

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/or contractor for an efficient and cost-effective installation. The Concordia Technical Services team can answer your questions about ensuring your site is ready for installation and can be reached at InstallationCoordinator@middlebycoffee.com.

This agreement is valid for the Concordia Ascent Touch. The Electrical Requirements are valid only for the United States.

This is a legally binding agreement between you (the customer or end user) and Concordia Beverage Systems (Middleby Coffee Solutions Group). Please read this carefully before submitting the signed Agreement and scheduling your installation. Third-party signatures who are not direct employees of the end user business require approval from Concordia Beverage Systems (i.e. facilities managers, construction teams, etc). If you have any questions or concerns regarding the following Terms and Conditions, please contact Concordia at InstallationCoordinator@middlebycoffee.com.

Terms and Conditions

Section 1 Installation Services

Concordia certified technicians do not provide electrical, plumbing, and carpentry work to fulfill the site requirements for installation. The installation service in this Agreement is limited to the following:

- the initial, first-time installation of the Ascent Touch
- calibration of unit consumables and drink tests
- installation of the water filtration system (if applicable)
- basic orientation and training (Section 4, below).

The signed and approved Pre-Installation Agreement must be received by Concordia prior to scheduling installation. Submit to installationcoordinator@middlebycoffee.com. Please call 1-800-778-0990 if any questions arise. Once paperwork has been submitted, Concordia (MSCG) will coordinate with a local Concordia trained technician to schedule your installation for the soonest available opportunity. Installations may be subject to lead time based on current service volume in the local area.

Section 2 Installation Service Hours

Standard Concordia service hours are Monday through Friday 8:00AM-5:00PM, excluding holidays. Concordia's office is on Pacific Standard Time for questions and coordination, but local hours apply for scheduling service. Installation requests outside of standard service hours will be subject to additional charges (see Section 5).

Section 3 Pricing

A one-trip installation service is billed per machine at the time of the machine order. Additional services such as white-glove and scheduled overtime hours are available upon request. Please email InstallationCoordinator@middlebycoffee.com for availability and a quote. If a second installation appointment is required due to noncompliance (Section 5), the customer is liable to be billed at current hourly technical service rates plus travel costs. Any waiting time on the day of installation (for consumables, utility readiness, contractors, or by site request) will be billed at the same hourly service rate.

Section 4 Customer Orientation and Training

After installing your Ascent Touch, our Concordia factory trained technician will train the available onsite staff on the following tasks:

- The features of the machine
- How to operate the machine
- How to refill the machine consumables
- How to complete daily cleaning (if applicable)
- Preventive Maintenance overview
- How to contact Concordia to request service or PM
- Where to locate the serial number of the machine

Section 5 Customer Responsibility

The customer is responsible for complying with the following Site Requirements, which are unique to the Ascent Touch. Please 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. The customer is responsible for maintaining those site requirements for the duration of the machine's warranty. Any noncompliance found with requirements could result in a voided warranty or a refusal of service.

Site Physical Requirement Checklist

Space

- The countertop must support at least 150lbs.
- Minimum countertop space: 12.5" (32cm) W x 30" (76cm) D x 45" (114cm) H.
- Actual machine dimensions are smaller, extra space is required for proper ventilation and service access.

Countertop Hole

- Access holes for the drain and water hoses, and pass through chute (optional) must be cut into the counter top prior to installation. See Access Holes Diagram.
- The countertop hole must be a minimum diameter of 2.5"
- The drain is a 3/4" ID tube with an outer diameter of 1 1/4".
- The hole must accommodate this tube, along with the electrical cord and water intake line.
- Must be located within five feet (1.5 meters) of machine.

Ambient Environment

- The air temperature around the machine must not exceed 95°F (36°C), to ensure the machine operates properly. Humidity up to 95%

Water

- Dedicated cold water access line with a standard 3/8" compression fitting. Connection for a 3/4" (1.3cm) ID drain hose.
- Min. 30psi, Max. 100psi, 25gph.
- Water hardness must not exceed 3gpg.
- If water hardness is greater than 3gpg, a water treatment system is required.
- If your location has a Reverse Osmosis System, a freshwater bypass is required.

