

# RANCILIO EQUIPMENT PRICE LIST

*effective Oct 1<sup>st</sup> 2022*



# CLASSE 11 XCELSIUS USB

Traditional automatic espresso machine

[view equipment online »](#)



**Xcelsius 2 Group \$23,400**

**Xcelsius 2 Group Tall \$24,000**

**Xcelsius 3 Group \$28,000**

**Xcelsius 3 Group Tall \$28,600**

**Xcelsius 4 Group \$32,600**

**Xcelsius 4 Group Tall \$33,300**

## CONFIGURATION

### OPERATING INTERFACE

Touch screen command panel

### INCLUDED

Hot water outlet with three dosing buttons

Two C-lever manual cool touch steam wands

Xcelsius temperature profiling technology

Frozen Bronze finish

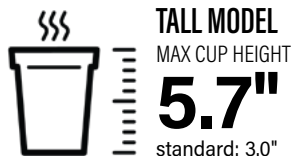
## STANDARD FEATURES

SMART INTERFACE	LED WORK AREA LIGHTS
DIGITAL DISPLAY	RGB LIGHTS
XCELSIUS	ABM
MULTI-BOILER SYSTEM	ECO MODE
X-TEA	AUTO ON/OFF
COOL TOUCH STEAM WANDS	EASY CLEAN
CUP WARMER	GRID SYSTEM

## OPTIONS

STEAM	
iSteam Wand	\$ 930
COLOR	
Frozen Bronze	-
Glossy Black	\$ 990
Pearl White	\$ 990

*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*



## TECHNICAL SPECIFICATIONS

	X USB 2 Group/Tall	X USB 3 Group/Tall	X USB 4 Group/Tall
<b>Dimensions</b> W x D x H (in)	32 x 24 x 22	41 x 24 x 22	51 x 24 x 22
<b>Boiler</b> (L)	11	16	22
<b>Voltage</b> (v)	220	220	220
<b>Power</b> (w)	5900	6150	6400
<b>Amperage</b> (a)	50	50	50

## COLOR OPTIONS

	Frozen Bronze (standard)
	Glossy Black (optional)
	Pearl White (optional)

# CLASSE 11 USB [view equipment online »](#)

Traditional automatic espresso machine



USB 2 Group **\$20,500**  
USB 2 Group Tall **\$21,000**

USB 3 Group **\$25,100**  
USB 3 Group Tall **\$25,700**

USB 4 Group **\$29,600**  
USB 4 Group Tall **\$30,500**

## CONFIGURATION

### OPERATING INTERFACE

Touch screen command panel

### INCLUDED

Hot water outlet with three dosing buttons

Two C-lever manual cool touch steam wands

Frozen Bronze finish

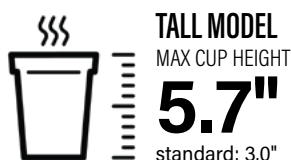
## STANDARD FEATURES

SMART INTERFACE	RGB LIGHTS
STEADY BREW	ABM
X-TEA	ECO MODE
COOL TOUCH STEAM WANDS	AUTO ON/OFF
CUP WARMER	EASY CLEAN
LED WORK AREA LIGHTS	GRID SYSTEM

## OPTIONS

STEAM	
iSteam Wand	\$ 930
COLOR	
Frozen Bronze	-
Glossy Black	\$ 990
Pearl White	\$ 990

*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*



## TECHNICAL SPECIFICATIONS

	USB 2 Group/Tall	USB 3 Group/Tall	USB 4 Group/Tall
<b>Dimensions</b> W x D x H (in)	32 x 24 x 22	41 x 24 x 22	51 x 24 x 22
<b>Boiler</b> (L)	11	16	22
<b>Voltage</b> (v)	220	220	220
<b>Element</b> (w)	6000	6000	6000
<b>Amperage</b> (a)	50	50	50

## COLOR OPTIONS

	Frozen Bronze (standard)
	Glossy Black (optional)
	Pearl White (optional)

# CLASSE 20 ASB

[view equipment online »](#)

