

Truvox International Ltd

Warranty Terms and Conditions 2024

Truvox machines have a warranty from the date of sale. Table 1 lists the warranty period by product.

Table 1	
Product Range	Warranty Period
Orbis mains-powered range	2 years
Orbis battery-powered range & Orbital 1500	1 year
Cimex CR/HD/DF three-brush range	1 year
Multiwash range & Multiwash PRO	1 year
Hydromist carpet extraction range	1 year
Valet vacuum cleaner range	1 year
Air Mover range	1 year
Cimex X46 escalator cleaner & Trusweep 460	1 year

This warranty is offered to the original purchaser only and covers new machines against defects in materials or workmanship under normal applications and usage conditions.

The warranty period starts from the date of delivery to the customer and ends on the earlier of:

- 18 months (Orbis – 30 months) from the date of sale by Truvox International Limited to the distributor or dealer (the Buyer).
- 12 months (Orbis – 24 months) from the date of sale by the Buyer to the End User.

Within the warranty period any part found to be defective will be replaced, subject to the following conditions.

CONDITIONS

1. Claims will only be accepted from the original purchaser. Distributors, dealers and other resellers are responsible for the warranty to their customers.
2. Claims made under the terms of the warranty must be supported by the original invoice/bill of sale issued at the time of sale. Online auction or purchase confirmations are not accepted for warranty verification, and Truvox International Ltd will not replace missing components from any package purchased through an online auction.

The bill of sale must record the serial number of machine.

If proof of sale cannot be found, the warranty period will begin after the following period following despatch from Truvox:

- UK 5 days
- Ireland 10 days
- Europe 10 days
- Africa 15 days
- Middle East 15 days
- America 30 days
- Far East 45 days
- Australasia 90 days

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3. Truvox shall not be liable for any incidental or consequential loss.
4. This warranty is covered by the laws of England.
5. It is the responsibility of the end user to maintain equipment according to required preventative maintenance schedules contained in the user manuals supplied. Failure to follow an adequate preventative maintenance program will invalidate this warranty.
6. Extreme usage conditions and non-standard machine applications are not covered by this warranty.
7. Repairs have a 90 day warranty. If the machine repaired is still under its original warranty, then the new warranty is 90 days or to the end of the original one year warranty, depending upon which is longer.
8. This warranty does not cover any of the following:
 - Periodic maintenance, and repair or replacement of parts due to normal wear and tear.
 - Damage caused by accident, misuse or neglect, or the fitting of other than the manufacturer's genuine parts.
 - Electrical components exposed to moisture.
 - Defects in other than the manufacturer's genuine parts, or repairs, modifications or adjustments performed by other than an authorised service engineer or service agent.
 - Costs and risks of transport relating directly or indirectly to the guarantee of the product.
 - Consumable items such as, but not limited to; carbon brushes, mains leads, floor brushes, pad drives, drive belts, squeegee blades, batteries, keys, filters and all similar items unless failure is within one month of purchase and due to an identifiable manufacturing fault.

Prior to approval of a warranty claim, confirmation that the product is inside its warranty period and that the fault was due to a material or manufacturing defect must be obtained. Once warranty claim is approved Truvox will issue a Claim Number which must be recorded on the Truvox Warranty Claim Form and used in all communication relating to the claim.

All warranty claims MUST be submitted on the Truvox Warranty Claim Form. A separate form must be completed for each machine. All components replaced or repaired must be shown on each form.

All components that have been replaced must be retained for a minimum of six weeks after a warranty claim has been approved. Truvox reserves the right to request for replaced components to be returned for inspection.

This warranty is an addition to your statutory rights and does not affect you rights under the Supply of Goods (Implied Terms) Act 1973, or in general.

Our policy is one of continual product development and we reserve the right to alter specification without prior notice.

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Appendix a

Warranty Claim Form

A separate claim form must be completed for each machine

The data below will be used in order to process the Warranty Claim. This information will be held for 2 years for UK customers and 7 years for Export customers. If you wish any personally identifiable information to be amended or deleted sooner, please email sales@truvox.com

Your details: Claim forms are only accepted from the original purchaser			
Name		Tel:	
Email / Fax			
Company			
Original Purchase details: a claim will not be accepted without this			
Truvox Invoice Number			
Warranty Claim for Machine:			
Machine model		Serial Number	
If sold on to an End User, you must send us a copy of your invoice to your customer to show proof of sale			
Environment in which machine is being used, including floor type			
Frequency of machine use, including run time per use, battery re-charging procedure (if applicable)			
Description of fault			
Please provide photos			
Description of repair			
Parts required			
Part Number	Description	Quantity	
All components must be retained for a minimum of 6 weeks. Truvox reserves the right to request components are returned for inspection.			
OFFICE USE ONLY: Truvox Approved Claim Number			

Please return completed form and supporting documents to

E-mail: sales@truvox.com

Fax: +44 (0) 23 8070 5001