



Performance is everything.™

VAX MANUFACTURER'S WARRANTY

Techtronic Industries Australia Pty Ltd ABN 98 002 277 509 and Techtronic Industries New Zealand Limited provide the following warranty in relation to any VAX product (and any accessory supplied with it) that has been purchased in Australia or New Zealand when the Product is determined by Techtronic Industries Australia Pty Ltd or Techtronic Industries New Zealand Limited to have a defect in its material or workmanship.

VAX - WARRANTY PERIOD

**1 year
warranty**

This product has a domestic repair warranty against faults in materials and manufacture for a period of one (1) year.

The warranty period commences from the date of the sale of the Product by a retailer to the consumer.

Filters are covered for the first 3 months from the first date of purchase.

Subject to law, the above warranty period prevails unless otherwise stated on product packaging and instruction manual.

CONDITIONS OF WARRANTY

If there is a major failure with the Product, then you are entitled to:

- reject the Products and get a refund;
- reject the Products and get an identical replacement, or one similar in value if reasonably available; or
- keep the Products and obtain compensation from Techtronic Industries Australia Pty Ltd or Techtronic Industries New Zealand Limited for the drop in value of the product caused by the major failure.

If there is a minor failure with the Product, you are entitled, at the election of Techtronic Industries Australia Pty Ltd, Techtronic Industries New Zealand Limited, to:

- a refund of the cost of the Product;
- replacement of the Product; or
- have the Product repaired within a reasonable time.

This Warranty will not apply if:

- Repairs to the Product are made or attempted by a service provider other than Techtronic Industries Australia Pty Ltd, Techtronic Industries New Zealand Limited or authorised service agents.
- The product is subject to normal wear and tear. Parts including, but not limited to carbon brushes, bearings, seals and o rings must be regularly inspected so that the wear and tear on such parts do not lead to failure of the tool. For optimum performance the appliance should be inspected regularly by an authorised service centre.
- The Product has not been used or maintained in accordance with the manufacturer's instructions as provided with the Product.

- The consumer uses the Product in an abnormal manner for example if the Product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, not maintained properly or used after partial failure.

Specific examples of misuse with vacuum cleaners includes but is not limited to, vacuuming hot coals, cigarette butts, matches, anything hot, smoking or burning objects, flammable or combustible materials and concrete or plaster dust.

- Damage to the Product is caused by sand, water damage, rust corrosion, fire, vermin and/or insect infestation, power outages or surges or inadequate or improper voltage or current.
- The Product has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply or used with inappropriate accessories.
- The Product is tampered with any way or if the damage has been caused by an extraordinary event or circumstance beyond the control of the consumer or Techtronic Industries Australia Pty Ltd or Techtronic Industries New Zealand Limited.
- The Product's serial number, as applied by the manufacturer, has been altered or removed from the Product.

**RETAIN YOUR RECEIPT AS PROOF OF PURCHASE
TO VALIDATE WARRANTY CLAIMS**

IMPORTANT

Should service be required at any time please contact your nearest authorised VAX service agent rather than your retailer. They are best equipped to handle any problem and offer professional maintenance advice.

EXTENDED WARRANTIES

Some retailers offer an extended warranty plan ranging from one (1) to four (4) years. These come into force at the conclusion of the manufacturer's warranty. If you have taken out one of these plans on a VAX product, please make yourself thoroughly familiar with the procedure and the date it comes into force, as this is separate from the Vax Manufacturer's Warranty. Most extended warranty plans list a contact phone number

POSTAL ADDRESS FOR AUSTRALIAN RESIDENTS
TECHTRONIC INDUSTRIES PTY LTD

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Melbourne, Victoria 3108

POSTAL ADDRESS FOR NEW ZEALAND RESIDENTS

Vax Appliances New Zealand
PO Box 12806, Penrose 1642

VAX Warranty

(Australia & New Zealand)

Every VAX machine is backed by special customer services.

VAX can handle your query over the phone.

VAXCARE

Australia 1300 361 505

New Zealand 0800 800 900

Email vax_enquiries@ttibrands.com.au

VAX Service Agents

(Australia and New Zealand)

For the most up to date list of VAX Service Agents in your
area go to the VAX website www.vax.com.au

If the website is not accessible, then please phone Vaxcare:

1300 361 505 in Australia,

Or 0800 800 900 in New Zealand.



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