Traditional automatic espresso machines



ASB 2 Group **\$21,000**

ASB 2 Group Tall **\$21,600**

ASB 3 Group **\$26,300**

ASB 3 Group Tall **\$27,200**

## CONFIGURATION

### OPERATING INTERFACE

Touch screen interface, dedicated grouphead display, and soft touch volumetric dosing buttons

### INCLUDED

Hot water outlet with one dosing buttons

Two C-lever manual steam wands

Cool Touch Steam Wands

RGB Lights



**TALL MODEL**  
MAX CUP HEIGHT  
**5.7"**  
standard: 3.0"

## STANDARD FEATURES

	SMART INTERFACE		LED WORK AREA LIGHTS
	DIGITAL DISPLAY		RGB LIGHTS
	AUTO STEADY BREW		ABM
	MULTI-BOILER SYSTEM		AUTO ON/OFF
	X-TEA		EASY CLEAN
	COOL TOUCH STEAM WANDS		GRID SYSTEM
	CUP WARMER		ADVANCED DIAGNOSTIC

## OPTIONS

### STEAM

iSteam Wand	\$ 930
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*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*

### ADVANCED STEADY BREW (ASB)

With the new Advanced Steady Brew system, each independent group is equipped with a micro-boiler and a heating element, guaranteeing thermal stability for both water temperature and group body and offering maximum accuracy at every cup. Baristas can set different water temperatures for each group via the touch screen interface and monitor extractions on the dedicated grouphead displays.

## TECHNICAL SPECIFICATIONS

ASB 2 Group/Tall

ASB 3 Group/Tall

Dimensions W x D x H (in)	30.5 x 22 x 21.6	40 x 22 x 21.6
Boiler (L)	11	16
Voltage (v)	220	220
Element (w)	4300	6320
Amperage (a)	30	50

# CLASSE 20 SB

[view equipment online »](#)

Traditional automatic espresso machines



SB 2 Group **\$16,700**

SB 2 Group Tall **\$17,300**

SB 3 Group **\$19,900**

SB 3 Group Tall **\$20,800**

## CONFIGURATION

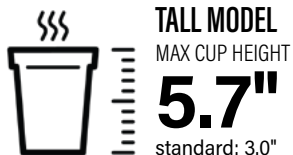
### OPERATING INTERFACE

Touch screen interface and soft touch volumetric dosing buttons

### INCLUDED

Hot water outlet with one dosing buttons

Two C-lever manual steam wands



## STANDARD FEATURES

	SMART INTERFACE		ABM
	STEADY BREW		AUTO ON/OFF
	X-TEA		EASY CLEAN
	LED WORK AREA LIGHTS		GRID SYSTEM
	RGB LIGHTS		ADVANCED DIAGNOSTIC

## OPTIONS

STEAM	
iSteam Wand	\$ 930
Cool Touch Steam Wands	\$ 220
MISCELLANEOUS	
Cup Warmer	\$ 350
RGB Lights (2GR)	\$1490
RGB Lights (3GR)	\$1540

Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.

## TECHNICAL SPECIFICATIONS

	SB 2 Group/Tall	SB 3 Group/Tall
Dimensions W x D x H (in)	30.5 x 22 x 21.6	40 x 22 x 21.6
Boiler (L)	11	16
Voltage (v)	220	220
Element (w)	4300	5000
Amperage (a)	30	30

# CLASSE 9 USB

[view equipment online »](#)

Traditional automatic espresso machine



USB 2 Group **\$14,500**

USB 2 Group Tall **\$14,900**

USB 3 Group **\$17,700**

USB 3 Group Tall **\$18,200**

USB 4 Group **\$20,500**

USB 4 Group Tall **\$20,900**

## CONFIGURATION

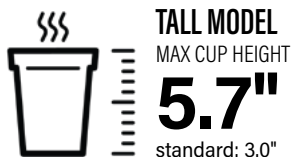
### OPERATING INTERFACE

Soft touch keypad with volumetric dosing & LCD display screen

### INCLUDED

Hot water outlet with two dosing buttons

Two C-lever manual steam wands



## STANDARD FEATURES

	DIGITAL DISPLAY		ABM
	STEADY BREW		AUTO ON/OFF
	X-TEA		EASY CLEAN
	LED WORK AREA LIGHTS		GRID SYSTEM
	RGB LIGHTS		

## OPTIONS

STEAM	
iSteam Wand	\$ 930
Cool Touch Steam Wands	\$ 220
MISCELLANEOUS	
Cup Warmer	\$ 350

Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.