Water Treatment System (optional):

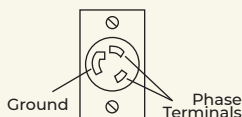
- Space should be available to install water treatment system.
- Must be located within five feet (1.5 meters) of machine.
- Dimensions: 14" (36cm) W x 6" (16cm) D x 18" (46cm) H.
- Unit must be mounted on the wall.

Electrical VOLTAGE: 208 - 220 AMPS: Dedicated 30 Amp

- Receptacle must be located within five feet (1.5 meters) of machine.
- Receptacle can be located above or below counter.
- Factory Stock Electrical Plug: NEMA L6-30R
- Optional Electric plug (must be configured prior to shipment): NEMA L14-30R.

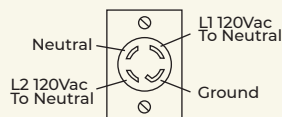
Site Electrical Requirements

Plug Included is L6-30P
Nema L6-30R Receptacle



(Optional Electrical)

Optional plug must be called out at time of machine order for correct configuration



Business Name

Installation Address

Site Contact Person

Site Contact Phone

Site Contact Email

Customer Supplied Consumables

Beans

- The unit will be calibrated to your exact brand of beans.
- A minimum of 3lbs of each bean type (up to 4 roasts) that the machine will use is required for calibration alone.
- Customer should have additional beans on hand for drink operation.
- Please note that calibrating a new roast profile will require a service call from a Concordia trained technician, and is not a warranty service.

Cups

- Customer must have at least (10) cups of each cup size that they will want calibrated.
- Standard AT sizes include (12oz/360mL, 16oz/480mL, 20oz/590mL) and hot or iced for each size.
- 24oz and carafe options also available on units with retractable cup shelf door option, but not lowered dispense door option. Please refer to the unit you ordered.

BY SIGNING BELOW, I INDICATE THAT

I AM LEGALLY AUTHORIZED ON BEHALF OF THE END USER BUSINESS AND HAVE READ AND UNDERSTAND THIS DOCUMENT. I CONFIRM ALL PRE-SITE REQUIREMENTS HAVE BEEN MET PER THE REQUIREMENTS OF CONCORDIA. AS A REPRESENTATIVE OF THE END USER, I ASSUME RESPONSIBILITY FOR ANY ADDITIONAL FEES INCURRED DUE TO NONCOMPLIANCE WITH ANY PRE-SITE REQUIREMENT.

Customer Name (Print)

