

PRICE LIST

AUTHORIZED JURA COFFEE MACHINE SERVICE CENTER

The flat-rate service repair includes diagnostics, expert labor by a technician, complete internal cleaning, replacement of necessary genuine spare parts, and a final functional check of the device.

HOUSEHOLD COFFEE MACHINES

Premium GIGA • Z • J	6 999 Kč
Medium S • E • ENA • A • C	5 999 Kč
Economy D • ENA 4 • E4 • C3	4 999 Kč
ONO	3 199 Kč

Maintenance – Home Range	2 999 Kč
Diagnostics of a household device	1 699 Kč

PROFESSIONAL COFFEE MACHINES

Office / Professional X • WE • W	8 999 Kč
Maintenance – Profi Range	3 999 Kč
Diagnostics of a professional device	1 999 Kč

ADDITIONAL SERVICES

Transport – 1 way	129 Kč
Device transport – 1 way	249 Kč
Technician's hourly labor rate	1 299 Kč
Premium service	1 599 Kč

IMPORTANT INFORMATION

- The use of a household model in a commercial setting is governed by the service price list for the Professional Products category.
- If diagnostics reveal damage to the appliance caused by gross neglect of maintenance, the use of demonstrably unsuitable maintenance or operating products, or failure to follow other manufacturer instructions, the cost of the service intervention will be determined individually in accordance with the current JURA price list.

JURA Czech s.r.o. • Poděbradská 1020/30 • 190 00 Praha 9 – Vysočany

☎ 848 808 404 • ✉ servis-cz@jura.com • 🌐 www.jura.com

Price list is valid from 1.9. 2026 • Prices include VAT • Subject to change in prices and technical specifications; errors and omissions excepted.

Frequently Asked Questions (FAQ)

Are we an authorized JURA Service Centre?

Yes. **JURA Czech s.r.o.** is the official representative of **JURA Elektroapparate AG** in the Czech Republic and operates an authorized JURA Service Centre.

All repairs are carried out by trained technicians in accordance with the manufacturer's service procedures and using genuine JURA spare parts.

We cannot accept responsibility for repairs or interventions carried out by unauthorized service providers. To ensure the quality, safety, and long-term reliability of your coffee machine, we recommend using only an authorized JURA Service Centre.

How does the JURA service process work?

Once your coffee machine is received at our authorized service centre, we perform an initial diagnostic inspection and assess its technical condition. We then determine whether the appliance meets the conditions for the application of the JURA flat-rate service fees.

Once the service has been completed, the coffee machine is thoroughly tested and prepared for safe operation.

What is included in the flat-rate service repair?

The flat-rate service repair provides comprehensive care for your coffee machine and includes:

- Initial diagnostics and inspection of error messages.
- Professional work carried out by a certified JURA service technician.
- Complete internal cleaning of the coffee machine.
- Replacement of the necessary original spare parts required to ensure the proper operation of the appliance.
- Software update, where available for the respective model.
- Final diagnostics, complete functional inspection, and operational testing of the coffee machine.

What is not included in the flat-rate repair?

The flat-rate service repair does not include the replacement of external plastic parts or accessories that are indirectly related to the functionality of the appliance, for example:

- water tank,
- drip tray,
- coffee grounds container,
- lids, covers, and other cosmetic parts.

These parts can be ordered separately, subject to availability.

When does the flat-rate service fee not apply?

Every coffee machine is individually assessed upon arrival at the service centre.

The flat-rate service fee may not apply to appliances:

- damaged by unauthorized intervention or repair,
- with mechanical damage,
- used contrary to the operating instructions,
- with seriously neglected maintenance,
- where the extent of the damage does not correspond to the conditions of the flat-rate repair.

In such cases, we will always contact you in advance and propose the next steps or an individual price quotation.

Do I have to approve the price before the repair?

By submitting the order and giving the required consent, you approve the **basic flat-rate service repair according to the price packages (see price list)**. This includes diagnostics, complete cleaning, and replacement of minor original spare parts required for the proper operation of the coffee machine.

If diagnostics reveal a fault requiring service **beyond the basic repair covered by the selected service maintenance package**, you will be informed of the price in advance.

The repair will only be carried out after your approval.

What if the repair is not economically worthwhile?

If the technician determines that the repair is not economically viable, we will inform you in advance. The next steps will be agreed with the customer.

Do you use original JURA spare parts?

Yes.

The authorized JURA Service Centre uses exclusively original JURA spare parts that meet the manufacturer's strict requirements for quality, safety, and long-term reliability.

How long is the warranty on the coffee machine?

JURA household automatic coffee machines purchased from an authorized dealer are covered by a **24-month warranty** from the date of purchase.

JURA professional automatic coffee machines purchased from an authorized dealer under a company are covered by a **12-month warranty** from the date of purchase.

If a household model is used for commercial purposes, the warranty conditions applicable to its actual use will apply.

What is the warranty on a completed repair?

The completed repair is covered by a **3-month warranty** on the work performed. Replaced spare parts are covered by a **6-month warranty**.

How should I prepare the coffee machine for shipment to the service centre?

Before shipping, we recommend:

1. Empty all water from the coffee machine and remove any remaining coffee.
 2. Drain the residual water according to the operating instructions.
 3. Remove the water filter and keep it at home.
 4. Pack the coffee machine securely in a sturdy cardboard box.
 5. Seal the box securely and mark its top side.
 6. For warranty repairs, include a copy of the proof of purchase.
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How long does the repair take?

We understand that a coffee machine is an important part of every home and office. We therefore aim to keep the repair time as short as possible so that you can enjoy your favourite coffee again as soon as possible.

The exact repair time depends on the type of fault, availability of spare parts, and the current workload of the service centre. We will be happy to keep you informed about the progress of the repair by phone or email.

How is payment for the repair handled?

The payment method depends on how the coffee machine is delivered to the service centre.

For personal delivery of the coffee machine to the Hospitality Centre, the repair can be paid:

- by card,
- in cash,
- or in advance by bank transfer at the customer's request.

If the coffee machine is shipped or returned by a transport service, the repair can be paid

- by card to the courier,
- in cash to the courier,
- or by bank transfer according to individually agreed payment terms.

The coffee machine will only be released or shipped back to the customer once payment has been received or the agreed payment method has been successfully completed.

Do I need to contact customer support before sending the coffee machine?

We recommend contacting JURA Customer Support first. In many cases, the issue can be resolved by phone, or we can advise you on the most suitable way to send your coffee machine to the service centre.

Where can I find the detailed terms and conditions and complaints procedure?

Detailed information on warranties, complaints, personal data processing, and service conditions can be found in the relevant documents on the JURA Czech website.

This FAQ is intended only as a brief explanation of the service process. In the event of any discrepancy, the applicable **Terms and Conditions and Complaints Procedure of JURA Czech** shall prevail.

Contacts

Customer Support

JURA Czech s.r.o.

Poděbradská 1020/30
190 00 Praha 9 – Vysočany

Phone: 848 808 404 (*Mon–Fri 9:00–17:00*)

E-mail: servis-cz@jura.com

Web: www.jura.com

Service Centre

Coffee Machine Reception

Mon–Fri **8:00–17:00**

Important Information

- All stated prices include VAT.
 - The price list is valid from **01 September 2026** until a new price list is issued.
 - JURA Czech s.r.o. reserves the right to change prices and technical specifications and to correct any typographical errors.
 - This price list serves as a brief overview of service fees and the conditions of authorized service.
 - Detailed information on warranty conditions, complaints procedures, personal data protection, and service conditions can be found on the JURA Czech website or in the relevant documents available on our website.
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