

WINNTEC Warranty Information

What is covered by the Winntec 3 Year Warranty?

The 3 Year Warranty covers faulty materials, workmanship, and normal wear and tear*. Winntec by SIP products are covered by a 3 Year Warranty beginning from the date of purchase by the end user, with the warranty only being valid if the necessary recommendations on safety, operation, service, and routine maintenance have been followed.

**Consumable items such as wheels, castors, circlips, rubber pads, and handle grips etc. are not covered by the Winntec 3 Year Warranty, as the replacement intervals for these consumables depend on the extent to which the product is used and how well it is maintained. They can be considered as equivalent to brake pads, wipers, bulbs etc. on a new car.*

What is not covered by the Winntec 3 Year Warranty?

Faults due to improper or lack of sufficient maintenance and adjustment are not covered by warranty. Functional problems without any leakage - i.e. jack losing height, unable to lift load etc. - are often due to improper service and calibration. The Winntec 3 Year Warranty does not cover defects caused by a lack of lubrication, improper maintenance, improper use or abuse, modifications, use with improper fluids or fluid levels, improper or contaminated air supplies, accident, shipping, or any cause not resulting from defective materials or workmanship.

What should I do if I have a problem?

Contact the Winntec Dealer where you purchased your Winntec product. The Dealer will then contact the supplier who will arrange collection of the item. In most cases, your Winntec Dealer will be able to recommend how to solve a problem on-site. This could help save you the inconvenience of having to send the product in for repairs.

During the warranty period, any equipment found to be defective will be either repaired or replaced at Winntec's discretion. Winntec, or a repair facility recommended by the Dealer, will determine whether the product is eligible for warranty repair. An approved warranty repair will be made at no charge and the item will be returned carriage paid on an overnight service. The cost of non-warrantable service, repair, and freight is the responsibility of the customer.

Any equipment that is repaired or replaced within the warranty period shall not extend the original warranty period. This warranty replaces all other warranties, including any implied warranty or merchantability or fitness for a particular purpose. Warranty claims can be accepted only where the fully assembled equipment is submitted for repair.