



**McGregor 1800W HIGH  
PRESSURE WASHER**

4332114 (Model: MCEPW18)

VI:10/24



**Important - Please read these  
instructions fully before starting assembly**

These instructions contain important information that will help you get the best from your pressure washer, ensuring it is assembled correctly and safely. If you need help or have damaged or missing parts, call the Customer Helpline on **0345 605 2062**

**AFTER SALES SUPPORT  
0345 605 2062**

**SAN NO.:0321802048ZA**

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<https://bit.ly/Coreservice-McGregor>



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Warning symbol

The following warning symbols appear throughout this manual and indicate the appropriate safety measures you should take when operating and maintaining the pressure washer.



Warning



Read the instruction manual



Conforms to relevant UK regulatory requirements



Conforms to relevant EU regulatory requirements.



Wear ear protection.



Disconnect the mains plug immediately if the cable is damaged, has been badly twisted or is completely cut through. Disconnect from mains when the product is left unattended.



**WARNING:** Never direct discharge stream at persons, animals, the unit or electric components.



Appliance not suitable for connection to the potable water mains. Water that has flown through backflow preventers is considered to be non-potable. The appliance is not intended to be connected to the potable water mains. If necessary, please use only with a water backflow preventer or inlet hose-set approved by IEC 61770.



Double insulation, Class II appliance



Waste Disposal and Environmental Protection.  
Be environmentally friendly. Return the tool, accessories and packaging to a recycling centre when you have finished with them.  
Electrical machines do not belong in domestic waste.



Take the equipment to a waste disposal site. The plastic and metal parts that are used can be separated out into pure grade, which allows them to be recycled.



Guaranteed sound power level 92dB (A)

**IPX5**

Protection degree against water



## Safety Information

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### General safety warnings



**WARNING!** Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury. Save all warnings and instructions for future reference.

Machines shall not be used by children. Children should be supervised to ensure that they do not play with the machine. This machine can be used by people with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the machine in a safe way and understand the hazards involved.

- **WARNING:** This machine has been designed for use with the cleaning agent supplied or recommended by the manufacturer. The use of other cleaning agents or chemicals may adversely affect the safety of the machine.
- **WARNING:** High pressure jets can be dangerous if subject to misuse. The jet must not be directed at persons, live electrical equipment or the machine itself.
- **WARNING:** Do not use the machine within range of persons unless they wear protective clothing.
- **WARNING:** Do not direct the jet against yourself



## Safety Information

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### General safety warnings



- or others in order to clean clothes or footwear.
- **WARNING:** Risk of explosion – Do not spray flammable liquids.
- **WARNING:** High pressure cleaners shall not be used by children or untrained personnel.
- **WARNING:** High pressure hoses, fittings and couplings are important for the safety of the machine. Use only hoses, fittings and couplings recommended by the manufacturer.
- **WARNING:** To ensure machine safety, use only original spare parts from the manufacturer or approved by the manufacturer.
- **WARNING:** Water that has flowed through back flow preventers is considered to be non potable.
- **WARNING:** Remove the plug from the socket-outlet during cleaning or maintenance and when replacing parts or converting the machine to another function;
- **WARNING:** Do not use the machine if a supply cord or important parts of the machine are damaged, e.g. safety devices, high pressure hoses, spray gun.
- **WARNING:** Inadequate extension cords can be dangerous. If an extension cord is used, it shall be suitable for outdoor use, and the connection has to be kept dry and off the ground. It is recommended that this is accomplished by means of a cord reel which keeps the socket at



## Safety Information

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### General safety warnings

- least 60 mm above the ground.
- **WARNING:** Ensure that any exhaust emissions are not in the vicinity of air intakes.
- **WARNING:** Always switch off the mains disconnecting switch when leaving the machine unattended.
- If using detergents with the high pressure, make sure the detergents is recommended by the manufacturer. The use of other detergents or chemicals may compromise the safety of the appliance. The improper use of detergents can cause severe injuries or toxication. Store detergents away from the reach of children.

### **IMPORTANT!**

- Never use the machine while people, especially children or pets are nearby. Keep in mind that the operator or user is responsible for accidents or hazards occurring to other people or their property.
- Don't use the machine without firstly reading the instruction sheet.
- Do not use the machine within range of persons unless they wear protective clothing.



## Safety Information

Important - Please read these instructions fully before operating or maintaining

### Personal safety



#### **WARNING!**

- Risk of fatal injury!

