



MAKINEX Jackhammer Trolley (JHT) Warranty

In order to take advantage of the MAKINEX limited warranty, you must have maintenance performed according to the schedule (contained in relevant owner's manual supplied with this product), by an authorised 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 authorised 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 authorised MAKINEX dealer for servicing. Only authorised MAKINEX dealers have access to all the special tools, technical information, parts and training required to maintain your MAKINEX product in peak operating condition.

MAKINEX warrants each new Jack hammer Trolley 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 Jack hammer Trolleys distributed by us and by our authorised 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 that applies to Jack Hammer Trolley only (this excludes the Jack Hammer and any other 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.
- Jack Hammer (where purchased) is to be covered by original manufacturer. Please refer to their manual for more information.

Transportation charges on product 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 (e.g. Shanks and Tile Smasher heads).
- Warranty will not apply to parts and/or labour if this Jack hammer Trolley is deemed to be misused, neglected, installed improperly or set up incorrectly.

Warranty Exclusions

- Cosmetic defects such as decals and coating.
- Failures due to acts of God and other force majeure events beyond the manufacturer's control.
- Problems caused by parts that are not original MAKINEX parts.

Responsibility of the consumer under this Limited Warranty:

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

Claim Procedure:

- Contact MAKINEX by phone or email informing us of your machines problem or defect.
- Once the extent of the claim has been assessed, we retain the right to compensate the consumer for such defect, or repair (parts & labour), or replace the machine under warranty.
- All warranties will be carried out by MAKINEX authorised staff or appointed agents at a premises to be determined by the Manufacturer.

- It is the responsibility (and cost) of MAKINEX or our appointed agent to return the machine to be repaired or replaced under warranty to the consumer- this is valid for domestic territories only (e.g. machine purchased in USA will repaired/replaced under warranty and returned to the USA consumer. Machine purchased in Australia will be repaired/ or replaced under warranty and returned to the Australian consumer etc.)
- Where the specific warranty component (e.g. Jack hammer) is under a Manufacturer's warranty other than MAKINEX (e.g. Bosch, Hitachi, Makita, Hilti etc), the consumer can either contact MAKINEX or the applicable Manufacturer for repairs where such warranty was registered with that manufacturer at purchase.
- Warranty calls will only be carried out by our representatives and not via client'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:

USA

Tel 407-446-1966

407-826-0000

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AUSTRALIA

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2064 AUSTRALIA

EUROPE

Tel +31 (0)6 24881203

+31 (0)6 50841849

SERVICE & PART ORDERING

For service and ordering parts, please call

AUS: 1300 795 953 or +61 2 9460 8071

USA: 407-446-1996, 407-826-0000

EUROPE: +31 (0)6 24881203 or +31 (0)6 50841849

Or your nearest MAKINEX distributor

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