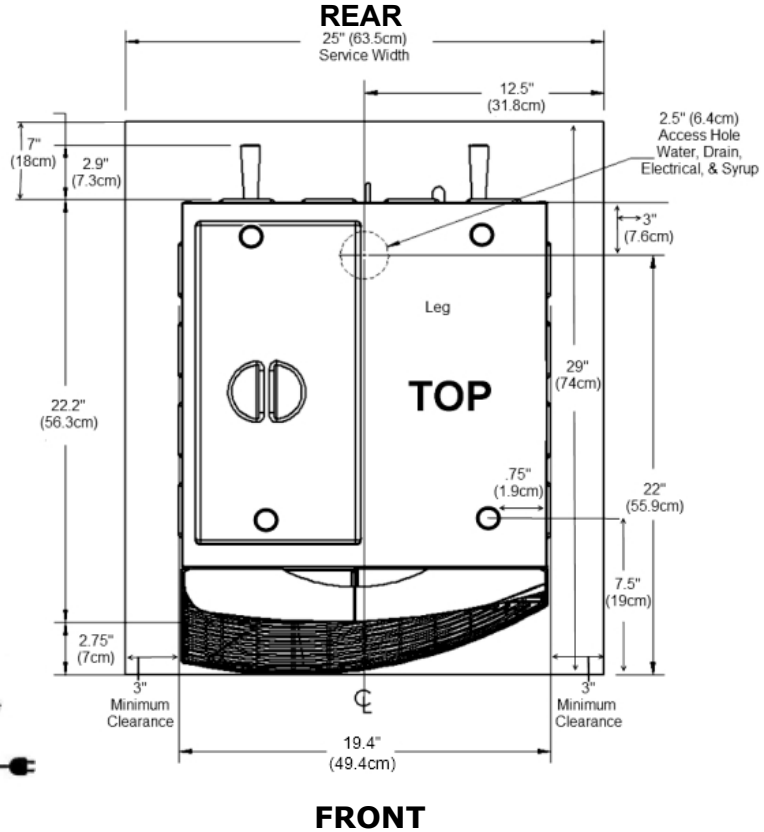
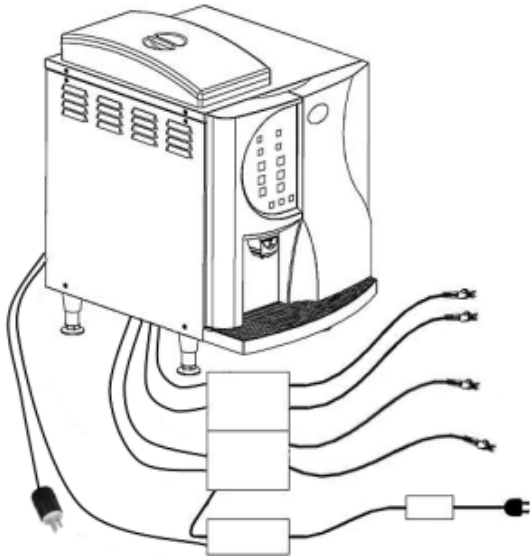
Customer Name (Print): \_\_\_\_\_ Title: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_



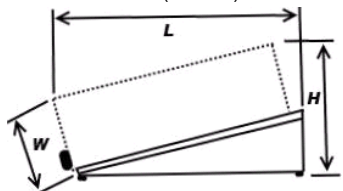

For assistance, call Concordia Beverage System at 1800-778-0990

### Access Holes Diagram

Connection for a 3/4" (1.9cm) ID drain hose must be located within five feet (1.5 meters) of the machine. The location may require a drain hose access hole be cut in the counter top. This must be completed prior to installation.



### Flavor Storage Area Diagram

<p><b>Syrup Pumps:</b> 1 enclosure 4 pumps</p> <p><b>Pump Enclosure Dimensions</b> 9" (16cm) H 19" (26cm) W 13" (18cm) L</p> 	<p><b>Syrup System Electrical:</b></p> <p><b>Syrup pump control box</b> 5" (13cm) W 7" (18cm) L 2.5" (6.4cm) D</p> <p><b>Syrup pump power supply</b> 2.5" (11cm) W 6" (19cm) L 1.5" (6.4cm) D</p> 
<p>Syrup tubing from machine to pumps are 8'; Syrup tubing from pumps to syrup boxes are 5' 8"</p>	
<p><b>Heating Rack Dimensions</b> Heating rack with chocolate sauce box 12.5" (32cm) H 14" (36cm) W 16" (40.6cm) L</p> 	<p><b>Flavor Box Dimensions</b></p> <p><b>1-gallon syrup box</b> 5.5" (14cm) H 6.7" (17cm) W 13" (33.1cm) L</p> <p><b>2.5-gal chocolate box</b> 9" (22cm) H 6" (15.3cm) W 13" (33.1cm) L</p> 
<p><b>Chocolate Sauce:</b> One box is in use; one box is preheated in reserve. Both are on heating rack.</p>	

Sample storage area dimensions: 25" (64cm) H x 43" (109cm) W x 23" (59cm) D