## TECHNICAL SPECIFICATIONS

	USB 2 Group/Tall	USB 3 Group/Tall	USB 4 Group/Tall
Dimensions W x D x H (in)	30 x 22 x 21	40 x 22 x 21	49 x 22 x 21
Boiler (L)	11	16	22
Voltage (v)	220	220	220
Element (w)	5000	5000	6000
Amperage (a)	30	30	50

# CLASSE 9 S

[view equipment online »](#)

Traditional semi-automatic espresso machines



S 2 Group **\$11,000**



S 3 Group **\$13,000**



S 4 Group **\$15,300**

## CONFIGURATION

### OPERATING INTERFACE

Soft touch keypad with manual dosing

### INCLUDED

Hot water outlet with manual push button

Two C-lever manual steam wands

## STANDARD FEATURES

STEADY BREW	EASY CLEAN
LED WORK AREA LIGHTS	GRID SYSTEM
RGB LIGHTS	

## OPTIONS

STEAM	
Cool Touch Steam Wands	\$ 220
MISCELLANEOUS	
Cup Warmer	\$ 350

*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*

## TECHNICAL SPECIFICATIONS

S 2 Group      S 3 Group      S 4 Group

Dimensions W x D x H (in)	31 x 22 x 21	40 x 22 x 21	50 x 22 x 21
Boiler (L)	11	16	22
Voltage (v)	220	220	220
Element (w)	5000	5000	5000
Amperage (a)	30	30	30

# CLASSE 7 USB (2022 MODEL)

Traditional automatic espresso machines

[view equipment online »](#)



USB 2 Group **\$11,900**

USB 2 Group Tall **\$13,000**

USB 3 Group **\$14,500**

USB 3 Group Tall **\$15,400**

## CONFIGURATION

### OPERATING INTERFACE

Soft touch keypad with volumetric dosing & LCD display screen

### INCLUDED

Hot water outlet with one dosing buttons

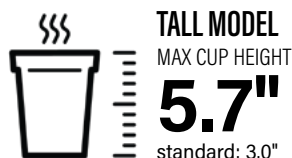
Two C-lever manual steam wands

## STANDARD FEATURES

	DIGITAL DISPLAY		RGB LIGHTS
	STEADY BREW		BM
	HOT WATER ECONOMIZER		AUTO ON/OFF
	LED WORK AREA LIGHTS		EASY CLEAN

## OPTIONS

BREWING	
T-Switch (2 Group)	\$ 190
T-Switch (3 Group)	\$ 270
STEAM	
iSteam Wand	\$ 930
Dual iSteam Wands	\$2020
Cool Touch Steam Wands	\$ 220
COLOR	
Anthracite Black	-
Ice White	-
Stone Grey	-
MISCELLANEOUS	
Cup Warmer	\$ 350



*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*

## TECHNICAL SPECIFICATIONS

### USB 2 Group/Tall

### USB 3 Group/Tall

Dimensions W x D x H (in)	31 x 22 x 21	40 x 22 x 21
Boiler (L)	11	16
Voltage (v)	220	220
Element (w)	5000	5000
Amperage (a)	30	30

# CLASSE 7 S (2022 MODEL) [view equipment online »](#)

Traditional semi-automatic espresso machines



S 2 Group **\$8,700**



S 3 Group **\$10,900**

## CONFIGURATION

### OPERATING INTERFACE

Soft touch keypad with manual dosing

### INCLUDED

Hot water outlet with manual push button

Two C-lever manual steam wands

## STANDARD FEATURES

	STEADY BREW		LED WORK AREA LIGHTS
	HOT WATER ECONOMIZER		EASY CLEAN

## OPTIONS

BREWING	
T-Switch (2 Group)	\$ 190
T-Switch (3 Group)	\$ 270
STEAM	
iSteam Wand	\$1090
Cool Touch Steam Wands	\$ 220
COLOR	
Anthracite Black	-
Ice White	-
Stone Grey	-
MISCELLANEOUS	
Cup Warmer	\$ 350

