

Halden New Equipment Warranty

Thanks very much for buying equipment from Halden, we value your custom. We want your experience to be great and for you to be confident in the use of your equipment. At any time that you want more information, we will be happy to talk to you.

Halden guarantees that all products are sold free from defects in materials or workmanship under normal use during the warranty period. All Halden products are reasonably suitable for the purposes for which they are generally intended namely, commercial cleaning.

Halden supplies brand new imported equipment and spare parts. There is a 12 month warranty period from the date of the sale.

Commercial cleaning equipment is usually of a complex nature and understanding of the operation of the equipment, basic maintenance as well as operator competency is critical for the machine to function properly.

A warranty is only granted if there is a machine that is defective or a part of machine that is defective as a result of or due to a manufacturing fault.

There are full technical diagrams and service manuals available for units that are out of the warranty period if needed.

Halden is not responsible for any damages such as loss of income or loss of business.

Halden warrants every new or reconditioned part installed during any repair or maintenance work, and the labour required to install it, for a period of three months after the date of installation.

Fair Wear and tear

Fair wear and tear generally means the amount of damage that happens through the ordinary day-to-day usage of the equipment (e.g. scratches appear on the machine)

Conditions of operation can vary greatly and it is difficult to exactly specify what the wear and tear of equipment will be. However, it is generally accepted that the following time frames apply:

- Vacuum motor – runs for approximately 1000 to 1200 hours before total replacement
- Vacuum motor / pump motor brushes – replaced every 300 – 400 hours
- Trigger mechanism spring – last about 6 – 8 months

Training

All equipment must be used by trained, competent operators only. Failure to adhere to this results in forfeiting your warranty. A machine operations manual should come with the purchase of a machine, however if one is required please contact us. This manual covers normal usage and basic day to day maintenance of the machine.

Santoemma

Santoemma Spare Parts – basic stock holding for distributors and service centres

It is recommended that the distributor or service centre keep a certain quantity of spare parts in stock that are useful to repair the relevant Santoemma machines sold by the distributor. Please enquire about the "useful parts" document, showing the components that we suggest to keep in stock, available from Halden. Other components can be ordered when needed.

Santoemma Warranty conditions

Santoemma machines are suitable for a professional use. Warranty covers the manufacturing defects for a period of one year. The beginning of the warranty period is the date the machine is sold to the final user, provided that this date can be traced back with the invoice to final user, showing the serial number of the machine. In case this date cannot be traced, it will be possible to determine when the machine was manufactured by Santoemma and sold to the distributor by the serial number. The warranty period will then start from the date the machine was sold to the distributor. The serial number of each machine is written on the machine control panel, on the lower tank.

The distributor or service centre is responsible for solving the technical problems of the final users directly and/or replacing parts at their own cost. Any warranty parts need to be requested from Halden with the warranty claim form at a later stage for replacement. Halden will advise whether a part needs to be returned or not.

Before replacing a part that seems defective, it is important to check that the failure of the part is not due to the actual component and not other components connected to it. e.g. if the pump of a machine does not work because the rectifier has failed, then the entire pump will not be replaced but just the rectifier.

Generally, a component disassembled from a machine and returned to Halden cannot be replaced in warranty if the same component it tested and found to be completely or partially working.

Warranty Procedure for Replacing Parts

1. A customer brings a machine to a service centre for assessment.
2. The service centre does a full assessment and quotation or report to the customer. At this stage, if any parts are determined to be a warranty claim, then a copy of the quotation needs to be sent to Halden with a warranty claim form.
3. The service centre then repairs the machine at their own cost. (basic stock holding of spare parts should cover most common items)
4. The service centre, having a defective component, then sends the part to Halden (if Halden requests for the part to be sent). The transport costs is paid by the service centre, which will choose a forwarder with the most appropriate cost.
5. If the defective part is considered a warranty claim, Halden will repair or replace the defective part with a new one, free of charge. In this case, Halden will also pay the transport cost to send the part to the service centre.
6. If the service centre needs new spare parts urgently and does not have them in stock, they must order the part from Halden. Halden will charge for the new parts. Once the defective part is received by Halden, a credit will then be issued.
7. Only in some particular cases, when the service centre is sure about a warranty situation, but does not have the part in stock, Halden can send the part even before receiving the defective one. Warranty for the part will be confirmed after

analysis of the part. It might be requested, while waiting to receive the part, for a photo showing the problem to be sent via e-mail to Halden.

8. It is necessary for Santoemma to receive the defective part in order to analyze the problem and improve products quality.
9. In order to reduce the number and cost of shipments from the service centre to Santoemma, it will be possible to arrange to send accumulated parts periodically. i.e. every 3 or 6 months
10. In the same way, in many cases it will be possible for Santoemma to send parts in warranty together with a next stock order.

Part Recommendations – non warranty usage

Vacuum Motor

- The nature of a vacuum motor is to create a vacuum by sucking air through it, but not water. If the floor wand is in contact with water, the water will go in the direction of the airflow. That is how a carpet extraction system can be seen to suck up water. The machines are designed to stop water from reaching the vacuum motor, however it is sometimes possible to suck up too much water into the machine. This is called *over-suction* and can cause *water damage*. It is important that the operator understands this and prevents this from happening. Water damage is not covered by warranty.
- The vacuum motor carbon brushes last about 300 hours. If the machine is used under very heavy conditions, e.g. 7 hours per day / 6 days per week – the brushes will only last about 2 months. So it is possible for a two month old machine to wear out its carbon brushes and damage the machine. This is not covered by warranty.

Water Pump

- The Water pump is made up of two parts. The motor and the pump. The motor is subject to the carbon brush replacements and water must not get into the motor workings.
- The water pump is switched on in continuous operation and does not automatically switch off. The pump is only meant to be switched on during normal usage. Water is meant to flow through the pump at this time. If the pump is left switched on and no water flows through the pump then it can be damaged. This is not covered by warranty.

Operator Training

- Commercial cleaning machines are usually complex and need a trained competent operator. If it is found that the operator is not using the machine correctly and damage is caused, the damage is not covered by warranty.

Brush Motor

- The brush motor is subject to carbon brush replacements and water must not get into the motor housing.
- The brush must be adjusted to "tip" the carpet. Too much brush pressure results in reduced cleaning as well as creates too much friction and heat that can damage the motor. This is not covered by warranty.

Santoemma South Africa

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PLEASE EMAIL THIS FORM BACK TO workshop@haldenexport.co.za
or FAX THIS FORM TO +27 21 511 6353

Halden Warranty Claim Form or Notification of Defective Equipment or Parts

Date	
Customer Name	
Distributor / Service Centre	
Contact Person	
Phone / email	
Model	
Serial Number	
Halden Invoice number / Date	
Defect	
Cause	
Solution	
Parts required - Warranty	
Notes	