

# SprayMAX® Warranty Policy

## Warranty Policy

SprayMAX warrants to its authorised Dealer/Service Agent, who in turn, warrants to the original purchaser (Owner) that each new SprayMAX sprayer, hose reel, part or accessory will be free from proven defects in material and workmanship for twelve (12) months to the first Owner according to the conditions outlined, unless a specific warranty period applies to a component listed in appendix A.

This warranty does not cover damages resulting from shipping and handling, abuse, accidents, alterations, normal wear or failure to maintain or use the SprayMAX product with due care.

During the warranty period, SprayMAX or its authorised Dealer/Service Agent shall repair or replace, at SprayMAX option, without charge for parts and standard labour any part of the SprayMAX product which fails because of defects in material or workmanship. The Owner must provide SprayMAX or the authorised Dealer/Service Agent with prompt written notice of the defect (within 14 days of its occurrence), and allow reasonable time for replacement or repair.

SprayMAX (at its option) may request failed parts to be returned prepaid to the authorised servicing Dealer/Service Agent or SprayMAX Factory. Any travel time of a service technician and/or transportation of the SprayMAX product to the authorised servicing Dealer/Service Agent or SprayMAX Factory for warranty work are the responsibility of the Owner.

SprayMAX assumes no responsibility for improper choice of models or where products are used in excess of rated capacities and design functions, or under abnormal conditions. We make available a free technical service to help with any product selection, application or situation.

**This warranty is in lieu of all other warranties (except those of title), expressed or implied, and there are no warranties of merchantability or fitness for a particular purpose.**

**In no event shall SprayMAX or the authorised Dealer/Service Agent be liable for downtime expenses, loss of chemicals, loss of machine use or other incidental, consequential or special damages.**

## Conditions of Warranty

1. The warranty is not transferable.
2. The Warranty Registration Form must be returned to SprayMAX by the Owner Operator within 14 days of taking delivery of the unit. Only when warranty registration is completed and returned, can SprayMAX fulfil all warranty obligations.
3. Components and conditions **not covered** by warranty are:

**Abuse:** Failure resulting from neglect, such as improper operation, lack of required maintenance or continued use of a sprayer after the discovery of a defect which results in greater damage to the unit.

### **Environmental Conditions and**

**Application:** Deteriorated or failed components such as but not limited to: radio receiver modules, diaphragms, O-rings, hoses, seals, electrical wiring and connections damaged by corrosive chemicals, dirt and sand, excessive heat or moisture. Owners should ensure the type and strength of chemicals used in the SprayMAX sprayer, hose reel, part or accessory are compatible with the design of the unit.

**Normal Wear:** Normal wear and consumable items such as but not limited to: oils and lubricants, diaphragms, o-rings, seals, gaskets, filter elements, flow meters, clutches, drive belts, pivot pins, paint, batteries, radio transmitters, radio relays, push buttons, switches, hose rollers, aerials, spray guns and nozzles are considered to be normal wear items and are not warranted.

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**Maintenance:** Component failure caused by not performing scheduled maintenance service such as: oils, grease, failure to clean tanks, pumps, filters, spray lines, nozzles or any other components. Not tightening or replacing loose or missing bolts, nuts, fittings, shields and covers.

**Damage:** Damage or machine failure caused by carelessness or accidental damage, improper operation, inappropriate transportation or storage of the unit or attachment.

**Power Source:** Failures due to faulty or inadequate electrical sources of power. Owners who use their own 12 volt power source must make sure that it is suitable for operating the spraying equipment.

**Alterations:** Any unauthorised alteration, modification, attachments or unauthorised repairs to the SprayMAX unit. Written approval must be obtained from SprayMAX for any such items to maintain warranty.

**Removal & Installation:** The time taken to remove and re-install a warranted part or component into other brands of equipment will not be covered by the SprayMAX warranty. Only parts and labour directly attributable to the repair of the SprayMAX unit is covered.

**Clean-up Time:** SprayMAX does not pay for cleaning the unit, parts, accessories or work area before or after the warranty repair. Clean-up time is affected primarily by the application or conditions in which the unit is operated and maintained. Since clean-up time can be so variable, cleaning time is considered a customer expense.

#### **Transportation**

**Costs:** Warranty does not cover transportation or insurance costs for sprayers or other equipment needing repair or replacement of warranted components. Nor does it cover any freight or insurance costs in obtaining new parts or returning old parts to SprayMAX for inspection purposes.

**Travel Time:** Travel time required for warranty repairs is the responsibility of the owner.

**Diagnostic Time:** Warranty does not cover time required to diagnose a warranty problem. Diagnostic time is affected greatly by the training and expertise of the technician employed to do the job. With proper training of external service personnel, diagnostic time should be at a minimum. Since SprayMAX is not in control of this factor, we do not cover diagnostic time.

**Non-Genuine Parts:** Use of parts other than SprayMAX parts for repair of warranted items will automatically negate any warranty. Warranted components must be replaced with genuine SprayMAX parts.

**Unauthorised Repairs:** Repairs by an unauthorised agent will automatically forfeit any warranty. Warranty repairs must be carried out by SprayMAX or an authorised SprayMAX Dealer/Service Agent only.

The judgement of SprayMAX in all cases of claims under this warranty shall be final and conclusive and the purchaser agrees to accept its decisions on all questions as to defect, repair and to the exchange of any part or parts.

#### **Appendix A:**

1. Bertolini Pumps . Warranty period is 6 months
2. Honda Motors . Refer to your Honda Manual. (Warranty period is up to 3 years)
3. Radio Receiver . Warranty period is 5 years on all non moving parts.