



LAVOR

Pressure Cleaner Range – Warranty Terms

Lavorwash Pty Ltd (“LAVOR”) provides this limited warranty for its range of pressure washers, guaranteeing that each product is free from defects in materials and workmanship under normal use and maintenance.

Warranty Coverage Periods

Depending on the product category, the following warranty periods apply from the date of purchase from an authorised LAVOR dealer:

- **1-Year Warranty** – Applies to Domestic and select Commercial range pressure washers
- **2-Year Warranty** – Applies to select Commercial range pressure washers
- **3-Year Warranty** – Applies to select premium Commercial models (as specified in promotional or product documentation)
- If proof of purchase cannot be provided, the warranty period will be deemed to begin three (3) months after the initial sale to the distributor.

What’s Covered

During the applicable warranty period, LAVOR will, at its discretion, repair or replace any parts or components found to be defective in materials or workmanship. This includes both parts and labour for warranty-approved repairs carried out by authorised service centres.

What’s Not Covered

This warranty does **not** cover:

- Damage caused by misuse, neglect, improper installation, or unauthorised repairs
 - Normal wear and tear items (e.g., hoses, seals, nozzles, O-rings, wheels, lances etc.)
 - Use of non-genuine LAVOR parts or accessories
 - Cosmetic damage that does not affect performance
 - Damage resulting from lack of routine maintenance as outlined in the user
-



Voidance of Warranty

This warranty will be void if:

- The product has been tampered with, altered, or serviced by unauthorised personnel
- Non-LAVOR parts or accessories have been used
- The unit has been used outside of its intended purpose (e.g. commercial use of a residential (Domestic) model)

Parts Coverage

All parts used in warranty-covered repairs or replacements are covered for a minimum of 90 days or for the remainder of the original warranty period, whichever is longer, from the original purchase date.

Warranty Repair

If a defect covered by this warranty is confirmed, LAVOR will address it through repair or replacement.

Packaging and Freight Costs

The customer is responsible for packaging and returning the equipment to LAVOR for assessment. If no defect is found or if the issue isn't covered under warranty, the customer will bear labour and return transportation costs, agreed upon before return.

Warranty Limitations

LAVOR is not liable for repairs conducted by unauthorised technicians. Liability under this warranty is limited to correcting defects in LAVOR products and excludes incidental or consequential damages.

LAVOR will not accept responsibility or liability for repairs carried out by unauthorised technicians or engineers. LAVOR's liability under this warranty is limited to the cost of correcting defects in LAVOR products.

LAVOR will not be liable for any incidental or consequential damages (such as loss of business or the hire of substitute equipment) resulting from the defect or the time required to correct it. This written warranty is the sole express warranty provided by LAVOR for its products. Any implied warranties of merchantability are limited to the duration of this limited warranty for the equipment in question.



LAVOR assumes no responsibility for electrical cable wear due to flexing or abrasion. The end user is responsible for routinely inspecting electrical cables for potential wear and addressing any issues before cable failure occurs.



LAVOR

Floor Care Range – Warranty Terms

Lavorwash Pty Ltd (“LAVOR”) provides this limited warranty for its floor care range, guaranteeing that each product is free from defects in materials and workmanship under normal use and maintenance.

Warranty Coverage Periods

Depending on the product category, the following warranty periods apply from the date of purchase from an authorised LAVOR dealer:

- **1-Year Warranty** – Applies to the Commercial Floor Care range
- **2-Year Warranty** – Applies to the Selected Premium Commercial Floor Care range

If proof of purchase cannot be provided, the warranty period will be deemed to begin three (3) months after the initial sale to the distributor.

What's Covered

During the applicable warranty period, LAVOR will, at its discretion, repair or replace any parts or components found to be defective in materials or workmanship. This includes both parts and labour for warranty-approved repairs carried out by authorised service centres.

Warranty Conditions

- The warranty applies only to products sold and distributed by LAVOR or authorised LAVOR dealers.
- The warranty is valid only for the original purchaser and is non-transferable.
- All warranty repairs must be carried out by LAVOR or authorised service agents.
- Proof of purchase (invoice or receipt) must be presented to validate any claim.



Warranty Exclusions

The LAVOR warranty does **not** cover:

1. Wear and Tear Components

- a. Brushes, squeegees, belts, wheels, filters, seals, hoses, and other consumables subject to normal wear and tear.

2. Improper Use or Operation

- a. Damage caused by misuse, negligence, unauthorised modifications, or failure to operate the machine in accordance with the user manual.

