

Service Fees

Forfeits including labor and spare parts by product line:

Coffee machines for Domestic use - Home	Cleaning and maintenance	Repair	
		< 10.000 cups from last repair *	> 10.000 cups from last repair *
Lines GIGA, Z and J	99€	259€	299€
A/5/7/9, ENA 3/4/5/7/8/9, ENA Micro 9/90, Lines E, F and S		209€	259€
A1, ENA Micro 1/5, Lines C and D		189€	229€
Transport and packaging **	40€		
Coffee machines for Professional use - Office	Cleaning and maintenance	Repair	
		< 10.000 cups from last repair *	> 10.000 cups from last repair *
X6, X8, X10 y Series XF, XJ, Xs, WE	159€	259€	309€
Transport and packaging **	50€		
Coffee machines for Professional use - GIGA	Cleaning and maintenance	Repair	
		< 15.000 cups from last repair *	> 15.000 cups from last repair *
Line GIGA X	159€	409€	509€
Transport and packaging **	According to the type of intervention		

* Rates for machines less than 10 years old and no signs of manipulation by an unauthorized technical service. In these cases, the service will be budgeted individually.

** Service available for Spanish peninsula (return trip). For Balearic and Canary islands, please contact our authorized local services or our Customer Service Center.



Coffee pleasure all the time

If we have not been able to solve your problem over the phone, we offer you a premium repair service that includes home collection and return.

All JURA home machines (designed and built for domestic use) purchased from an authorized dealer are covered by a manufacturer warranty of 25 months from the date of initial purchase. A simplified invoice or ticket must be provided as evidence of warranty claims. If a machine in the household range is used for "Commercial" or "Professional" use, the warranty is 12 months from the initial date of purchase. For more details, please check the "JURA Warranty Certificate" included in your machine's welcome pack.

For machines under warranty, both the costs of repair (including spare parts) and the cost of transportation are borne by JURA. Please refer to the "JURA Warranty Certificate" for circumstances that may cause a warranty exclusion.

For machines not covered by the warranty terms (more than 25 months), transportation costs are borne by the owner of the machine. We inform you that both the repair forfeits, as well as orders for cosmetic parts (or parts subject to regular wear and tear like nozzles, trays, tanks, etc.) should be pre-paid for customers "GENERAL PUBLIC" and "OFFICE".

Prices applied by JURA Espresso S.L.U. for service in peninsular Spain. For service at Balearic Islands and Canary Islands, please contact our Customer Service (atencioncliente@jura.com).

Terms of payment: the labor and spare parts forfeit will be pre-paid, before the machine is repaired, by credit card or bank transfer.

Storage costs: In the eventual case of not receiving the payment of the forfeit within 15 calendar days from the date on which the client receives the JURA document "Service Order" by e-mail, the machine will be returned prior payment of the estimate preparation costs valued at € 40,00 (taxes included). If the return of the machine is not possible for reasons beyond JURA's will, storage costs will be generated for € 6,00 / day (taxes included). After 6 months from JURA's communication, the machine will be destroyed.

All forfeits include the following:

- Input diagnosis (test-in) with reading of statistics and possible error messages.
- Identification of the service to be performed and repair of the machine under JURA quality standards.
- Replacement of all spare parts necessary for the repair (internal functional components only).
- Labor of a qualified JURA technician.
- Coffee group cleaning and descaling of machine's fluid circuit.
- Software update, if applicable.
- Exit diagnosis (test-out).
- Repair audit (test with approximately 10 coffees preparation).
- Exterior cleaning and packaging for shipment.



Important note: the replacement of external parts (such as the water tank or grounds container for example) is not included in the forfeit and, therefore, will be billed separately. Spare parts are available up to 5 years after the last year of production of the model.

Repair guarantee: The repair work carried out has a 6 month warranty on labor and replaced parts.

After been serviced, your coffee machine is in perfect condition again. Ready to provide excellent coffee and memorable enjoyment moments.

JURA Customer Service

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Spanish text prevails in case of dispute.