*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*

## TECHNICAL SPECIFICATIONS

**S 2 Group**

**S 3 Group**

Dimensions W x D x H (in)	31 x 22 x 21	40 x 22 x 21
Boiler (L)	11	16
Voltage (v)	220	220
Element (w)	5000	5000
Amperage (a)	30	30

# CLASSE 5 USB (2022 MODEL) [view equipment online »](#)

Traditional automatic espresso machines



USB 2 Group Compact **\$7,700**  
 USB 2 Group Compact Tall **\$8,000**

USB 2 Group **\$8,100**  
 USB 2 Group Tall **\$8,700**

USB 3 Group **\$11,100**  
 USB 3 Group Tall **\$12,100**

## CONFIGURATION

**OPERATING INTERFACE**  
 Soft touch keypad with volumetric dosing

**INCLUDED**  
 Compact version includes hot water outlet with manual push button  
 Standard version includes hot water outlet with manual valve knob control  
 Two C-lever manual steam wands

STEADY BREW

EASY CLEAN

LED WORK AREA LIGHTS

## OPTIONS

STEAM	
iSteam Wand	\$1090
COLOR	
Anthracite Black	-
Ice White	-
Stone Grey	-
MISCELLANEOUS	
Cup Warmer*	\$ 350

*Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.*

*\*Cup Warmer not available on Compact models.*

TALL MODEL  
 MAX CUP HEIGHT  
**5.7"**  
 standard: 3.0"

## TECHNICAL SPECIFICATIONS

	USB 2 Group Compact/Tall	USB 2 Group/Tall	USB 3 Group/Tall
Dimensions W x D x H (in)	24 x 22 x 21	31 x 22 x 21	40 x 22 x 21
Boiler (L)	5	11	16
Voltage (v)	220	220	220
Element (w)	3000	4300	5000
Amperage (a)	20	30	30

# CLASSE 5 S (2022 MODEL) [view equipment online »](#)

Traditional semi-automatic espresso machines



S 2 Group Compact **\$6,400**



S 2 Group **\$7,000**



S 3 Group **\$8,900**

## CONFIGURATION

### OPERATING INTERFACE

Button with manual dosing

### INCLUDED

Compact version includes hot water outlet with manual push button

Standard version includes hot water outlet with manual valve knob control

Two C-lever manual steam wand

## STANDARD FEATURES



STEADY BREW



LED WORK  
AREA LIGHTS

## OPTIONS

STEAM	
iSteam Wand	\$1090
COLOR	
Anthracite Black	-
Ice White	-
Stone Grey	-
MISCELLANEOUS	
Cup Warmer*	\$ 350

Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.

\*Cup Warmer not available on Compact models.

## TECHNICAL SPECIFICATIONS

S 2 Group Compact   S 2 Group   S 3 Group

Dimensions W x D x H (in)	24 x 22 x 21	31 x 22 x 21	40 x 22 x 21
Boiler (L)	5	11	16
Voltage (v)	220	220	220
Element (w)	3000	4300	5000
Amperage (a)	20	30	30

# CLASSE 5 1 Group USB/S/ST (2022 MODEL)

Traditional automatic and semi-automatic espresso machines



[view equipment online »](#)

USB 1 Group **\$5,800**

USB 1 Group Tall **\$6,100**

S 1 Group **\$4,800**

ST 1 Group **\$4,200**

## CONFIGURATION

### USB OPERATING INTERFACE

Soft touch keypad with volumetric dosing

### S/ST OPERATING INTERFACE

Switch with manual dosing

### USB/S/ST INCLUDED

Hot water outlet with manual valve knob control

One C-lever manual steam wand

### ST ONLY INCLUDED

Includes pour-over 2 liter water reservoir and drain basin

## STANDARD FEATURES

### 1G USB MODELS



EASY CLEAN



LED WORK  
AREA LIGHTS

### 1G S/ST MODELS



LED WORK  
AREA LIGHTS

## OPTIONS

### STEAM

iSteam Wand	\$1090
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### COLOR

Anthracite Black	-
Ice White	-
Stone Grey	-

Water must remain at 2-3 GPG or warranty will be voided - a dedicated water softener/filter is required. Water must be maintained in accordance with the Rancilio Group NA water quality statement.

