

WAGNER



BUNNINGS RETAIL WARRANTY

GUIDELINES NEW ZEALAND

**A FASTER WAY
TO A BETTER FINISH**
wagneraustralia.com.au

Returns Process – Overview

All warranty repairs will be completed by Wagner Authorised Service Centres.
Please contact Wagner Customer Service on 09 272 2840 (Monday-Friday, 8am-5pm NZST)

Warranty is only applicable if

1. The customer shows the original receipt of purchase.
2. The machine is in the warranty period.
3. There is no sign of damage or abuse.
Example: Is the casing smashed? Is the sprayer blocked with paint, not cleaned? Is the power cable cut, worn down or damaged?
4. Machine has been used for intended design only.
Example: Has the sprayer been used in a commercial environment for which it is not intended?

Warranty Options – Product Returns

ACTIONS	UNDER \$600 RRP	OVER \$600 RRP
Warranty Repair Applicable	Send to CRC Products under \$600 RRP, Please swap the sprayer for a new unit. Send damaged sprayer to CRC.	Contact Wagner for Authorised Service Centres Products over \$600 RRP and under warranty will be repaired. Please contact Wagner for an Authorised Service Agent. Note: After inspection, if the sprayer is deemed to not meet the warranty criteria, repair charges will be applicable.
Warranty NOT Applicable		Contact Wagner for Authorised Service Centres Wagner will provide directions and contact details for the most suitable authorised service agent. Note: Repair will be applicable to the customer.

Important Note



CRC RETURNS

CRC returns are checked to establish if it's manufacturer fault and Warranty cover. If deemed not to be manufacturer warranty claim/fault, these products will be rejected at the inspection of CRC, which result in the cost reverting back to the store.

PRODUCTS OVER \$600 RRP

For products over \$600 RRP should the Warranty process not be followed and a store refund given, Wagner reserves the right not to accept claims should it be deemed a non Warranty fault.

Service Centre Process

- Wagner Customer Service will advise which service centres are most suitable to the consumers location, outlining details for them to take the sprayer to the provider.
- Where this is not possible, i.e. (Local service centre not available) collection from the store can be arranged.

Packaging Requirements: follow the directions below for product pick-up.

- Place machine in a box
- Fill gaps with bubble wrap
- Be sure to include any accessories
- Complete the merchandise repair form, attach the proof of purchase and enclosed paperwork inside the box

Note: if sprayer is deemed not to meet warranty, freight charges will apply.



Warranty – Overview

What Is Covered by Warranty?

- Manufacturer faults which are demonstrably attributable to the use of faulty materials in manufacture.
- Manufacturer defects of a part or a part failure caused by an error in the assembly of the machine.
- Warranty covers the replacement of failed component only. It does not cover associated components.

What Isn't Covered by Warranty?

- The guarantee excludes commercial use, unless specified under a contractor warranty.
- The product has been modified, repaired or serviced by someone other than Wagner or a Wagner authorised service agent.
- Wagner cannot establish any fault in the product after testing.
- The product has been used other than for the purpose for which it was designed.
- The purchaser has used or fitted non-genuine or non-approved parts and accessories.
- The product defect has arisen due to abuse, misuse, neglect or accident.
- The product defect has arisen due to the purchaser's (users) failure to properly maintain or use the product.
- The damage has been caused by impurities in the paint supply to the product contaminating the filters or pump.
- The damage to, or failure of the product has resulted from low or high voltage, the use of an incorrectly sized extension lead or a coiled electrical extension lead.

Note: wearing parts are excluded from the guarantee and are readily available through Bunnings or Wagner.

Contact Wagner



GENERAL ENQUIRIES

NEW ZEALAND 09 272 2840
service@paintworx.co.nz
(Monday-Friday, 8am-5pm NZST)



CLAIMS

Wagner will review and advise once processed, including applicable freight information



ESCALATION

To escalate claim(s) email service@paintworx.co.nz
(Include credit reference number).
For further details on our warranty terms and conditions, please visit wagneraustralia.com.au



OPERATING MANUALS

All Wagner user manuals are readily available either by visiting the Wagner or Bunnings websites



