

WARRANTY TERMS AND CONDITIONS

Applies to products effective 1st of June 2025 under the current policy.

WARRANTY TERMS AND CONDITIONS

Powerblast is committed to developing the highest quality products in the industry and values consumer feedback that supports this mission. Our dedication to customer service extends to offering a warranty on our products to the original owner, with proof of purchase from an authorized dealer, against defects in fabrication and materials.

WHAT IS COVERED UNDER THIS WARRANTY

This warranty covers:

- Defects in materials and workmanship occurring within the defined warranty period
- Premature failure of wearing parts, if it can be reasonably demonstrated that no external factors caused the failure

Examples of wearing parts include, but are not limited to:

PRESSURE WASHERS: Water seals, spray nozzles, pump valves, fuel and water filters, safety valves, HP hoses, lances, hand guns, O-rings, capacitors.

SMALL ENGINES & OPE: Spark plugs, fuel-related components, air and fuel filters, recoil starters.

WHAT IS NOT COVERED

This warranty does not cover:

- Normal wear and tear
- Damage caused by improper assembly, installation, or maintenance
- Parts or accessories not originally intended or compatible with the product
- Failure or damage resulting from accident, misuse, abuse, or neglect
- Use of unapproved chemicals or detergents
- Damage due to low/high voltage, incorrect extension leads or coiled electrical cables
- Contaminated water supply or debris damaging the pump or motor
- Products not registered through Powerblast's official website
- Any discrepancy between the registered name and the online warranty registration details
- Transfer of the extended warranty upon sale of the product the extended warranty is non-transferable and becomes void if ownership changes
- Heating coils under the extended warranty period these are covered only under the standard warranty

WARRANTY PERIOD

- 5-Year Warranty: Defined as 2 years (manufactures parts & labour) standard warranty + 3 years (Powerblast parts only) extended warranty
- The additional 3-year extended warranty does not cover heating coils

COMMERCIAL USE WARRANTY

- Must be registered within 30 days of purchase
- All machines must be serviced according to manufactures recommendations by an authorised service agent

MAKING A WARRANTY CLAIM

To make a warranty claim, the following conditions must be met:

- The product must have been registered via our website
- A completed Warranty Claim Form must be submitted to Powerblast prior to product assessment
- Claims are not automatically accepted as warranty claims they must be approved by Powerblast's Warranty Department
- Proof of purchase is required for any warranty claim
- All claims must include digital or printed photographs (JPEG or PDF format) clearly illustrating the issue

RETURN PROCESS AND COSTS

- The customer is responsible for returning the item to the nearest authorized service agent or Powerblast head office, at their own cost
- Products purchased from online dealers must be returned directly to Powerblast (back to base warranty) for assessment
- Unless otherwise agreed in writing by Powerblast, the customer must also cover:
 - Transportation to and from Powerblast or its authorized repair agent
 - Any associated insurance costs during transit

POWERBLAST S RESPONSIBILITIES UNDER THIS WARRANTY

If a claim is accepted, Powerblast will, at its discretion:

- Repair the product
- Replace faulty components
- Replace the product (in some circumstances).

No claim will be considered without:

- Proof of purchase
- Proper registration of the product
- Powerblast Global Pty Ltd reserves the right to refuse warranty if not serviced to manufactures guidelines

Powerblast Global Pty Ltd

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