

## Spare Parts Policy

### **Spare parts for current models**

We endeavour to supply spare parts for all current Borg & Overström dispensers to support our distributors in the maintenance and refurbishment of these models.

Parts that are in stock and available to order via our web store are shown in the exploded diagram sections of our electronic Product Manuals featured on our website.

### **Spare parts for obsolete models**

In the event of a dispenser model being discontinued, we will continue to stock parts for two years following the discontinuation date.

Spare parts will continue to be offered indefinitely following the two-year period, but this will be subject to availability from our suppliers.

Orders of obsolete parts will be subject to a minimum order value of £250. Obsolete part orders will be placed with a unique purchase order number and associated shipping costs. Obsolete part orders below the minimum order value will be subject to a small order charge of £20.

Lead times are also likely to be extended to 3-5 months following the two-year stock period and will be confirmed at the time of ordering.

For details on when specific models have become obsolete, please refer to the table below the Spare Parts Policy on the website:

<https://www.borgandoverstrom.com/en/spare-parts-policy/>

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