

POWERBLAST PRODUCT WARRANTY TERMS & CONDITIONS

As part of an on-going commitment to excellence in product service and support, PowerBlast offers a comprehensive warranty program for products supplied. Following is a summary of PowerBlast policy regarding the scope and conditions of warranty support offered.

Scope Of Warranty Coverage

Warranty covers failure of a product caused by defective materials and/or manufacturing for the period given and the usage specified, by PowerBlast, for that particular product. The warranty period begins when the product is purchased by the end user. The warranty is not transferable and is only claimable by the original purchaser. Proof of purchase must be supplied, no warranty will be considered without a relevant proof of purchase.

Products are covered by warranty for domestic or commercial usage periods. Any product that is covered for commercial usage is also covered for domestic usage for the given period. Commercial usage is defined as when a product is purchased to be used, directly or indirectly, for financial gain or to generate revenue. This includes products purchased by businesses and private purchasers.

It is the responsibility of the purchaser to deliver a product under warranty to the nearest relevant service agent or product reseller. Warranty does not cover call outs, mileage and freight costs.

If a product is found to be faulty and falls within warranty conditions, PowerBlast (or one of its Approved Service Agents) will either repair or replace the faulty product. The decision to repair or replace the product is made solely at the discretion of PowerBlast.

If a product is replaced, a new warranty is not issued, the warranty period continues from the date of purchase of the original product. At the discretion of PowerBlast, replacement of a product may be with a new item or a reconditioned item of same or better condition than the product replaced.

If a product is repaired under warranty, parts and labour required for the repair will be supplied at no charge. Warranty assessment and repair will be scheduled and executed according to the normal work flow at the service location and depending on the availability of suitable replacement parts.

An Approved Service Agent has the sole jurisdiction to make the decision that an issue with a product qualifies under these warranty conditions.

No costs incurred will be considered under warranty if repairs are carried out by a party other than a PowerBlast Approved Service Agent, unless with the prior consent of PowerBlast Technical Service Department.

Due to special supply contracts and sales agreements, some products supplied by PowerBlast may not be subject to these PowerBlast Warranty Terms & Conditions. Any exemptions should be specified on the invoice for the product. If unsure that a product is exempt from standard warranty conditions, please contact your PowerBlast sales representative or PowerBlast Technical Support.



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Warranty Failure Definitions

Warranty covers failure caused by manufacturing and material defects in the product; it does not cover parts that are subject to wear and tear from usage. The only exception to this is if a wearing part fails within a period that would be considered less than a reasonable life span for that part and there are no other external circumstances that may have caused premature failure of the wearing part. Some examples of parts that would be considered wearing parts are listed below:

- Pressure Washers- Water Seals, Spray Nozzles, Pump Valves, Fuel & Water Filters, Safety Valves, HP Hoses, Lances, Hand Guns, O-Rings.
- Small Engines & OPE- Spark Plugs, Fuel Related Issues, Air & Fuel Filters, Recoil Starters.
- Vacuum Cleaners- Hoses, Vacuum Accessories, Filters, Vacuum Bags, Wheels.

Warranty also does not cover failure caused by the untimely replacement or service of the above wearing parts. For products designed for commercial usage and with commercial warranties, evidence must be provided that the product has been maintained and serviced suitably for a repair to be considered under warranty.

Failure caused by poor/ incorrect operation of the product, lack of proper care and maintenance of the product, external damage, external circumstances such as contaminated fuel or poor water supply, modifications to the product, attempted repair/ service by a party other than an Approved Service Agent, is not covered under warranty.

Warranty does not cover pre delivery service and adjustment, or failure that may occur as a result of lack of/ incorrect pre delivery service and adjustment.

Warranty does not cover any incidental, indirect or consequential loss, damage or expense that may result from any defect, failure or malfunction of a product.

Should any issue be found to be a combination of a warranty failure and a non-warranty issue, the repair cost component to rectify and repair the non-warranty failure is the customers' full responsibility.

This warranty policy is an additional benefit and does not affect the legal rights of any end user, reseller or service agent.