



407 631

PO BOX 3310, Loganholme Qld. 4129

14 Glasson Drive, Bethania Qld. 4205

e-mail: [hydromat@hydromat.com.au](mailto:hydromat@hydromat.com.au)

website: [www.hydromat.com.au](http://www.hydromat.com.au)

**PHONE HOTLINE 07 3216 6252**

**FAX HOTLINE 07 3255 6285**

---

8 August 2019

## WARRANTY POLICY

HYDROMAT SERVICES P/L SHALL WARRANT, THAT WE WILL REPLACE AND INSTALL NEW PARTS FREE OF CHARGE OR, IF REPAIR IS CONSIDERED SUFFICIENT, WILL REPAIR FREE OF CHARGE ANY PART PROVED TO BE DEFECTIVE AS TO MATERIAL OR WORKMANSHIP, UNDER NORMAL USE AND SERVICE, FOR A PERIOD OF 12 OR 24 MONTHS (DEPENDING ON THE MODEL) FROM THE DATE OF PURCHASE.

SHOULD A CLAIM FOR WARRANTY ARISE, THE OWNER OF THE EQUIPMENT HAS TO PROVIDE PROOF OF PURCHASE. THE OWNER IS RESPONSIBLE FOR DELIVERING THE UNIT TO AN AUTHORISED SERVICE WORKSHOP. HOWEVER IN THE CASE OF LARGER MACHINES AND FIXED EQUIPMENT, HYDROMAT SERVICES P/L WILL EXTEND GOODWILL TO THE CUSTOMER BY EFFECTING WARRANTY REPAIRS ONSITE WHENEVER POSSIBLE. ALL DEFECTIVE PARTS REPLACED UNDER WARRANTY SHALL BECOME THE PROPERTY OF HYDROMAT SERVICES P/L

### EXCLUSIONS:

- 1) CONSUMABLES INCLUDING JETS, PLUGS, FILTER BAGS, BELTS.
  - 2) PARTS, ACCESSORIES AND PARTS SUPPLIED BY OTHER SUPPLIERS. IN THE CASE THE APPROPRIATE WARRANTY AS SPECIFIED BY THE OTHER MANUFACTURER EG: PETROL ENGINES.
  - 3) ITEMS OF PREVENTATIVE MAINTENANCE EG: FILTERS, OIL, ELECTRODES.
  - 4) DAMAGE SUSTAINED DUE TO FAILURE OF ITEMS OF PREVENTATIVE MAINTENANCE, EG: BLOCKED WATER OR FUEL FILTER.
  - 5) NORMAL WEAR AND TEAR, DETERIORATION AND CONTAMINATION.
  - 6) ANY ADJUSTMENT OR REPAIR CARRIED OUT BY A PERSON NOT AUTHORISED TO DO SO BY HYDROMAT SERVICES P/L INCLUDING ANY DAMAGE ARISING THEREFROM.
  - 7) DAMAGE RESULTING FROM MISUSE, IMPROPER USE, ACCIDENT, DISASTER.
  - 8) DAMAGE RESULTING FROM THE USE OF NON GENUINE SPARE PARTS.
  - 9) DAMAGES RESULTING FROM LACK OF MAINTENANCE.
- 
- HYDROMAT SERVICES P/L WILL NOT BE LIABLE FOR CONSEQUENTIAL LOSS OR DAMAGE HOWEVER CAUSED.
  - HYDROMAT SERVICES P/L WILL NOT BE RESPONSIBLE FOR ANY DOWNTIME RESULTING FROM THE NEED TO CARRY OUT WARRANTY REPAIRS.
  - ONLY PERSONS AUTHORISED BY HYDROMAT SERVICES P/L SHALL DECIDE WHETHER A CLAIM IS WARRANTY OR NOT.