Use special care when cleaning tyres. Vehicle tyres/tyre valves may become damaged or burst when handled improperly. First signs of damage include discolorations on the tyre. Damaged vehicle tyres/tyre valves pose a life-threatening risk. Keep the jet at a distance of at least 30 cm!

- The appliance is not designed for connecting to tap water. If necessary, please use only with a water backflow preventer or inlet hose-set approved by IEC 61770.
- Risk of injury, do not direct discharge stream at persons.
- High-pressure jets can be dangerous if subject to misuse. The jet must not be directed at persons, animals, electrical equipment or the appliance itself.
- Know how to stop the product and bleed pressure quickly, be thoroughly familiar with the controls.
- Stay alert -watch what you are doing.
- Do not operate the product when fatigued or under the influence of alcohol or drugs.
- Keep operating area clear of all persons.
- Do not overreach or stand on unstable support. Keep good footing and balance at all times.



## Safety Information

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### Personal safety

- Always wear appropriate personnel protection equipment (PPE) for high pressure cleaners in operation, e.g. safety boots, safety gloves, safety helmets with visors, hearing protection etc. which shall be worn while operating the equipment
- The operator or user is responsible for accidents or damages to other people or their property.

### Operating Safety

#### **WARNING!**

- For safety reasons, high pressure hoses, valves and couplings must be used with unit. The new hose-sets supplied with the appliance are to be used. Old hose-sets should not be reused.
- High-pressure hose fittings and couplings are important for the safety of the appliance. Use only hose fittings and couplings recommended by the manufacturer.
- The electric supply connection should be made by a qualified electrician and comply with IEC 60364-1. It is recommended that the electric supply to this machine should include either a residual current device that will interrupt the supply if the leakage current to earth exceeds 30 mA for 30 ms or a device that will prove the



## Safety Information

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### Operating Safety

earth circuit.

- Disconnect from the electrical power supply before carrying out user maintenance.
- Do not use the machine if a supply cord or important parts of the machine are damaged, e.g. safety devices, high pressure hoses, spray gun.
- If an extension cable is used, the plug and socket outlet must be of watertight construction.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- The PVC or polychloroprene sheathed power cord or extension cables (H05VV-F) are acceptable for use at temperatures at or above 0 °C.
- Always switch off the mains disconnecting switch when leaving the machine unattended.
- Never carry the appliance by the cable or the hose. Do not carry the equipment with your finger on the On/Off switch when it is connected to the mains.
- Remove the plug from the plug socket if you are not using the equipment, when transporting it or when it is left unattended, when checking the equipment, cleaning it or removing blockages, when undertaking maintenance work or



## Safety Information

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### Operating Safety

changing accessories, if the power or extension cable is damaged, after contact with foreign bodies, or in the event of abnormal vibration.

- Do not use the appliance near flammable liquids or gases. In case of non-observance, there is a risk of fire or explosion.
- Ensure that the mains voltage matches the information on the label.
- Before each use, check the equipment, power cable and plug for damage to minimise risk of electric shock.
- Damaged cables, coupling and plugs or connecting leads that are not compliant with specifications are not to be used. Remove the plug from the plug socket immediately in case of damage or cutting through of the mains cable.
- Do not use the appliance when the switching action of the On/Off switch is impaired. Have damaged switches replaced at our Service Centre.
- Do not overload your appliance. Work only within the indicated range of performance. For heavy work, do not use a machine with insufficient power. Do not use your equipment for purposes other than those specified.



## Safety Information

Important - Please read these instructions fully before operating or maintaining

### Maintenance and storage safety



#### **WARNING!**

- Retrofitting or making any unauthorised changes to the machine, as well as the use of unapproved parts will invalidate your warranty.
- Do not attempt to repair the appliance yourself. All work not indicated in these instructions is to be carried out only by service stations authorised by us.
- Store the appliance in a dry location and out of reach of children.
- Handle the appliance with care. Keep the appliance clean for safe and more efficient working. Follow the maintenance directions.

### Intended Use

- The appliance may be damaged by frost. There is always residual water left inside the high-pressure washer and in the pump. Do not store the machine at temperatures below freezing point in order to avoid frost damage.

This high-pressure cleaner is designed for domestic use only:

- To clean machines, vehicles, buildings, tools, facades, terraces, garden equipment etc. using a high-pressure water jet (and detergents if required).



