

WARRANTY

Your machine is automatically registered for a warranty of one year or 500 hours, whichever is sooner, from the recorded date of purchase. During that time we undertake to exchange or repair free of charge any part found to be defective, provided that:

- The machine has been used in accordance with the instruction manual
- The machine has not been subject to misuse, neglect or accident, including (but not limited to) vacuum water/foam ingress, freezing and chemical misuse.
- No chemicals other than those supplied for use in hot water extraction machines have been used. Use of other agents could cause damage to the machine and will invalidate the guarantee.

NB: Labour will only be included if the machine (or failed part) is returned to our premises. We will not be liable for third party labour charges. Our warranty is on a 'Return to Base' basis, this means that you will need to return it to us for inspection/repair. We can offer a chargeable collection and delivery service, please enquire for prices. All repairs are to be booked in advance with our Service Department. If the equipment is returned by your own courier, please ensure a note is included detailing who the machine is from and details of the problem.

Excluded from the guarantee are consumables such as brushes, filter, seals, washer and hoses. Please note that damage due to freezing is not covered.

Parts replaced under the warranty are themselves guaranteed only for the remaining unexpired portion of warranty and not for a new term.

Water pumps and vacuum motors supplied after the initial one-year warranty period are subject only to a three-month term of warranty.

How Our Warranty System Works

1. In the event of a malfunction, contact our Service Department on **01763 208222** and advise them of the symptoms and nature of the problem.
2. If possible, diagnosis and advice will be given over the phone, then should you need to bring your machine in, or have parts sent to you, we will book you in for repair here or send you the necessary replacement parts for you to fit yourself (the parts will be charged to your account, please see point 3.)
3. We do ask you to return faulty parts to us within 28 days, it is your responsibility to ensure their safe return, so a recorded & insured service is advisable. We can help arrange paid carriage services if required, please call for details & prices. Upon receiving the faulty parts, the replacement parts invoice will be credited. Failure to return parts within 28 days will result in the full cost of the invoice being due with immediate effect.

WARRANTY RETURNS ADDRESS:

Alltec Network
Butts Business Centre
Fowlmere
Royston
Hertfordshire
SG8 7SL

Ordering Spares from couldn't be simpler...

Our Service Department handles all our spares and service enquiries. They're open Monday to Thursday 9.00am – 5.00pm Friday 9.00am – 4.00pm, and can be contacted on **01763 208222**.

Once you're through and having first established your account details we will be delighted to take your order. Your order will have been processed and providing you call before 1pm (subject to stock) any weekday all stock parts will be despatched and on their way to you the very same day. All orders are despatched by First Class post or next day courier.