## TECHNICAL SPECIFICATIONS

### USB 1 Group/Tall S/ST 1 Group

	USB 1 Group/Tall	S/ST 1 Group
Dimensions W x D x H (in)	16 x 21 x 21	16 x 21 x 21
Boiler (L)	4	4
Voltage (v)	110	110
Element (w)	1600	1600
Amperage (a)	20	20

# FEATURE & OPTION DETAILS

Features of espresso machines explained



## SMART INTERFACE

Touch screen barista command panel for complete control of all brewing and machine functions



## DIGITAL DISPLAY

Live shot timer and other machine functions are clearly visible for a simple barista workflow



## XCELSIUS TEMPERATURE PROFILING RANCILIO PATENTED TECHNOLOGY

Independent microboilers enable total control over brew temperatures during all phases of extraction



## ADVANCED STEADY BREW

Independent boilers provide consistency and ability to set different temperatures per group



## STEADY BREW RANCILIO PATENTED TECHNOLOGY

Keeps water temperature of single boiler machines stable during extraction, even in low-usage periods



## T-SWITCH

Adjustable restrictors that enable different group temperatures even with a single boiler system



## MULTI-BOILER SYSTEM

Each group features a micro-boiler and heating element for consistent performance plus the ability to set different brew temperatures per group



## X-TEA RANCILIO PATENTED TECHNOLOGY

Program custom dosages and temperature levels for the hot water tap



## HOT WATER ECONOMIZER

Allows a technician to adjust the mix of the hot water tap



## COOL TOUCH STEAM WAND

Steam wands remain at a safe temperature



## C-LEVER

Steam valve stays open with a quarter turn upwards. To purge, simple push the lever downwards and release to close the valve.



## ISTEAM RANCILIO PATENTED TECHNOLOGY

Intelligent steam wand automatically infuses air and turns off at proper temperature to create perfect milk for cappuccinos & lattes.



## CUP WARMER

Keeps ceramic cups at the perfect temperature



## ERGONOMIC PORTAFILTER

New elegant design maximizes comfort and utility



## LED WORK AREA LIGHTS

Bright LED lights under groupheads for visibility



## RGB LIGHTS

Customizable aesthetic lighting (Classe 20) or functional indicator lights (Classe 11, 9, 7)



## ABM/BM RANCILIO PATENTED TECHNOLOGY

Boiler management software that regulates various machine functions to maintain high performance and adjust for low power availability.



## ECO-MODE

Manages boiler water levels for the best balance of energy savings and performance



## AUTO ON/OFF

Set auto on/off times or weekly schedule, depending on model



## EASY CLEAN

Automated washing and rinsing after cycle is started, plus additional control on some models



## GRID SYSTEM

Easily removable, dishwasher safe, scratch-resistant polymer cup trays



## ADVANCED DIAGNOSTIC

Quickly test the functionality of individual machine components via the touchscreen interface

## COLOR OPTIONS

CLASSE 5 / CLASSE 7



ANTHRACITE BLACK



STONE GREY



ICE WHITE

# KRYO EVO 65 & MD GRINDERS

Espresso grinders (on-demand & manual dosing)



KRYO EVO 65 OD **\$2,200**



KRYO EVO 65 AT **\$1,800**



KRYO EVO 65 ST **\$1,700**

## CONFIGURATION

### OPERATING INTERFACE

Automatic dosing on-demand, activated by portafilter

### INCLUDED

Programmed dosing for two doses and continuous grind button

## CONFIGURATION

### OPERATING INTERFACE

Manual power button

### INCLUDED

Chamber to hold grounds for lever dosing. Automatically turns off when chamber is full.

