

Warranty Policy

This document outlines our warranty policy, including the coverage of faults, damaged items, missing parts, and postage responsibilities.

1. Warranty Coverage

a) Faults and Product Issues:

- We will assess any reported faults. If we cannot diagnose and resolve the issue remotely, you may return the item for inspection.
- Common issues, such as motor burnout on models RWAC1 and RWAC3, are not covered under warranty if the fault is due to improper maintenance (e.g., failure to clean filters as instructed in the manual).

b) Damaged Items:

- **Items received by you:** If you receive a damaged item from us, we will cover the cost of replacement or repairs.

c) Missing or Incorrect Parts:

- If you receive an item with missing parts, we will send the required parts directly to you.
- If you receive an item with missing parts, we will send replacements as long as the original packaging is undamaged.
- If an incorrect part (e.g., hoses of the wrong size) is included, we will send a replacement upon request.

2. Postage and Return Policy

- **Returning Items to Us:** You are responsible for covering postage costs when sending items back for inspection.
- **If the Item is Found to be Faulty:** We will cover the cost of return postage to you.
- **If the Item is Not Faulty:** You or your customer must cover the return postage costs.

3. Summary of Warranty Coverage:

- **Missing Parts:**
 - Covered for you (upon receipt)
 - Covered for your customer (if the packaging is undamaged)
- **Damaged Items:**

- Covered for you (if reported upon receipt)
- **Faults:**
 - We will assist with diagnosis and inspection
 - Items with faults due to improper use or maintenance (e.g., uncleaned filters) are not covered

For further assistance or to report an issue, please contact us directly.