## Safety Information

Important - Please read these instructions fully before operating or maintaining

### Intended Use (continued)

- To be used only with accessories, replacement parts and detergents approved by McGREGOR. Observe the instructions provided with these detergents.
- Any use of the machine that deviates from its intended use and is not included in these instructions is considered unauthorised use and will invalidate the warranty.

### Service

Have your tool repaired by an authorised service agent. This tool is manufactured in accordance with the relevant safety regulations. To avoid danger, electrical appliances must only be repaired by qualified technicians. Call our customer helpline on 0345 605 2062 for advice.

### Vibration and noise reduction

To reduce the impact of noise and vibration emission, limit the operating time, use low-vibration and low-noise operating modes, and wear personal protective equipment. Take the following points into account to minimise the vibration and noise exposure risks:

- Only use the product as intended by its design and these instructions.



## Safety Information

**Important - Please read these instructions fully before operating or maintaining**

- Ensure that the product is in good condition and well maintained.
- Use correct attachments for the product and ensure they are in good condition.
- Keep tight grip on the handles/grip surface.
- Maintain this product in accordance with these instructions and keep it well lubricated (where appropriate).
- Plan your work schedule to spread any high vibration tool use across a longer period of time.

### **Residual risks**

Even if you are operating this product in accordance with all the safety requirements, potential risks of injury and damage remain. The following dangers can arise in connection with the structure and design of this product:

- Health defects resulting from vibration emission if the product is being used over long periods of time or not adequately managed and properly maintained.
- Injuries and damage to property due to broken cutting attachments or the sudden impact of hidden objects during use.
- Danger of injury and property damage caused by flying objects.
- Prolonged use of this product exposes the operator to vibrations and may produce 'white finger' disease. In order to reduce the risk,



## Safety Information

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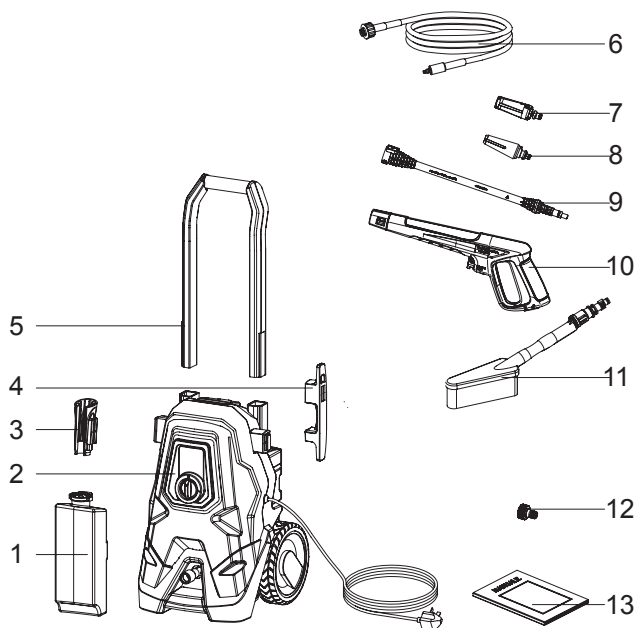
### Residual risks (continued)

please wear gloves and keep your hands warm. If any of the 'white finger' symptoms appear, seek medical advice immediately. 'White finger' symptoms include: numbness, loss of feeling, tingling, pricking, pain, loss of strength, changes in skin colour or condition. These symptoms normally appear in the fingers, hands or wrists. The risk increases at low temperatures.

# In the Box

## Parts

1. Detergent bottle
2. High pressure washer
3. Gun storage
4. Cable storage
5. Handle
6. High pressure hose
7. Adjustable nozzle
8. Turbo nozzle
9. Extension lance
10. Spray gun
11. Fixed brush
12. Water inlet connector
13. Instruction manual



If there are any parts missing, please call the customer helpline on 0345 605 2062

# Assembly

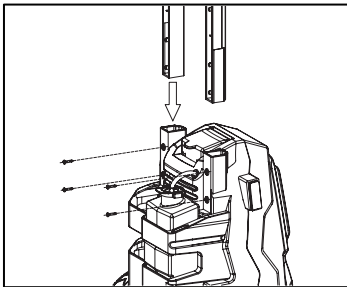
## Preparing to assemble the pressure washer



### IMPORTANT!

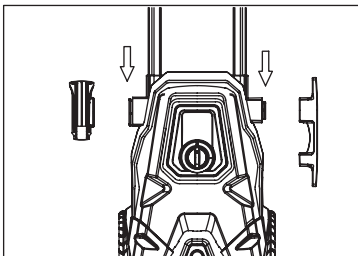
- Remove all parts of the pressure washer from the box and carefully remove all packaging. Take care not to lose any instructions which may be affixed to the parts. These provide important information which will be required while assembling the pressure washer.
- Keep all packaging until the pressure washer is fully assembled and has been operated successfully.
- Always recycle the packaging in accordance with local recycling schemes.