## CONFIGURATION

### OPERATING INTERFACE

Manual power button

### INCLUDED

Chamber to hold grounds for lever dosing. Must be manually turned off.

[view equipment online »](#)



MD 40 ST **\$1,100**



MD 80 AT **\$2,200**

## TECHNICAL SPECIFICATIONS

	KRYO EVO OD	KRYO EVO AT	KRYO EVO ST	MD 80 AT	MD 40 ST
Dimensions W x D x H (in)	9 x 15 x 23	9 x 15 x 23	9 x 15 x 23	8 x 15 x 24	6 x 13 x 17
Burrs (mm)	64	64	64	75	40
Voltage (v)	110	110	110	110	110
Power (w)	450	450	450	950	140
Amperage (a)	15	15	15	15	15

# WATER QUALITY STATEMENT

Water is the main ingredient in your coffee; it can comprise over 90% of your beverage. Proper water treatment will not only ensure good flavor for your product but will also prolong the life of your machine. During brewing/extraction, substances such as oils, minerals, salts, and sugars are extracted into your water, altering its flavor. Every water source is composed of different minerals, chemicals, and compounds due to geographic and municipal variables. Therefore, we recommend testing your water thoroughly. Doing so will allow you to select the best water filtration solution for your needs.

Rancilio Group North America does not monitor changes in water due to treatment from municipalities. Damage caused by inadequately treated water will void the machine and manufacturer's warranty.

**Water Factors for Equipment:** Calcium Carbonate and Chlorides are the most significant factors that will affect your machine. Calcium Carbonate, a dissolved mineral, will settle inside the machine as scale. This is measured as water hardness. Higher levels of water hardness will cause faster scale buildup. Scale can clog orifices and block sensors from taking proper readings. Chlorides can bond with electrons in the metals of the espresso machine, which may produce salts that can alter the flavor of your espresso. This exchange of ions leads to the corrosion of the metals inside the machine.

**Filtration Quick Guide:** Filtration can be installed in-line directly before the machine or as part of a large water management system. When installing a machine in a building water management system, verify that the water hardness, TDS, pH, and chloride levels are within our recommendations. The machine may require an additional in-line system to make up for shortcomings in the building water management system.

NOTE: Having only a water softener is insufficient in most applications.

- **Carbon Filtration:** Water is passed through granular carbon-retaining compounds that impart taste and odor.
- **Ion Exchange:** Introduces desirable compounds like sodium while removing unwanted mineral components by attracting ions to its membrane.
- **Reverse Osmosis:** Water forced into semi-permeable membrane to remove ions, molecules, and larger particles. Reverse osmosis can remove dissolved and suspended particulate from water, including bacteria. We recommend using a blend valve to introduce the desired levels of minerals to obtain your target TDS (90-110 ppm).

**Filter Cartridge Exchange:** A location's filter cartridge exchange schedule is determined by use, water quality, and manufacturer recommendation.

Depending on the manufacturer and type of filter (carbon, ion, or membrane), the flow rate may or may not drop, affecting water pressure to the equipment. Refer to your filtration manufacturer for specifics on recommended filtration replacement schedule. Changing filters regularly will prolong the life of your equipment and maintain the quality of your product.

## WATER REQUIREMENTS

*ppm: parts per million*

Total Dissolved Solids (TDS)	30-150 ppm
Total Hardness	2-3 grains per gallon
pH	6-8
Chloride	0 ppm
Chloramine	0 ppm
Silica	<5 ppm
Flow rate of water into machine	0.5 gallons per minute

**Placing Orders:** Please email the order to [orders@ranciliogroupna.com](mailto:orders@ranciliogroupna.com) or fax the orders to (630) 914-7901. Verbal orders cannot be accepted for equipment or parts. There is a \$50.00 minimum required on all domestic orders. A \$10.00 charge will be incurred for any order under \$50.00. We understand that emergencies may arise and we will work with you accordingly. A \$25.00 fee will be applied to all drop-shipped orders for Parts. If an equipment order is requested with a different shipping address, it must be approved by a manager and will incur a \$50.00 drop-ship fee. If a part is not in stock, a back order will be created. When the back ordered parts are in stock, they will be shipped. The shipping charges are the responsibility of the party who placed the order.

