

IMPORTANT SERVICE INFORMATION

DO NOT DESTROY



3 Year Warranty Repair Program Policy



NILFISK 3 YEAR WARRANTY

The Nilfisk warranty program is designed for two purposes:

1. To protect **our customers from undue** costs associated with failures of a product due to faulty workmanship or quality of material.
2. To gather information concerning the quality of our products, these results in the increased ability of Nilfisk to produce higher quality, cost effective products.

Both purposes are extremely important to the purchaser in that protection is provided and a greater value for the investment is always assured.

Nilfisk, the manufacturer, is committed to providing products of the highest quality. We understand this is extremely important in providing customer satisfaction, assurance and peace of mind.

Warranty Conditions

Subject to the following terms, this product is covered by a manufacturer's THREE (3) YEARS WARRANTY from date of purchase, covering all parts and labour. This warranty will ONLY cover specific models and must be registered with Nilfisk, all other models are excluded. Please refer to Tables and Conditions below.

Nilfisk Products Covered Under 3 Year Warranty		Parts & Labour*	Maximum hours.*
Product Description	Models		
Large Scrubber/Dryer	(SC800) Focus 2	3 years	2000
Stand-on Scrubber/Dryer	(SC1500R)	3 years	1800
Mid-Size Ride on Scrubber/Dryer	(BR752, BR855,	3 years	1800
Large Rider on Scrubber/Dryers	BR1050, BR1100S, BR1300S, SC6500	3 Years	2000
Combination Sweeper/Scrubber	(CS7000, 7765)	3 years	2500
Battery/LPG Ride On Sweeper	(SR1101, SW4000, SR1301)	3 years	1800
Diesel/LPG/Battery Ride on Sweeper	(SR1601, SW8000)	3 years	2500
Purchased Accessories/Replacement Parts ⁴		90 days*	

EXCEPTIONS	
Batteries	Prorated over 1 year / Frist 90 days at 100%
External Battery Chargers	12 Months
*NOTES 1-Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period. 2-Travel warranty coverage limited to 2 hours of round trip travel time to remedy a defective product or part. 3-Only sold with the new machine. 4-Product must be registered within 30 days of purchase of product 5- Warranty is based on 3 years or max hours as stated above per machine, whichever comes first.	



Gerni Electrical Products Covered Under 3 Year Pump Warranty		Parts & Labour	Maximum Hours
Product Description	Models		
Mid-Range Pressure Cleaners	(Neptune 4-28FA & 4-50FAX)	3 years	3000
Premium Pressure Cleaners	(Poseidon 5-30PA & 5-56PA,	3 years	3000
	(Neptune 5-61FAX)	3 years	3000
Heavy Duty Pressure cleaners	(Poseidon 6-64FA & 7-67FA,)	3 years	3000
	(Neptune 7-63FA)	3 years	3000
	(UNO Booster, DUO Booster)	3 years	3000
	(Truck Booster)	3 years	3000
Purchased Accessories/Replacement Parts ⁴		90 days*	

***NOTES**

- 1-Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period.
- 2-Travel warranty coverage limited to 2 hours of round trip travel time to remedy a defective product or part.
- 3-Only sold with the new machine.
- 4-Product must be registered within 30 days of purchase of product
- 5- Warranty is based on 3 years or max hours as stated above, whichever comes first.

Our Warranty (which is subject to the conditions below) covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship. The product will be repaired or replaced at the discretion of Nilfisk, excluding cost of removal, cartage, freight, travelling expenses and insurance, which are to be paid by the claimant.

Our three (3) year warranty is only valid for products imported and distributed by Nilfisk, purchased and used in Australia / New Zealand. To claim the 3 year warranty the Product must be registered with Nilfisk within 30 days of the original purchase date. (Refer to Product Warranty Registration form)

Our Warranty only applies provided that the product has been used in accordance with the manufacturer's instruction manual and the product has not been damaged by negligence, misuse, neglect or abuse from faulty installation, wrong adjustment or tampering by any person other than by a representative of Nilfisk or one of its' Authorised Service Centres. This warranty does not cover non genuine Nilfisk/Gerni components/accessories fitted to machines.

The customer may be liable for a service fee by either a representative of Nilfisk or one of its' Authorised Service Centres if a warranty inspection reveals the alleged fault or faults are caused by incorrect operation, contrary to the instruction manual, and the product has not been maintained (**preventive maintenance**) as stated in the manufactures service manual. The amount of this service fee will be disclosed to you, for acceptance by you, prior to the inspection being undertaken.



Nilfisk/Gerni 3 year Product Warranty Registration Form

Company Name:

Contact Name:

Address Line 1:

Address Line 2:

City:

State..... Post Code:

Email:

Phone:

Mobile:

Brand

Gerni: ☐

Nilfisk: ☐

Product Model:_____

Product Accessory:_____

Serial Number:_____

Purchased From: Dealer Name:_____

Date of Purchase:_____/_____/_____
(Please attach a copy of your Receipt)

To claim the 3 year warranty the Product must be registered with Nilfisk within 30 days of the original purchase date.

On completion please send to: warranty.au@nilfisk.com

or Fax to 1300 789 773

WARRANTY PROCEDURE FOR SERVICE AGENTS 2015

A thorough understanding of the entire warranty program, along with careful attention to the warranty claim procedure, will assist in your claim being processed in a timely manner.

As advised, warranty claims are a major source of information for Nilfisk engineering and quality programs. It is important to complete the Warranty Claim Form and make a claim within 30 days of the date of the warranty repair. Claims over 30 days may be rejected.

- 1) All warranty claims must be submitted within **30 days** of date of repair.
Any claim raised against Nilfisk must have the following paper work filled out correctly:
 - a) CRA
 - b) **Warranty Claim Form** (Completed form with details of the machine and repairs)
 - c) **Parts invoice** (Invoice that has been sent to you from us with part/s replaced)
 - d) **Original receipt** (Copy of customers proof of purchase)
 - e) **To claim the 3 Year Warranty** – Product/s must be registered with Nilfisk within 30 days of the original purchase date

Failure to abide by the above MAY result in rejection of claim

- 2) All failed warranty parts **MUST** be kept for a minimum of 3 months. This is easily controlled by allocating 3 boxes and placing failed part inside, this allows us time to request failed goods back for inspection if any failures become unusually high. After 3 months parts can then be disposed of in a proper matter.
- 3) All parts replaced under warranty must be clearly marked and labelled with the below details.

Date of Repair:	03/02/015
Invoice number/ Claim number:	121345
Part number and description:	678910 control board.
Machine model:	Vacuum WD30
Company Name:	XYZ CLEANING
Contact Name:	Mr XXXXX

- 4) For claims to be processed, the attached Warranty Claim Form must be filled out correctly and sent to the Nilfisk Pty Ltd Unit 1, 13 Bessemer Street Blacktown NSW 2148
- 5) All parts sold by Nilfisk will be covered by a 90-day warranty (excluding electronic components) when fitted only by an authorised service agent. If the part in question fails as a material / manufacturing defect Nilfisk will cover the cost of the **part only**.
Electronic parts sold by Nilfisk will carry no warranty if the part has been removed from its original packaging.

All warranty claims which have not been completed properly will be rejected and returned to the service agent.

Internal Use Only
Approved By