## Step 1 - Assemble the handle



1. Assemble the handle with screw.

Note: The screws are preassembled on the machine. Please unscrew them first, insert the handle into the machine and screw them in to fix the handle.



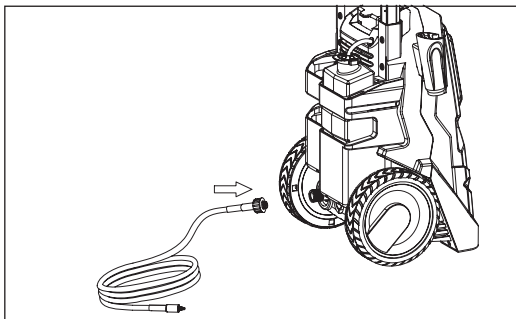
2. Fix the cable and gun storage on to the side of the machine.

# Assembly

## Step 2 - Fit the high pressure hose to the washer

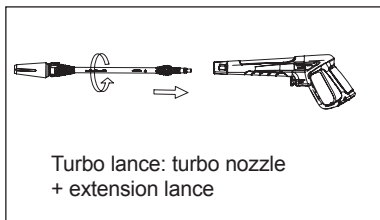
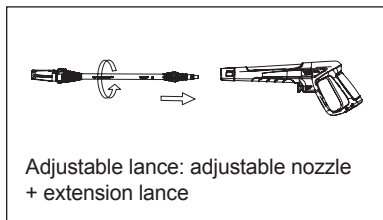
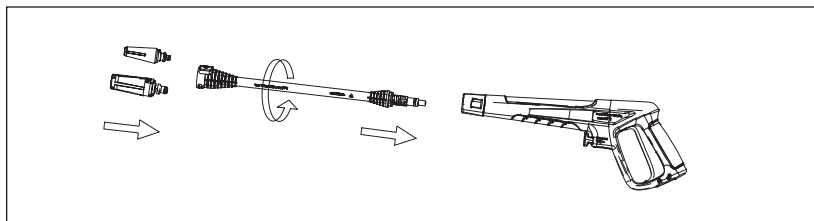


**WARNING!** Always wear safety gloves when doing any work on the pressure washer.



Attach high pressure hose to the machine's water outlet (hand tighten only).

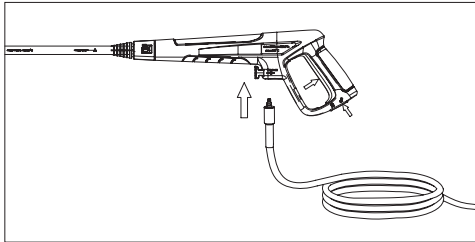
## Step 3 - Fit the lance to spray gun



Insert the extension lance with suitable nozzle (adjustable nozzle or turbo nozzle) into spray gun and twist 1/4 turn to lock in position. Check that it is secured in place.

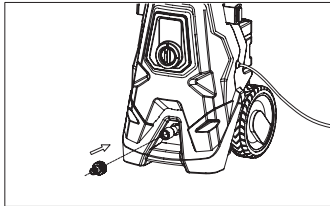
# Assembly

## Step 4 - Fit the spray gun to the high pressure hose



Connect the hose and spray gun by pushing hose connector into spray gun until you hear a click, check the hose is secure in place.

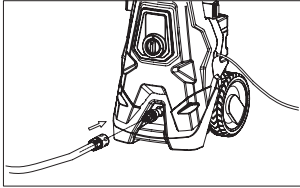
## Step 5 - Assemble water inlet connector



**NOTE!** Use a water inlet connector if using the water comes from a container instead of from an outdoor tap.  
Attach the water inlet connector to the machine's water inlet. Hand tighten only.

