

The following guarantee applies to qualifying Charnwood branded machines sold after 1<sup>st</sup> January 2022 to customers in England, Scotland and Wales.



All Charnwood machines are supplied with a **Five Year Guarantee**. The Guarantee starts on the day you purchase the goods (the date on your invoice or receipt).

Qualifying products will be free from defects caused by faulty construction or manufacture.

In year 1: The Guarantee covers parts and labour and includes all electrical and mechanical parts.

In years 2 to 5: The guarantee is parts only and all electrical components are excluded.

During the period of the guarantee, if Charnwood accept a fault exists and is covered by the guarantee, you will be offered parts, a repair, a replacement or a refund, depending upon the nature of the fault and the time elapsed since purchase.

The guarantee is given to the original purchaser only and is not transferable from owner to owner.

## Claim Procedure

Contact Charnwood and explain the fault. We may ask you to put it in writing, if the initial contact is verbal. We may also ask for a proof of purchase, such as a copy of the invoice or receipt from the retailer.

A picture of the defective item, sent to us by email, can be a quick way for us to identify the component and make a fast decision to accept the claim.

## Year 1

If Charnwood accept the fault is covered by the Guarantee, we will arrange, at our discretion, one of these 4 options;

**1) Parts:** Dispatch of replacement parts to be fitted by you.

or

**2) Repair:** Faulty goods to be collected from your premises for repair.

or

**3) Exchange:** Faulty goods to be collected and a new replacement dispatched.

or

**4) Refund:** The faulty goods to be collected, inspected and then a full refund of the purchase price given.

## Years 2 - 5

If Charnwood accept the fault is covered by the Guarantee, we will arrange option 1:

**1) Parts:** Dispatch of replacement parts to be fitted by you.

## Additional Details

**Option 1)** This option is often quickest and easiest for both parties. We have engineers who can guide you through fitting the new part.

Charnwood must be supplied with the appropriate part numbers of any parts requested. Failure to do so will delay dispatch, as verbal descriptions of parts can sometimes be confusing.

Part numbers can be identified from the drawing in the product manual or downloaded from the technical support section of our website.

**Option 2)** Whenever possible, goods should be packed in the original packaging. If the original packaging is no longer available a suitable alternative should be used. You must take reasonable care to ensure that the goods are not damaged during return transit.

We can only collect from the original delivery address and we will collect only from a UK mainland address irrespective of the original delivery address. When arranging a collection of the goods, you may specify any working day when the goods will be suitably packed and ready for collection. We can collect on any specified date but cannot give a time. Our carriers operate between 8am and 6pm. Please ensure somebody is available at the collection address on the appointed day. Our carriers make a charge for a collection which fails. Charnwood are not liable for any damage which occurs during return transit even if we have arranged the collection through our chosen carrier. Any damages found which have not been previously reported will not be repaired under guarantee. A charge will be made to repair such damages, which will consist of the parts used and labour at the current company labour rate.

Charnwood will undertake to deal with all warranty returns as quickly as possible which will be between 1 to 15 working days from being received by ourselves. (Our current average is just 2 working days) Once the goods have been repaired, we will contact you to arrange the return of your guarantee claim product.

**Option 3)** We will promptly arrange the collection of the faulty goods from your premises (see option 2 details). The goods must then be inspected by a Charnwood engineer before a new replacement can be sent. We will contact you to arrange the new delivery.

**Option 4)** This option is only available during the first 30 days of the guarantee. After 30 days it is assumed that the goods were accepted as fault free when first purchased. Any refund will be applied by the retailer using the same method as used to pay for the goods.

## Not Covered by the Guarantee

Circumstances when customers do not have the right to make a guarantee claim;

- Accidental or wilful damage to the item
- Incorrect electrical connection
- A fault caused by misuse – Our products are given a product rating to inform users of the intended usage levels. Exceeding these levels will void the Guarantee.
- When machines have been used with tooling which is not suitable or not in serviceable condition
- Failure to follow instructions from Charnwood
- Fair Wear and Tear
- The fault relates to Consumable items
- The fault relates to Tooling items
- Damage caused by making an unauthorised repair
- Prior knowledge of a fault before purchase (ie bought an Ex-display model)
- If the product is surplus to requirements

In cases where goods have been collected and inspected by our engineer and either;  
i) No fault is found

ii) The fault is deemed not to be the responsibility of Charnwood (Please Note: A charge equal to the actual cost for the collection and re-delivery of the goods will be made prior to return of the goods).

All repairs and servicing work carried out by Charnwood, which is not covered by the guarantee, will be charged for. The charge will be for any replacement parts used plus labour at the current company labour rate. Upon request a formal quotation can be supplied before any work is carried out.

## Exceptions

Consumable items, such as: drive belts, bearings, carbon brushes, light bulbs, non-rechargeable batteries, bandsaw tyres, dust extraction hose, dust filter bags, racks & pinions and other fast wearing parts are not covered by the guarantee.

Tooling items, such as: sanding discs, sanding belts, sanding drums, sanding sleeves, scroll saw blades, mortice chisels, woodturning chisels, bandsaw blades, circular saw blades, planer knives, grinding wheels are not covered by the guarantee.

With excessive use any tooling item will need replacing or servicing within 1 year.

## Additional Exceptions Years 2-5

All electrical items, including: switches, proximity sensors, motors, motor capacitors, variable speed controllers, printed circuit boards, speed sensors, fuses, digital read outs.

## Expired Guarantee

Charnwood offer a full spare parts supply service for many years after you purchase a product. To order a part you will need to know the model number and the item part number. Both of these can be found in the owners manual. If that cannot be located you can download a copy from our website.

**This Guarantee is offered as an extra benefit and does not affect your statutory rights as a consumer.**

In the specification tables of our machines, we have included a 'rating' intended to guide you as to the suitability of each machine to your needs.

## Product Ratings Guide

**Hobby:** Suitable for Weekend DIY'ers and woodworking enthusiasts.

Generally lighter weight machines with lower power ratings and smaller tooling capacities. Typically only ever used by one person for short periods of time or longer periods of time infrequently. Machinery should be well maintained in a clean, dry environment such as a home workshop, garage or timber shed. Expected maximum use of 100 hours annually.

**Light Trade:** Suitable for professional woodworkers where the machine will not be in daily use.

Mid range machines with a heavier build and more power. Typically used by 2 or 3 people within a small business and also for the dedicated hobbyist with a larger budget. It is expected to be used up to the machines maximum limit with occasional long work periods. Suitable for income generation. Expected maximum use of 300 hours annually.

**Trade:** Suitable for daily use by professional woodworkers.

Continuously rated, high power and a heavy duty construction. Typically used by several different operators in a small or medium sized business. Will be used up to the machines maximum limit with some long work periods. Expected maximum use of 1000 hours annually.

**Industrial:** Suitable for heavy use in a production environment.

Continuously rated, high power and strong heavy duty construction. Typically used by multiple operators in a component manufacturing, production environment. Frequent long periods of heavy use expected. Some maintenance and a basic level of self servicing is expected from the operators. Expected maximum use of 1500+ hours annually.