Title

Customer Signature

Date

Installation Specs

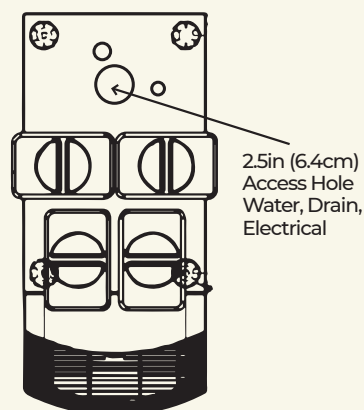
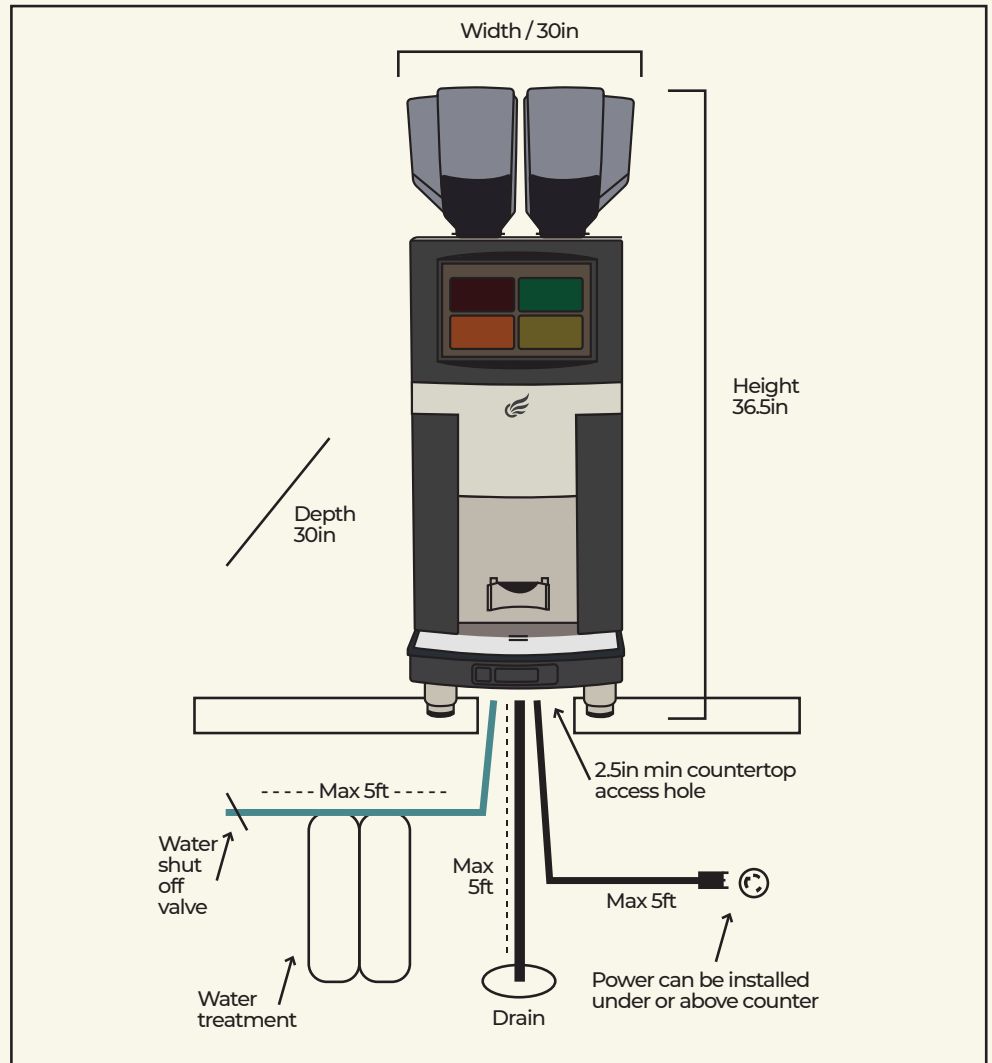
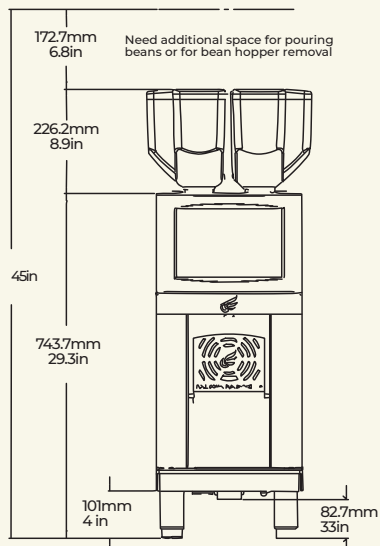
Your location's countertop will require a 2.5" hole for drain hose access (and a separate 3.5" hole for the optional chute bypass, if purchased with the unit)

Connection for a 3/4" (1.9cm) ID drain hose must be located within five feet (1.5 meters) of the machine. These must be completed prior to installation.

Ascent Touch Installation Dimensions

Optional bin extension adds 6in to top.

Front view with 24oz Shelf Cup Option



Approved Drain Configurations

