



## **WARRANTY GUIDELINES**

**Applicable for all Pressure Washers marketed by Tool Pro Distribution**

For a Pressure Washer to be repaired under warranty, your checklist must match all cells highlighted

### **Warranty offering:**

- Annovi Reverberi Blue Clean: 2 Year Warranty
- Michelin: 2 Year Warranty

### **Warranty Quick Checklist**

- Is an original valid proof of purchase available? (YES/NO)
- Is the Pressure Washer still within the warranty period? (YES/NO)
- Has the Pressure Washer been repaired before? (YES/NO)
- Has genuine Tool Pro Distribution authorized part been used? (YES/NO)
- Is the tool complete with all essential accessories? (YES/NO)
- Are all the parts the same age? (YES/NO)
- Has the damage been caused by a defect in material or workmanship? (YES/NO)
- Does the tool show evidence of excessive wear or abuse? (YES/NO)
- Does the show evidence of damage cause by external influences or foreign bodies? (YES/NO)
- Has any previous repair been carried out in accordance with the manual and by an authorized repair agent? (YES/NO)

## **1. INTRODUCTION**

This document serves as a reference guide to all Tool Pro Distribution warranty guidelines, to assist in distinguishing between worn parts, misused parts and defective parts for warranty payment purposes. These are guidelines and do not identify all failure types.

The decision to authorize warranty is that of the Authorized Service Agent; however, in cases of dispute the final decision rests with the Service Manager of Tool Pro Distribution.

Examples of specific causes of failure are provided and are classified as follows:

### **Defective materials or manufacture**

Covered under Warranty

### **Excessive wear and tear or tool misuse**

Not covered under Warranty



## **2. WHAT IS THE TOOLPRO DISTRIBUTION POLICY ON WARRANTY ON PRESSURE WASHERS?**

Tool Pro Distribution is confident of the quality of its products and therefore offers outstanding Warranties to users.

The Warranty we provide users with their products, reminds them of their rights and complies with the requirements of the law on consumer guarantees.

You must obtain proof of purchase before evaluating any claim against the Warranty.

## **3. INTERPRETING THE WARRANTY POLICY**

Key aspects of the Warranty are:

- Tool Pro Distribution will repair, without charge, any defects due to defective materials or workmanship within the respective warranty periods.
- The Warranty does not cover part failure due to excessive wear and tear or tool misuse.
- The Warranty does not apply where repairs have been attempted by unauthorized persons.

### **Defective materials or workmanship**

Pressure Washer brands marketed by Tool Pro Distribution applies very high-quality standards to its products and manufacturing operations, and 100% of all products are tested prior to leaving the factory. There are however, rare occasions where a product defect occurs.

Where it can be verified to your satisfaction that a product defect was caused by either

- a) incorrect assembly by the manufacturer or,
- b) a failure of the manufacturer to manufacture one or more product components to design specification limits

Then Tool Pro Distribution's Warranty provides for the repair of such a defect to the product at no charge to the user

### **Wear and Tear**

The Tool Pro Distribution Warranty does not cover components that are subject to "Excessive Wear and Tear".

The term "Wear and Tear" refers to the number of hours that a product has been used and the environment it has been used in. The extent of Wear and Tear for any product will be determined by the relevant Authorized Service Agent.



The following parts are examples of those which may be subject to Wear and Tear, and are therefore not covered if the product has had excessive use in relation to the application and the environment for which it was designed:

- Motor Armature commutators
- Bearings
- Switches
- Pump Assembly
- In general, any other parts which interact.

In addition to the “Wear and Tear” statement on our products, the following parts are not covered under Warranty unless defective during manufacturing, to be determined by the relevant Authorized Service Agent:

- Brushes
- Bearings
- Cord set (note: damaged cables impact safety & performance of tool and leads to warranty refusal)
- Filters
- Accessories which are not damaged from the start

#### **Pressure Washer Misuse**

- Extreme impacts or drops
- Ingestion of foreign objects, for example nails, screws, sand
- Using the wrong product or model for the application
- Any modification to the product
- Prolonged exposure to the environment
- Wrong voltage delivered to product
- Using incorrect accessories
- Lack of recommended service and/or maintenance

#### **Service Attempted By Unauthorized Persons**

Under no circumstances during the Warranty period should a customer attempt to service their own Pressure Washer. Any such attempt invalidates the Warranty for said Pressure Washer.

Warranty repairs should only be carried out through an Authorized Tool Pro Distribution Service Agent.



## **General Guidelines**

- Enforce Proof of Purchase. Be certain it is a valid document that was issued at the time of purchase and that the Pressure Washer is still within the Warranty period.
- Warranty cards must be completed and provided with the pressure Washer being returned under Warranty.
- Warranty cards are part of the User Manual inside each product carton.
- The product must have been used in accordance with the user manual.
- All Warranty claims must have customer name and address supplied.
- Services provided under Warranty do not lengthen or renew the Warranty period for the Pressure Washer.
- Only use genuine Tool Pro Distribution provided spare parts.
- Do not accept a product that has been repaired with non-genuine Tool Pro Distribution provided components, including non-genuine accessories.
- Do not accept under Warranty Pressure Washers which have been abused, dropped or damaged.

## **Transportation**

To protect the Pressure Washer in transportation, it should be returned for repair in its original packaging including the box wherever possible.

## **Motors & Pumps**

To ensure long service, motors are equipped with a cooling fan. The efficiency of this cooling system is directly related to the speed of the armature.

When increased stress is placed on a motor, more energy is required to sustain the rated RPM. Under prolonged stress the motor speed drops and the cooling effect decreases rapidly. The motor temperature then increases which may result in critical overheating.

To avoid overheating, the motor should always be able to operate at its optimal RPM. An overheated motor, which is never a case of Warranty, is almost always an indication of incorrect application of a Pressure Washer.

## **Switches & PCBs**

Switches and PCBs can be static sensitive parts. As such, they should always be stored and fitted using appropriate static protection.

Note: Switches and PCB's are sensitive to high current and heat caused by overload of the tool. Such failures are not covered by Warranty.