DIY – Handheld Sprayers

Wagner P/N	Fineline	Product	Process
2361510	0055604	Wood & Metal W 100 Paint Sprayer^	CRC
2415896	0344199	Wood & Metal W 125 Paint Sprayer^	CRC
2436474	0398257	Fence & Deck Paint Sprayer^	CRC
2457694	0713370	Wood & Metal W 250 18V EasySpray (Skin) Paint Sprayer^	CRC
2411725	0216877	Wood & Metal W 350 Paint Sprayer^	CRC
2397331	0133012	Flexio W 575 Paint Sprayer^	CRC
2361541	1662949	Flexio W 590 Paint Sprayer^	CRC
2420173	0421651	Flexio W 600 18V (Kit) Paint Sprayer^	CRC
2412563	0216878	Flexio W 690 Paint Sprayer^	CRC
2361558	0076329	Flexio W 950 Paint Sprayer^	CRC



[^]If making a claim during the extended warranty period (the additional 1 year) proof of extended warranty registration must be supplied. This will be an automated email sent to the customer upon successful completion of the online registration form.



It is not under warranty if: The power cable is cut, worn down or damaged.
The machine has been used in a commercial setting without a trade warranty.



0055604



0344199



0398257



0713370



0216877



0133012



1662949



0421651



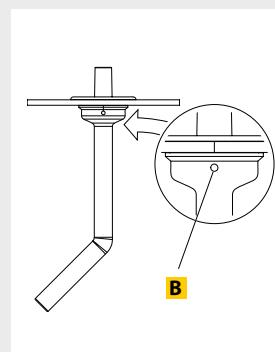
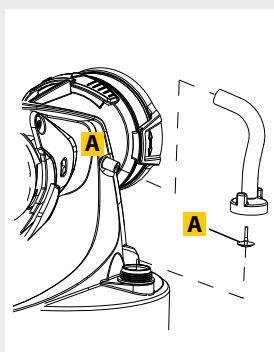
0216878

Recommended instore checks

Common trouble shooting for maintenance issues not covered by warranty for sprayers

- Air pressurising hole on the suction tube is blocked with paint, therefore container won't pressurise and draw paint to the sprayer **B**.
- Ventilation hose is not connected properly or diaphragm is installed incorrectly (upside down) or lost in cleaning **A**.
- Nozzles or seals lost in the cleaning process. (Available as spare parts).
- Filters on turbine are blocked with paint and require replacement. (This will be visible when looking at the unit).
- Unit is covered in paint, nozzles look blocked. (Visible lack of maintenance).
- Paint requires further dilution to provide best spray effect. (This will vary by model. Value based products would require more dilution).

Important functions to be checked on sprayer that affect performance



DIY – Heat Guns, Steamer & Roller

Wagner P/N	Fineline	Product	Process
2404464	0231620	Steam Force Wallpaper Steamer^	CRC
2359351	1560587	Furno 300 Heat Gun^	CRC
2359357	1560589	Furno 500 Heat Gun^	CRC
2359361	1560590	Furno 750 Heat Gun^	CRC
2419944	0398253	Easy Roll - Paint Roller^	CRC

[^] If making a claim during the extended warranty period (the additional 1 year) proof of extended warranty registration must be supplied. This will be an automated email sent to the customer upon successful completion of the online registration form.



It is not under warranty if: The power cable is cut, worn down or damaged.
The machine has been used in a commercial setting without a trade warranty.



1560587



1560590



0231620



0398253

Recommended instore checks

Common trouble shooting for maintenance issues not covered by warranty for steamers

- Has the heating element on the Steamer been descaled – limescale remover?
(A build up of limescale will impact performance of the element).
- When water drops below a certain point, for safety and protection the element will switch off until water reservoir is filled.



DIY – Airless Sprayers

Wagner P/N	Fineline	Product	Process
2394314	0098286	Control Pro 150 M Airless Paint Sprayer (HEA) [^]	CRC
2443931	0663116	Control Pro 300 Move 18V (Skin) Paint Sprayer [^]	Service Centre
2371055	1662823	Control Pro 250 M Airless Paint Sprayer (HEA) [#]	Service Centre
2371059	1662824	Control Pro 350 M Airless Paint Sprayer (HEA) [#]	Service Centre

[^] If making a claim during the extended warranty period (the additional 1 year) proof of extended warranty registration must be supplied. This will be an automated email sent to the customer upon successful completion of the online registration form.

[#] Includes a 12 month Commercial Warranty, as part of the 3 + 1 Consumer Warranty



It is not under warranty if: The power cable is cut, worn down or damaged. The sprayer has been used in a commercial setting unless it is in line with the commercial warranty on selected products. (See notes in disclaimers above). Control Pro must be placed to the **PRIME** position when turned off and the gun trigger pressed to release the pressure. Left in the Spray position will result in the pressure being retained to the maximum, thus the unit won't work until the pressure is released.