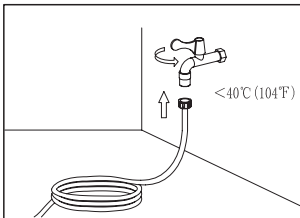
# Preparation

## Step 1 - Connect garden hose and water inlet connector



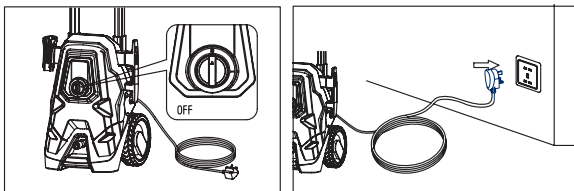
Before you attach your water hose (not included), run the water through to eliminate any air in the hose to avoid air locking. Attach the hose with a quick connect coupling (not included) to the high pressure washer.

## Step 2 - Connect garden hose and water supply



Attach garden hose to water supply and turn water on.

## Step 3 - Connect to socket



Make sure the ON/OFF switch is in the OFF position and your hands and plug are dry. Connect the plug to the mains socket.

Top tip: We recommend the use of a RCD safety protection plug(Not supplied).

# Operation

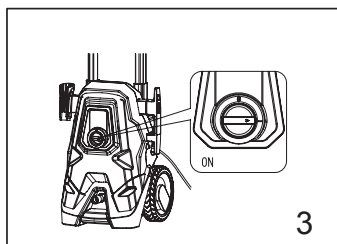
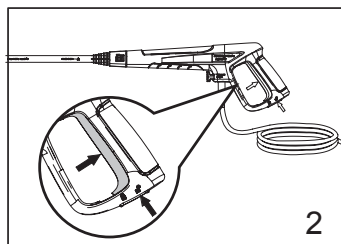
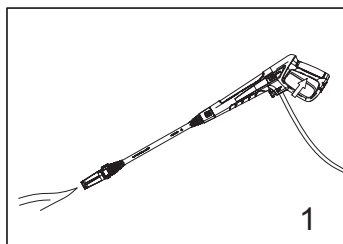
## Step 1 - Starting



### WARNING!

Wear suitable clothing, ear and eye protecting when working with the equipment. Ensure that the equipment is functional before each use. Ensure that the mains voltage value matches the label on the equipment. Check the safe condition of the machine:

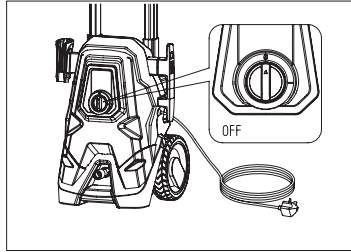
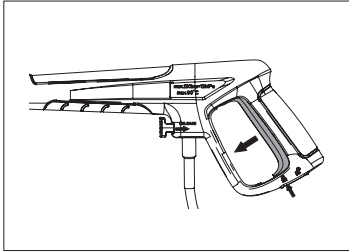
- Check it for visual defects.
- Check that all parts of the machine have been securely fitted.
- Check if the water connector and the high-pressure pipes are tight.



1. Place the high pressure washer on level ground. Stand in a secure and stable position.
2. Unlock the safety trigger on the spray gun, and press the trigger until there is a steady stream of water. Further, it will take some time to vent the air from the hose after you press the trigger.
3. Set the On/Off switch to ON.

# Operation

## Step 2 – Stopping



1. Release the trigger, and engage the safety lock.
2. Set the On/Off switch to OFF.
3. Close the water supply.

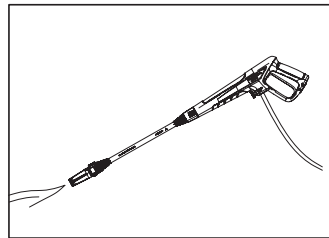
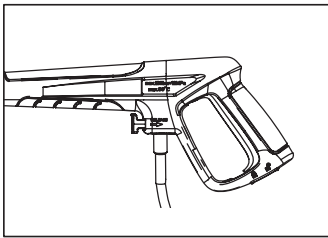
## Step 3 – Use the adjustable lance



### **WARNING!**

- Always turn off the machine when changing the adjustable lance.
- The spray gun is subjected to a recoil force when the water jet is discharged.

Make sure that you have a firm footing and are also holding the spray gun and spray lance with both hands.



1. Hold the hand-held spray lance and the jet tube firmly with both hands. Be aware of the recoil when switching on the high-pressure jet.
  2. Unlock the safety button and press the trigger on the handheld spray lance.
- It takes approximately 5 seconds to release the high pressure.

