

PACKING THE BREWIE B20

Before returning the Brewie B20 we advise to place it into its original packing. It is of paramount importance to secure the machine tightly in a cardboard box with the original styrofoam, as the warranty does not cover any damages suffered by the machine during shipping.

Please pay special attention to the display (front panel), it should be placed in the box in the right direction, secured by styrofoam.



STRAPPING

Additionally, we advise to secure the box with straps, or alternatively with duct tape as shown in the pictures. At least 3 straps (or duct tape) should be placed on the box, two in width and one in length. The straps are plastic, with a width of 15 mm (cca. 0,6 inches).



IMPORTANT ADDITIONAL INFORMATION

- Please include the **serial number** of the machine in the ticket sent to Customer Service. The serial number may be found on the side of the original packaging material (box), on the back side of the machine, or on the warranty card that you have received.
- In case you **disposed of or lost** the original packaging material (box and styrofoam), or during delivery it suffered extensive damage:
 - Please contact us, we can send you new packaging material for 55 USD + shipping, which includes the box and the styrofoam.
 - Pack your Brewie B20 securely according to the packaging guidelines of your local delivery company, see how, by clicking on the following link.
- **In the USA and Canada:**
<https://www.ups.com/us/en/help-center/packaging-and-supplies.page>
- You **don't need to include** the 4 hop cages or the false bottom upon returning the Brewie B20.
- In case you **changed** your **address**: please indicate beforehand where you would like to have your Brewie B20 shipped after repair works are done, otherwise we can not guarantee that you will get your Brewie B20 back in time. Please note, that it is your responsibility to keep us updated, any additional fee caused by failed delivery due to altered shipping address will be charged to the Customer.
- Please make sure to clean your Brewie B20 inside-out. If your machine is inoperational, and unfortunately in need of repair, please make sure to empty the tanks, and clean them thoroughly by hand. Manually retrieve the liquid using a bucket or any other tool you deem comfortable to use. Using a sponge, please clean both tanks.
Cleaning your unit is important, as leaving it unclean may lead to further complications, the repair of which would entail additional costs, and may even leave the machine unusable forever.