

MAKINEX Limited Warranty

In order to take advantage of the MAKINEX limited warranty, you must have maintenance performed (where applicable) according to the schedule (contained in relevant owner's manual supplied with this product), by an authorized MAKINEX dealer or MAKINEX service technician. You are free to have your MAKINEX product serviced by any suitably qualified mechanic or electrician (depending on the mechanical or electrical requirement) and this will not affect your statutory warranties, however, failure by the owner to have the recommended servicing carried out by an authorized MAKINEX dealer/service technician means that you cannot take advantage of the MAKINEX limited warranty.

In order to ensure your safety, we strongly recommend that you only use an authorized MAKINEX dealer for servicing. Only authorized MAKINEX dealers have access to all of the special tools, technical information, parts and training required to maintain your MAKINEX product in peak operating condition.

MAKINEX warrants each new MAKINEX product to be free from defects in material and workmanship under normal domestic and industrial use and service for the period specified below, conditional to the limitations and exclusions printed on this page. This warranty applies only to new MAKINEX equipment distributed by us and by our authorized MAKINEX dealers.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY: (Ex-factory/ Reseller premise)

MAKINEX warrants to the original purchaser:

- MAKINEX provides a Limited One Year Warranty on all MAKINEX products (this excludes any accessories, attachments and consumables).
- Any unauthorized repair or part replacement will void warranty. Refer to manufacturer for all repairs.
- Regular service must be carried out by competent persons only; failure to comply will void warranty.

Transportation charges on products submitted for repair or replacement under this warranty are the sole responsibility of the purchaser. This warranty only applies to the original purchaser and is not transferable.

Warranty Exclusions:

- Warranty does not cover wear and tear, breakage, misuse or theft.
- Warranty does not cover consumables (e.g. blades). Warranty does not cover attachments or accessories (e.g. Shanks, Bolts, Timers, and Tile Smasher heads).
- Warranty will not apply to parts and/or labor if product is deemed to be misused, neglected, installed improperly or set up incorrectly.

Additional Warranty Exclusions:

- Cosmetic defects such as decals and coating.
- Failures due to acts of God and other unforeseeable major events beyond the manufacturer's control.



- Problems caused by parts that are not original MAKINEX parts.
- Engine Components which are subject to the Engine Supplier's Warranty

Responsibility of the customer under this Limited Warranty:

- Strict adherence to the maintenance checks and schedule with proof of scheduled maintenance service required by an authorized dealer or qualified mechanic.
- Maintenance services are not covered under warranty.
- It is the customer's responsibility to deliver the machine in question to our service premises or to the premises of our appointed dealer at the customer's expense for replacement or repair as applicable.

Claim Procedure:

- Contact MAKINEX by phone or email informing us of the problem or defect with the equipment.
- Once the extent of the claim has been assessed, we retain the right to compensate the customer for such defect, or repair (parts & labor), or replace the machine under warranty.
- All warranties will be carried out by MAKINEX authorized staff or appointed dealers at a premises to be determined by the Manufacturer.
- It is the responsibility (and cost) of MAKINEX or our appointed dealer to return the machine to be repaired or replaced under warranty to the customer- this is valid for domestic territories only (e.g. machine purchased in USA will be repaired/replaced under warranty and returned to the USA customer. Machine purchased in Canada will be repaired/ or replaced under warranty and returned to the Canadian customer etc.)
- Warranty calls will only be carried out by our representatives and not via customer's choice of repairer. We will not accept back charges for any work not carried out by our representatives, or accept any charges due to equipment being un-operational for any reason even during its warranty period.

WARRANTY CONTACT INFORMATION:

UNITED STATES

Tel 1-855-MAKINEX (625-4639)

Fax 1-855-625-4639

b.hicks@makinex.com

p.maginnis@makinex.com

811 N. Catalina Avenue

Suite 1310

Redondo Beach, CA 90277

SERVICE & PART ORDERING

For service and ordering parts, please call

USA: 1-855-MAKINEX (625-4639)

Or your nearest MAKINEX retailer.

We have very knowledgeable, experienced staff to assist you with help and advice.