### **Top tip:**

- Clogging of the spray tips causes the pump pressure to be too high and cleaning is immediately required. You can clean the spray tips by carefully inserting a using the supplied cleaning pin into the tip to remove deposits.

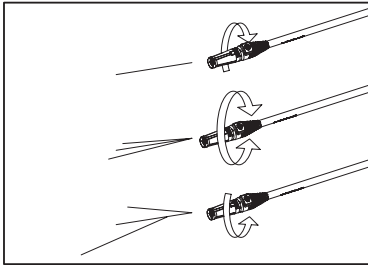
# Operation

## Step 3 – Use the adjustable lance (continued)



### CAUTION!

- Jet spray adjustment is very aggressive. Do not adjust while spraying. Switch the machine off when interrupting your work for extended periods of time.
- The high-pressure pump starts running as soon as you operate the handheld spray gun. The high-pressure pump stops running as soon as you release the trigger on the handheld spray gun.



3. Use with adjustable spray lance, 180 degree rotation of the nozzle. It takes a couple of seconds for the spray to adjust to setting.

The spray gun safety lock prevents the trigger from being engaged accidentally and ensures the spray gun cannot be locked in the ON position.

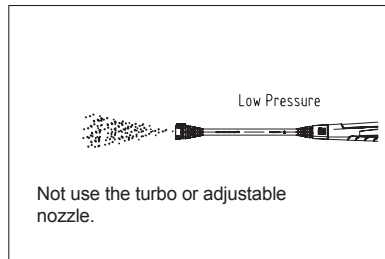
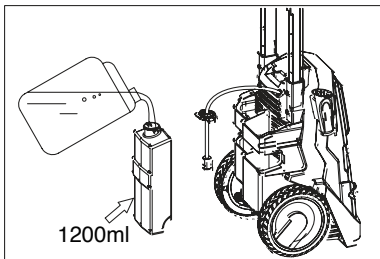
Without turning the gun, adjust the spray to desired angle by turning the nozzle with 180° marking as shown.

## Step 4 – Use the detergent bottle



### WARNING!

In case of contact with detergents: rinse with an abundance of clean water  
Always turn off the machine when changing the detergent bottle.



# Operation

## Step 4 – Use the detergent bottle(continued)

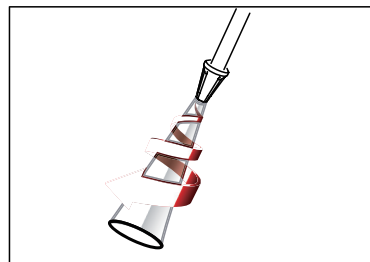
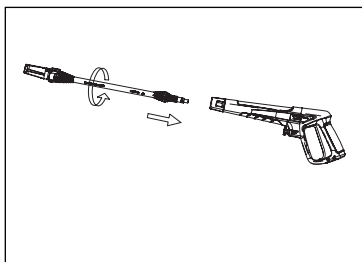
1. Open the bottle cap of the detergent bottle. Fill the detergent to the detergent bottle. Close the lid of the detergent bottle.
2. Fit the detergent bottle to the pressure washer.
3. Turn on the pressure washer. Pull trigger to operate unit. The liquid detergent will automatically mix with water, and be discharged through the nozzle. Apply detergent to a DRY work surface, from bottom to top.
4. Rinse with clean water under high pressure (see step 4). On a vertical surface, rinse from the bottom up, and then rinse from the top down to avoid streaking. Hold nozzle 6-8" (15-20 cm) from the work surface at a 45 degree angle.

**Note:** Detergent can only be used in combination with the extension lance (without turbo and adjustable nozzle) in the low pressure setting. Detergent can't be used with turbo nozzle and adjustable nozzle provided.

### Top tip:

- Allow detergent to remain on the surface for a short time before rinsing. Do not allow detergent to dry on surface
- When you have finished using the detergent injection system, fill detergent bottle with clean water. Siphon water at low pressure for one minute, so that all detergent is flushed through system. Remove detergent bottle, and rinse it until it is thoroughly cleaned.

## Step 5 – Use the turbo lance



Turbo lance can protect painted wood and UPVC surfaces as the water continuously rotates resulting in a lower impact on the surface.

