



PRODUCT WARRANTY

IMPORTANT Please read the Owner's Manual and Warranty before using this product. The Warranty does not cover damage due to misuse or failure to follow the instructions.

Parkland Products offers different types of warranty across the range of Grillo S.P.A products.

TYPES OF WARRANTY AND DEFINITIONS

Commercial Warranty, one year: "Commercial Use" means any use of Grillo products for business, commercial, industrial, institutional, rental, or other income-producing purposes.

Non-Commercial Warranty, one-two-three years: "Non-commercial Use" means any use that is not for commercial use.

Rental/Hire Warranty, 90 days: "Rental/hire Use" means any usage by a third party by way of rental or hire from the owners of the product.

WARRANTY DETAILS

Parkland Products Ltd warrants that repair facilities and spare parts will be made available for each covered product component only from the date the product is originally delivered until the end of the applicable warranty period and no longer.

Through its New Zealand importer/distributor, Grillo S.P.A warrants the machine as described in the Product Registration Card to be free from material defects and workmanship failure subject to the following limitations and exclusions:

1. The **Commercial Warranty** covers all parts including labour of the machine proved to be faulty within twelve (12) months of the delivery date to the customer. Any claim for warranty must be submitted to Parkland Products Ltd within two

Parkland Products Ltd



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months from the date of failure. To validate the warranty the Product Registration details must be registered online in the dealer login section at: www.grillo.co.nz.

2. The **Non-commercial Warranty** covers all parts including labour of the machine proved to be faulty within twelve (12) months of the delivery date to the customer. On the first anniversary of sale, a limited warranty covers all parts only for a further twelve months. On the second anniversary of the sale, a limited warranty covers half the cost of parts for a further twelve (12) months. Any claim for a warranty must be submitted to Parkland Products Ltd within two months from the date of failure.
3. Grillo S.p.A, its New Zealand importer/distributor and dealers shall not be liable in any event for consequential losses or damage suffered by the customer or any other person (including, but not limited to, loss of revenue or profit resulting from the loss of use of the equipment). In no case shall the purchaser have the right to terminate the purchasing contract and claim for damages.
4. The warranty shall be declared null and void and forfeited if:
 - The machine identification numbers are altered
 - The machine is involved in an accident or as a result of operator misuse
 - The machine has not been serviced as per the manufacturer's service regime
 - The manufacturers specifications or recommendations have been exceeded, such as overloading
 - Changes or modifications have been made without prior consent from the manufacturer or it's importer/distributor
 - Accessories have been installed that were not manufactured, authorised or recommended by the manufacturer
 - Repairs and maintenance carried out by non-authorized personnel
5. Battery warranty – twelve months domestic use, six months commercial use.
6. The warranty does not cover parts where wear is due to normal use such as: blades, tyres, belts, hoses, filters and lamps. Other exclusions: Bent parts due to impact or hard use, worn bearings, worn bushings, cotters, pins and retainers. Grease fittings, paint and cosmetic imperfections, steel surface imperfections, fabric, cushion and rubber grips, wear or damage. Damage due to loose pulleys on shafts, loose wheel hubs, clutches, seals, cable and handles. Fire damage and abrasion or corrosion wear or damage.
7. Maintenance and servicing programs are at the owner's expense and therefore not covered by the warranty.

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8. The warranty only covers parts and labour carried out at an official Grillo Service Centre. On-site labour charges or transportation to the nearest Grillo Service Centre is at the customer's expense and not covered by the warranty.
9. The warranty only covers Grillo authorised spare parts. Unless permission is attained from Parkland Products Ltd, non-authorised spares will not be refunded under warranty or covered should a defect arise.
10. The engine warranty is covered by the engine manufacturer. Repairs under the engine warranty are performed free of charge at any Authorised Service Centre with the following limitations: Transport of the engine, motor disassembly and refitting, perishable materials such as oils, fuel and cleaning fluids are at the Owner's expense.
11. The warranty is not intended to exclude any rights the customer may have under the law in the country of purchase. Nothing in this warranty limits or restricts any other statutory right or remedy available to the customer.
12. Privacy Act: The customer named on the Product Registration Card consents and agrees that Parkland Products Ltd or its dealers or agents may retain and use the information gathered, including details about the customer, for marketing or development purposes. Parkland Products Ltd may also share such information for the same purpose. In accordance with the New Zealand Privacy Act 1993, the customer shall have the right to inspect all personal information held by Parkland Products Ltd.

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