



XPRESS TOUCH 6 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 can answer your questions about ensuring your site is ready for installation and can be reached at InstallationCoordination@concordiacoffee.com.

This agreement is valid for the Concordia Xpress Touch 6 equipped with and onboard flavor system. The 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 email 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 Xpress Touch 6; (b) calibration of the Xpress Touch 6 to your beans and cup sizes; (c) installation of the water filtration system, if you chose to order a water filtration system; (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 holidays. Scheduling is based on AM or PM requests.

Section 3- Pricing

Concordia Installations are billed at the time of machine order. If a second installation appointment is required due to incompliance with Section 5, Pre-Site requirements, or availability of supplied consumables, the normal service hourly rate, plus travel costs, will be billed. Waiting time for consumable supplies, site readiness, contractors, or by customer request will be billed at the same hourly service rate. 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 or email InstallationCoordination@concordiacoffee.com for availability and a quote.

Section 4- Customer Orientation and Training

After installing the Xpress Touch 6, 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 (beans, flavors, milk and water filters)
- How to complete daily cleaning.
- Preventive Maintenance overview
- How to contact Concordia Global Customer Care to request service or PM during first year warranty.
- Where to locate the serial number of the machine

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 a second visit and an additional fee, as described in Section 3.