1. Fix the turbo lance to the spray gun.
2. Turn on the pressure washer. Pull trigger to operate unit.

# Operation

## Step 6 – Using the fixed brush

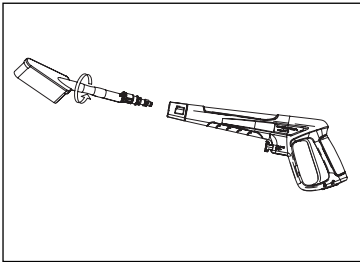
### Attention!

Damage to surfaces through a dirty brush. Ensure that the washing brush is free from dirt or other particles before using it.

1. Stop the machine before attaching the brush to the spray gun.
2. Insert the washing brush into the spray gun and turn by 90° to fasten it.

### NOTE:

The device operates at low pressure when using washing fixed brushes. This means that detergent can be mixed with the water.



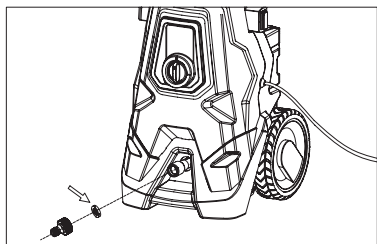
# Maintenance

## Overview of cleaning



### WARNING!

Always switch the product off, unplug from the power socket and let the product cool down before performing inspection, maintenance and cleaning work!



- After every use wipe the machine with a slight damp cloth.

Do not clean the machine using a high-pressure water jet.

- Clean the high-pressure jet nozzle.

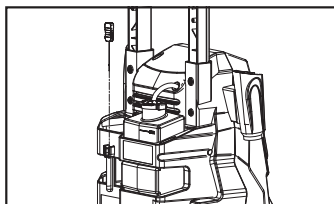
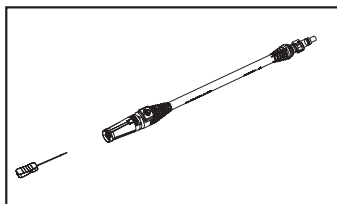
The pressure washer is equipped with a water filter to protect the pump. If the filter is not kept clean, the water flow to the machine will be restricted and the pump may be damaged.

To clean water filter, remove inlet adapter and get the filter out.

- Rinse filter until it is free of debris and blockage.

- Replace the filter and inlet adapter.

## Clearing of the Lime scale



From periods of time, water lime scale may build up on your lance outlet, use the Nozzle cleaning pin to clean this away.

The Nozzle pin can be found in the back of the machine.



**WARNING!** Please keep the nozzle pin away from children.

# Storing and Transportation

## Storing

Frost can damage your pressure washer that has not been completely emptied of water. The machine should be stored in a frost free room.

Do not kink high pressure hose.

# Troubleshooting

## General Troubleshooting



### WARNING!

- Only perform the steps described within these instructions! All further inspection, maintenance and repair work must be performed by an authorised service centre or a similarly qualified specialist if you cannot solve the problem yourself!
- Always turn off the machine and remove the plug before making any adjustments.

Problem	Possible cause	Solution
1. No power	<ul style="list-style-type: none"><li>- Check the plug socket, cable, line and plug.</li><li>- Any of the parts are defective, such as On/Off switch / motor etc.</li></ul>	<ul style="list-style-type: none"><li>- Connect to mains socket.</li><li>- Contact service centre.</li></ul>
2. The high pressure washer operates intermittently.	<ul style="list-style-type: none"><li>- Power cable is damaged.</li><li>- Internal loose electrical connection.</li><li>- On/Off switch defective.</li></ul>	<ul style="list-style-type: none"><li>- Contact service centre.</li></ul>
3. No or only little pressure is built up.	<ul style="list-style-type: none"><li>- Check if there is any air in the system.</li><li>- Check all inlet pipes leading to the pump for leaks or the hose is blocked or there is a kink in the pipe</li><li>- Check the setting on the hand-held spray gun.</li></ul>	<ul style="list-style-type: none"><li>- If so, please ventilate the machine! Run the machine without the high-pressure hose connected until water starts leaking without bubbles. Re-attach the high-pressure hose.</li><li>- Follow the operation instructions.</li></ul>
4. Pressure varies	<ul style="list-style-type: none"><li>- Check the high pressure jet nozzle.</li><li>- Check the water inlet pressure.</li></ul>	<ul style="list-style-type: none"><li>- If blocked, clean it with pin.</li></ul>
5. Machine is leaking.	Machine is leaking.	Please contact the service centre.
6. Motor is running but no pressure is built up	You might have air locked in the hose.	Turn off machine, disconnect hose, run water through and connect again. If the problem continues then please contact the customer service centre.

