



plasmaclean[®]
Creating a cleaner, safer environment

Warranty Care Plan

Plasma Clean Limited (referred to as "Plasma Clean" within this warranty) warrants that, for the warranty period set out in paragraph 2 below, the enclosed Product will be free from defects in material and workmanship, and agrees that it will, at its sole discretion, either repair or replace any defective Product subject to the following terms and conditions:

1. This limited warranty extends only to you, the customer, as the end-user of the Product. You may have additional rights under applicable law. This limited warranty does not affect such rights.
2. The warranty period is 3 years (three) / 36 (thirty six) months from the date on which you purchased the Product. You are required to register the product to validate the warranty. If you do not register your product, it will invalidate your warranty and will only be covered against defect at the discretion of the manufacturer for a period not exceeding 36 months from date first supplied by the manufacturer. You must notify your reseller, dealer or Plasma Clean (or its authorised service company) of any defects as soon as possible after you have become aware of them. Please be aware that claims made 36 months after the purchase date will not be valid.
3. This limited warranty is valid and enforceable in the countries of the European Union.
4. This limited warranty does not cover general cleaning and maintenance, nor does it cover the performance or costs of any modification or adjustments which may be necessary to adapt the Product to meet any local technical or safety standards which are applicable in the country in which the Product is intended to be operated.
5. This limited warranty shall not apply in respect of the following:
 - a. any deterioration due to normal wear and tear including all surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use
 - b. defects caused by the Product being subjected to any of the following: use in contradiction with the user guide, rough handling, exposure to moisture, dampness or extreme thermal or environmental conditions or rapid changes in such conditions, corrosion, oxidation, unauthorised modifications or connections, unauthorised opening or repair, use of unauthorised spare parts, misuse, improper installation, accident due to forces of nature, spillage of food or liquid, influence from chemical products or other acts beyond Plasma Clean's reasonable control - unless the defect was caused directly by defects in materials or workmanship
 - c. any products that have not been adequately maintained.
 - d. products in respect of which the product serial number (or equivalent) has been removed, erased, defaced, altered or made illegible.
 - e. defects caused by employing the Product to other than its intended use.
 - f. defects caused by a non-Plasma Clean product being connected or used in conjunction with the Product.
 - g. products rented on a periodical basis.
 - h. any work carried out by a 3rd party engineer and not approved by Plasma Clean
 - i. products not maintained to a minimum of the maintenance programme schedule provided by Plasma Clean and carried out by Plasma Clean
6. All defective parts or Products, which have been replaced by Plasma Clean during the warranty period, shall become the property of Plasma Clean.
7. A repaired or replaced Product(s) will be warranted for the balance of the original warranty period or for ninety days from the date of repair or replacement, whichever is the longer
8. You are requested to keep your original proof of purchase, such as the receipt. You will need it to prove the date of purchase in respect of any warranty claims.
9. To make a claim pursuant to this limited warranty, please:
 - a. contact the retailer or dealer from whom you purchased the Product; or, call the warranty service hotline on the following number: **+44 161 870 2325**, or e-mail us on **ask@plasma-clean.com**, or write to us at **Plasma Clean Ltd, Suite 47 E3, Earl Business Centre, Dowry Street, Oldham. OL8 2PF**.
 - b. follow the instructions given to you in respect of the Product, which may include the method of returning the Product to your reseller or dealer or to Plasma Clean (or its authorised representative) for repair or replacement; and
 - c. if requested, send to Plasma Clean, or present to the reseller or dealer from whom you purchased the Product either a legible and non-modified original warranty card which clearly indicates the name and address of the retailer or dealer from whom you purchased the Product, the date and place of purchase, the product type and the serial number (or equivalent) or a legible and non-modified original purchase receipt containing the same information.
10. In the event of a return or repair, please ensure that the unit is well protected preferably inside its original packaging to prevent further damage.
11. You may be required to pay the cost of returning any defective Product to Plasma Clean, or the re seller or dealer from whom you purchased the Product. However, Plasma Clean will pay the cost of delivering any repaired or replaced Product back to you provided that the Warranty is valid.

This limited warranty is granted to you by Plasma Clean Limited (Registered no: 04949576), whose registered office is at
Plasma Clean Ltd, Suite 47 E3, Earl Business Centre, Dowry Street, Oldham. OL8 2PF