WAGNER
GUARANTEE

3+1
EXTRA YEAR

Recommended instore checks:

Common trouble shooting for maintenance or user error issues not covered by Warranty



- Has the customer turned the product off in the spray position?
(Pressure is retained in the line, thus the unit won't switch on).
 - Turn off unit, switch to prime, press gun trigger to release pressure.
 - Turn to on and try in the spray position.
 - If it still doesn't work, release the pressure by disconnecting gun from handle.
- Has the inlet valve been pressed to release the ball before use?
Located at the base of the hopper.
- Has the filter in the gun handle been checked to see if it has been blocked with paint?
(In the back of the gun – replacement T2 filters are available).
- Is paint leaking from the T2 tip guard? If so, tighten tip guard with wrench
- Check no missing nozzles or seals that may have been lost in the cleaning process.
- Has the Spray Tip worn? (Replacement Control Pro Tips are available).



- Has the customer turned the product off in the spray position?
(Pressure is retained in the line, thus the unit won't switch on).
 - Turn off unit, switch to prime, press gun trigger to release pressure.
 - Turn to on and try in the spray position.
 - If it still doesn't work, release the pressure by disconnecting gun from handle.
- Has the inlet and outlet valves been cleaned?
- Has the red pusher valve been pressed to free the inlet valve?
- Has the filter in the gun handle been checked to see if it has been blocked with paint?
(In the gun handle – replacement filters are available).
- Check no missing nozzles or seals that may have been lost in the cleaning process.
- Has the Spray Tip worn? (Replacement Control Pro Tips are available).

Professional – Trade Sprayers

Wagner P/N	Fineline	Product	Process
2359480	1662403	Titan Focus 500 XVL Handheld Paint Sprayer [^]	Service Centre
2413527	0259046	Titan Impact 400 Airless Paint Sprayer [^]	Service Centre
2437348	0663124	FinishControl FC 4000 18V (Skin)*	Service Centre
2437316H-B	0643400	SuperFinish SF21 Pro Hopper Plus*	Service Centre
2437316F-B	0643404	SuperFinish SF21 Pro Suction Plus*	Service Centre
2437316SP-B	0643405	SuperFinish SF21 Pro 2-in-1 Plus*	Service Centre
2395486H5-B	0643392	SuperFinish SF23 Pro Hopper Plus*	Service Centre
2413422-B	0643403	ProSpray PS 3.20 Skid Plus*	Service Centre
0558009A-B	0643394	ProSpray PS 3.21 Skid Plus*	Service Centre
558010-B	0643407	ProSpray 3 PS.23 Skid Plus*	Service Centre
558011-B	0643393	ProSpray PS 3.25 Skid Plus*	Service Centre
558013-B	0643406	ProSpray PS 3.25 Lowboy Plus*	Service Centre
558012-B	0643396	ProSpray PS 3.25 Highboy Plus*	Service Centre
558015-B	0643402	ProSpray PS 3.29 Lowboy Plus*	Service Centre
558014-B	0643399	ProSpray PS 3.29 Highboy Plus*	Service Centre
558016-B	0643398	ProSpray PS 3.31 Highboy Plus*	Service Centre
558017-B	0643401	ProSpray PS 3.34 Highboy Plus*	Service Centre
558018-B	0643397	ProSpray PS 3.39 Highboy Plus*	Service Centre

[^]Titan provides a 4-year Manufacturer's Defect Warranty with a 2 Year Turbine Warranty

* If making a claim during the extended warranty period (the additional 2 years) proof of extended warranty registration must be supplied. This will be an automated email sent to the customer upon successful completion of the online registration form.



It is not under warranty if: The power cable is cut, worn down or damaged or the sprayer shows signs of neglect and misuse.



Maintenance products:

Wagner has a range of cleaning and maintenance products that is highly recommended to use when cleaning after use on all DIY and Professional airless sprayers. It lubricates and protects all the key valves and moving parts, thus extending the life of these wearing parts and the unit.



Wagner
All Guard

1661100

Wagner
Easy Clean

1661101



CUSTOMER SERVICE
09 272 2840

service@paintworx.co.nz

Monday-Friday // 8am-5pm NZST

wagneraustralia.com.au