3. Use of Non-Genuine Parts or Accessories

- a. Damage resulting from the use of non-LAVOR replacement parts or accessories.

4. Lack of Maintenance

- a. Failures due to insufficient or improper maintenance as specified in the product documentation.

5. Chemical Damage

- a. Use of corrosive, inappropriate, or unapproved cleaning agents that cause deterioration of internal or external components.

6. Accidental or Physical Damage

- a. Damage due to accidents, impact, vandalism, fire, water ingress, or environmental conditions such as dust, humidity, or temperature extremes.

7. Electrical Supply Issues

- a. Damage resulting from voltage fluctuations, use of incorrect power sources, or improper connection to electrical outlets.

Warranty Limitations

LAVOR is not liable for repairs conducted by unauthorised technicians. Liability under this warranty is limited to correcting defects in LAVOR products and excludes incidental or consequential damages.

LAVOR will not accept responsibility or liability for repairs carried out by unauthorised technicians or engineers. LAVOR's liability under this warranty is limited to the cost of correcting defects in LAVOR products.

LAVOR will not be liable for any incidental or consequential damages (such as loss of business or the hire of substitute equipment) resulting from the defect or the time required to correct it. This written warranty is the sole express warranty provided by LAVOR for its products. Any implied warranties of merchantability are limited to the duration of this limited warranty for the equipment in question.

LAVOR assumes no responsibility for electrical cable wear due to flexing or abrasion. The end user is responsible for routinely inspecting cables for potential wear and addressing any issues before cable failure occurs.



LAVOR

Heating & Cooling Range – Warranty Terms

Lavorwash Pty Ltd (“LAVOR”) provides this limited warranty for its Heaters & Spot Air cooling range, guaranteeing that each product is free from defects in materials and workmanship under normal use and maintenance.

Warranty Coverage Periods

Depending on the product category, the following warranty periods apply from the date of purchase from an authorised LAVOR dealer:

- **1-Year Warranty** – Applies to the Commercial Heating & Cooling range. If proof of purchase cannot be provided, the warranty period will be deemed to begin three (3) months after the initial sale to the distributor.

What’s Covered

During the applicable warranty period, LAVOR will, at its discretion, repair or replace any parts or components found to be defective in materials or workmanship. This includes both parts and labour for warranty-approved repairs carried out by authorised service centres.

Warranty Conditions

- The warranty applies only to products sold and distributed by LAVOR or by authorised LAVOR dealers.
- The warranty is valid only for the original purchaser and is non-transferable.
- All warranty repairs must be carried out by LAVOR or authorised service agents.
- Proof of purchase (invoice or receipt) must be presented to validate any claim.



Warranty Limitations

LAVOR is not liable for repairs conducted by unauthorised technicians. Liability under this warranty is limited to correcting defects in LAVOR products and excludes incidental or consequential damages.

LAVOR will not accept responsibility or liability for repairs carried out by unauthorised technicians or engineers. LAVOR's liability under this warranty is limited to the cost of correcting defects in LAVOR products.

LAVOR will not be liable for any incidental or consequential damages (such as loss of business or the hire of substitute equipment) resulting from the defect or the time required to correct it. This written warranty is the sole express warranty provided by LAVOR for its products. Any implied warranties of merchantability are limited to the duration of this limited warranty for the equipment in question.

LAVOR assumes no responsibility for electrical cable wear due to flexing or abrasion. The end user is responsible for routinely inspecting cables for potential wear and addressing any issues before cable failure occurs.



Claim Process

To make a warranty claim:

1. Contact LAVOR at **13 000 LAVOR (52867)** or email **sales@lavorwash.com.au**
2. Provide the following:
 - Model and serial number
 - Proof of purchase (invoice or receipt)
 - Description of the issue
3. Follow the return instructions provided by LAVOR
4. Ensure equipment is securely packaged. LAVOR is not responsible for damage during return shipping.

If the product is found to be covered under warranty, repairs will be carried out and returned to the customer at no charge. If the issue is not covered, a repair quote will be provided.

Additional Notes

- Warranty-covered parts replaced during service are covered for the remainder of the original warranty or 90 days—whichever is longer.
- If no fault is found or misuse is confirmed, a minimum labour charge of \$100 + GST per hour, plus freight, will apply.

Contact Us

For all warranty inquiries, contact:

Phone: 13 000 LAVOR (52867)

Email: sales@lavorwash.com.au

Website: www.lavorwash.com.au

None of the above terms and conditions overrides (ACL) Australian Consumer Law.