# Technical Data

## Technical Data Table

Model	MCEPW18
Voltage	230-240V~ /50Hz
Input power	1800 W
Rated pressure	10 MPa
Max. pressure	15 MPa
Rated flow	5.5 l/min
Max. flow	7.5 l/min
Max. input water pressure	0.6 MPa
Inlet T <sub>max</sub>	40°C
Net weight	9.5 kg
Hose length	5 m
Cable length	5 m
Measured sound pressure level	75.9 dB(A), K= 3 dB(A)
Measured sound power level	88.31 dB(A), k= 2.68 dB(A)
Guaranteed sound power level	92 dB (A)
Vibration	< 2.5 m/s <sup>2</sup> , K=1.5 m/s <sup>2</sup>
Protection degree against water	IPX5

The sound values have been determined according to noise test code given in EN 60335-2-79, using the basic standards EN ISO 3744 and may be used for comparing one tool with another. The declared vibration value may also be used in a preliminary assessment of exposure.



**WARNING!** The vibration emission value during actual use of the tool can differ from the declared value depending on the ways in which the tool is used. Identify safety measures to protect the operator that are based on an estimation of exposure in the actual conditions of use (taking account of all parts of the operating cycle such as the times when the tool is switched off and when it is running idle in addition to the trigger time).

The sound intensity level for the operator may exceed 85dB(A) and ear protection measures are necessary.

# Recycling and Disposal

## Recycling and disposal



Recycle unwanted materials instead of disposing of them as waste. All tools, hoses and packaging should be sorted, taken to the local recycling centre and disposed of in an environmentally safe way.

Recycle rather than dispose of unwanted material in landfill whenever possible. The machine must be delivered in rigid packaging to avoid damage during transportation. The packaging and the machine itself are manufactured from recyclable materials and should be disposed of accordingly.

Only dispose of electrical/electronic/battery items in separate collection schemes, which cater for the recovery and recycling of materials contained within. Your cooperation is vital to ensure the success of these schemes and for the protection of the environment.

Recycle packaging where facilities exist.

This symbol is known as the Crossed out Whee Bin Symbol. When this symbol is marked on a product or battery, it means that it should not be disposed of with your general household waste. Some chemicals contained within electrical/electronic products or batteries can be harmful to health.

# Getting Help

Customer Helpline 0345 605 2062

Our dedicated UK based customer service centre is open 7 days a week to assist you with assembly, parts queries and technical support. We are open during office hours. Our experts are here to get you back enjoying your garden in no time.

Calling our service does not affect your statutory rights.

UK/N.I. 0345 605 2062

# Guarantee

Dear Customer,

In the unlikely event that your product develops a fault, please contact our contact our customer service team on the telephone number shown below.

1. The guarantee terms below cover additional guarantee rights and do not affect your statutory warranty rights. Claims must be accompanied by proof of purchase. This must be in the form of a sales receipt or bank statement and must show that the product has been purchased within 2 years prior to the claim, from the retailer that it was originally sold to.

2. Our guarantee covers problems caused by material or manufacturing defects, and will result in the repair of these defects or replacement of the product with a like for like or similar product. Please note that our product have not been designed for use in commercial, trade or industrial applications. Consequently, the guarantee is invalidated if the equipment is used in commercial, trade or industrial applications or for other equivalent activities.

3. The following are also excluded from our guarantee :

- A. Faults due to accidents, customer misuse or unauthorised repairs
- B. Consumable parts such as detergent bottle, turbo lance, adjustable spray lance and nozzle pin
- C. Failure due to lack of routine maintenance.
- D. Failure as a result of not using the equipment in accordance with the manual and safety instructions
- E. The adjustment of cables, pumps, or lances.

4. The guarantee is valid for a period of 2 years starting from the purchase date of the product. Guarantee claims should be submitted before the end of the guarantee period within two weeks of the defect being noticed. No guarantee claims will be accepted after the end of the guarantee period. The original guarantee period remains applicable to the product even if repairs are carried out or parts are replaced. In such cases, the work performed or parts fitted will not result in an extension of the guarantee period, and no new guarantee will become active for the work performed or parts fitted. This also applies when an on-site service is used.

5. Please keep your sales receipt in a safe place. If is covered by our guarantee your product will either be repaired under the terms of guarantee or we will send you a replacement product. This product may be re-conditioned or like for like replacement.