



## WARRANTY GUIDELINES

Here at The Pump House we only sell proven, reliable, high quality products that should give you many years of trouble-free service. At times products fail and require to be repaired or replaced under the manufacturer's warranty terms and conditions. I have listed below, some information and guidelines to assist you and The Pump House in the event you have a product failure.

As retailers, contractors, installers and service agents, we regularly handle warranty claims on behalf of the manufacturers of the products we sell. At times we even perform warranty repairs on products that were sold by a third party. Warranty is designed to cover items that fail due to defective parts or workmanship.

Warranty is offered by the manufacturer of the product. The manufacturer has certain conditions pertaining to their warranty.

If you believe you have a warranty claim, you must advise us when you report the product failure to us. When you report the product failure, we will advise you the manufacturer's conditions of warranty.

Please note, Manufacturers pay us to perform the warranty repairs, so we are always here to assist you in receiving prompt warranty service.

### THE WARRANTY PERIOD

Manufacturers offer warranties ranging from 6 months, 12 months and 2 years and in some cases, 5 years. Your Tax invoice showing the date of purchase acts as your warranty document.

Warranty is from your original date of purchase. i.e if you purchase a product that comes with 2 years of warranty and that product/part fails after 18 months and the manufacturer replaces that product/part you will only then have 6 months remaining on your warranty.

### WHAT'S COVERED UNDER WARRANTY

Repair or replacement of the defective product at the manufacturer's discretion.

The labour to repair or replace the defective product is also covered.

### WHAT IS NOT COVERED UNDER WARRANTY

Travel to and from the site by the serviceman is not covered under warranty. This cost is borne by the customer in most cases. Note: some manufacturers do offer travel to and from site, so please check with our service staff.

After hours callout for warranty will incur an additional charge for labour and travel.

Misuse, incorrect operation, exposure to the elements, lightning strikes, mechanical damage, etc is not covered by warranty.

Consequential damage or loss is not generally covered by the manufacturer's warranty.

### Some helpful tips:-

"Put a cover over it". All machinery, motors, pumps, pipes and valves will last longer and have less trouble with condensation or UV damage etc if they have a weatherproof cover.

"Let me breathe". Remember, many items also need adequate ventilation. Our sales staff will give you further advice on request.

If you believe you have a claim, tell us at the START of the conversation, not at the END of the Job.

If your domestic rainwater pump has failed, we will loan you a pump until yours has been repaired.

If you want to understand more about the warranty that applies to your product talk to our service staff.

*Peter Chadband*

**Managing Director**

