

# GREEN VAC 10 YEARS WARRANTY TERMS AND CONDITIONS

GREEN VAC and the manufacturers SachVac® and BVC EBS Distribution central vacuum systems, warrants (to the original purchaser) that the Vac power unit body, gaskets and filter shall be free from manufacturer's defect in material and workmanship from the date of purchase until such time the original purchaser ceases to own the system in its original installation.

All our units come with a 2 years warranty which runs from the date of the purchase invoice. It is possible to extend the warranty for an extra 8 (eight) years to a total of 10 (ten) years.

Motors and electrical components are warranted by Green Vac Ltd for the duration of the warranty. Should a motor or any electrical component and Printed Circuit Board (PCB), stop working or malfunction, Green Vac Ltd will replace within a reasonable time any parts necessary to resolve the issue. Malfunction parts will be replaced free of charge\*

## ITEMS NOT COVERED

This Warranty does not cover such conditions as normal wear to the power unit resulting from normal usage or from damage caused by accidents, negligence, misuse, or improper alteration, or from damage by fire, flood, or other acts of God. Motor brush wear is normal and is not considered to be a defect in material or workmanship. Further, this Warranty does not apply to vacuum tubing, fittings, wall inlets and consumables such as the HEPA filter, protective filter, vacuuming tools, hoses, etc.

\*Labour and shipping costs are not covered. Labour and shipping costs should be agreed between Green Vac and the Customer prior to the visit.

Warranty will be voided also if the unit have been used to vacuum builders' dust, liquids or ash with no appropriate accessories.

## RESTRICTIONS TO THE EXTENDED WARRANTY OF 10 YEARS

For the warranty extension to apply, the following conditions must be satisfied:

1. The product warranty must be registered, with consumer receiving an email confirmation with a certificate from GREEN VAC after having verified the accuracy of the information.
2. A service is required every 24 months by Green Vac staff or an authorised dealer.
3. You must register your unit on our online registration form within 15 days from the date of installation.
4. The guarantee assumes a pre-requisite that the user implements a regular maintenance as detailed in the user manual. The guarantee is automatically invalidated if the maintenance is not done as per instructed on the manual. Please refer to your manual handbook or ask us for more information.
5. The 10-year terms of this limited Warranty are effective for single family residential applications only. This Warranty is given only to the original owner and cannot be transferred.

If you purchased your unit from an online retailer, all warranty claims must be processed through the online retailer from which it was purchased for warranty eligibility. Buying a SachcVac® or BVC Unit from another supplier, this warranty is not valid unless you register the machine with us on our website. We reserve the right to refuse registering your unit for a 10-year warranty

## HIDE - A - HOSE:

Hide A Hose warrants that the Hose, Fittings, and Valve when used for household purposes, pursuant to seller's instructions, will be free from defects in materials and workmanship for a period of one (1) year from the date of the initial consumer purchase.

Hide A Hose Inc. warrants the above-mentioned products when used in a commercial application to be free from defects in materials and workmanship for a period of ninety (90) days from the date of the initial consumer purchase. This warranty is limited to the replacement of defective parts and any costs of shipping shall be incurred by the purchaser.

## INSTALLATION WARRANTY

GREEN VAC will guaranty the full installation for the period of 1 year from the date of initial installation, providing the installation has not been tampered with or misused either by the Customer or anyone outside our organisation.

Should a problem occur in the pipework, Customer should contact us immediately. If the problem found is due to a fault on initial installation, we will repair or replace any parts necessary to sort the problem at no cost to the Customer. Should the installation been damaged or tampered with by the Customer or it's Contractor, any call out fees and repairs will be chargeable to the Customer.

As with the Sale of Goods Act, under the Consumer Rights Act all products must be of satisfactory quality, fit for purpose and as described.

- **Satisfactory quality:** Goods should not be faulty or damaged when you receive them. You should ask what a reasonable person would consider satisfactory for the goods in question. For example, bargain-bucket products will not be held to as high standards as luxury goods.
- **Fit for purpose:** The goods should be fit for the purpose they are supplied for, as well as any specific purpose you made known to the retailer before you agreed to buy the goods.
- **As described:** The goods supplied must match any description given to you, or any models or samples shown to you at the time of purchase.

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