**Changes to Orders:** There will be a \$20.00 service fee added to each changed item on any given order. After an order has been processed, any additional items requested will be processed as a separate order.

**Order Confirmation:** You will receive an email confirmation that your equipment order has been received and is being processed.

**Returns:** Returns for unused equipment in its original packaging can be accepted within 30 days of purchase. Customer returns will require a Return Goods Authorization (RGA). Please contact Rancilio via email at [orders@ranciliogroupna.com](mailto:orders@ranciliogroupna.com) or (630) 914-7900 for an authorization number. A minimum of a 20% restocking fee will be incurred for all returned items.

**Damaged Items:** Any merchandise that arrives damaged must be reported within ten (10) business days of receipt. Any damaged merchandise must be returned with an RGA to Rancilio within 30 days of receipt.

**Installation Forms:** We must have an Installation/Warranty Registration form on hand before filling any warranty parts requests. An Installation/Warranty Registration form, pre-printed with the model and serial numbers, is shipped with each piece of new commercial equipment. In order to activate the warranty and register the equipment, it is mandatory that immediately following equipment installation the Installation/Warranty Registration form be completed and returned to Rancilio Group North America within 10 days.

**Accounts Receivable:** All orders will be prepaid prior to shipping unless credit terms are established. We accept most major credit cards in addition to company checks or wire transfers. Each returned check will incur a \$25 processing fee. While we accept most major credit cards for invoices that are under \$5000 without a convenience fee, customers that wish to pay invoices by credit card that are over \$5000 will incur a 4% convenience fee on the surplus amount.

If credit terms have been established, the following structure applies:

- 1-30 days: Invoice due
- 31-60 days: Account is past due: all orders are shipped COD
- 61-90 days: Account is placed on a NO SHIP status
- 91+ days: Account is turned over to collections.

**PLEASE NOTE:** Invoices past due 30 days will incur an interest rate of 1.5% per month until the balance is paid in full. Technical support and warranty service may be suspended when customer accounts are delinquent.

Invoices will be emailed to the person or department that has the authority to approve and pay the invoices. Please email [accounting@ranciliogroupna.com](mailto:accounting@ranciliogroupna.com) immediately if the email address needs to be updated so that future invoices will be sent to the appropriate person(s).

**Warranty Coverage:** Rancilio models include a one year limited parts warranty. Egro models include a two year limited parts warranty. These warranties will begin upon the date of installation as stated in the installation form or 90 days from the date of purchase, whichever comes first. The Rancilio Group warrants that the equipment it has manufactured will be commercially free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty period. These warranties do not apply to any equipment that, in the Rancilio Group's judgment, has been affected by misuse, neglect, alteration, improper installation or operation, improper maintenance or repair, damage, or casualty. For more information on your equipment warranty and a complete list of warranty exclusions, please reference the full warranty statement.

**Warranty Procedures:** Distributors are asked to fill out and fax in the warranty form. The authorized warranty part will then be shipped to the distributor. This process has been designed to streamline the warranty process. We understand that at times a given part may not be in stock; in this case, Rancilio Group NA will cover the cost of standard shipping in the Continental United States (any expediting costs will be the responsibility of the distributor.) The distributor is asked to keep the warranty-claimed part in their possession for a period of 60 days, as Rancilio Group NA may request that the part be sent back. After this time period, the part may be disposed of. However, please note that pumps, motors, and electronic boards should always be returned to Rancilio Group North America.

**MAP (Minimum Advertised Pricing):** Rancilio reserves the right to dictate the advertised price for its equipment. If pricing for commercial units is listed online, any discount on the retail price of the unit must not exceed 15%. The selling of commercial equipment via the Internet to companies outside of your serviceable area is not condoned.



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Prices are expressed in U.S. dollars and valid in the USA and Canada only.  
Products and prices are subject to change at any time without notice.