

## **WARRANTY POLICY – Proquip NZ Ltd**

Proquip NZ Ltd warrants to the original purchaser on behalf of the manufacturer, that its products are free of defects in both material and workmanship for the period shown below;

|                                      |         |
|--------------------------------------|---------|
| Numatic Vacuums                      | 2 Years |
| Numatic Rotary Floor Machines        | 2 Years |
| Numatic Twintec Scrubbers            | 1 Year  |
| Numatic Trolleys                     | 1 Year  |
| Pac Vac Vacuums                      | 2 Years |
| Motor                                | 1 Year  |
| Stolzenberg Sweepers                 | 1 Year  |
| Santoemma Carpet Extraction Machines | 1 Year  |

**Note: This warranty expressly excludes consumable parts such as carbon brushes, belts, hoses, power leads, filters, etc, that are considered replaceable from time to time during the normal working life of the machine.**

- a. The warranty period commences from the date the goods are purchased.
- b. All warranty claims must be processed through the Dealer from whom the equipment was purchased. The Dealer will co-operate with the purchaser and Proquip NZ Ltd throughout the warranty claims procedure and will arrange any necessary repairs using genuine parts.
- c. Any warranty claim can only relate to the specific part that is proven to be at fault and for which a replacement will be supplied but cannot be extended to constitute a claim against the complete appliance.
- d. Claims will not be accepted if they are the result of fair wear and tear, misuse or abuse of any kind.
- e. No replacement will be given unless the appropriate evidence of the validity of the claim has been provided to the satisfaction of Proquip NZ Ltd.
- f. Servicing, altering or modifying a machine by a non-authorized agent will void the warranty.
- g. No variation to this warranty may be made or implied by any Dealer unless such variation is in writing and authorised by Proquip NZ Ltd.
- h. A warranty claim form must be filled out appropriately by the authorised dealer and submitted to Proquip NZ Ltd before repairs are commenced.
- i. Proquip NZ Ltd reserve the right to charge for any unnecessary work carried out as a result of an invalid claim.