

PERMAGROUP LIMITED

Permaloo Product Warranty Information

The Permaloo product warranty covers defects in materials and workmanship under normal use, beginning from the date of purchase and lasting for the specific periods listed for each product. Please note that rust or discoloration on stainless steel and cast metal components—caused by exposure to harsh environmental factors or chemicals—are not regarded as manufacturing defects and are therefore not included in the warranty coverage.

For additional guidance on caring for your products, refer to the Permaloo Surface Cleaning & Maintenance Guide. In environments with significant UV lighting, discoloration of surfaces, should it occur, is not covered under warranty.

Warranty Limitations

The sole remedy available to purchasers is the repair or replacement of warranted defective products or parts, at the discretion of PermaGroup. PermaGroup will also cover the costs associated with returning faulty products or components for service or replacement. However, the warranty does not extend to any damage resulting from vandalism.

Other claims, such as compensation for out-call labour, loss of profits or sales, injury to persons or property, or any other incidental or consequential losses, are not included in the warranty coverage. Furthermore, products purchased from distributors outside PermaGroup's authorized network are not covered; warranty protection applies only to purchases made through authorized distribution partners.

WASHROOM ACCESSORIES

Toilet Roll Dispensers

PLPAT012301	PERMA-001; SS Single Jumbo Roll Disp, SM, FS	5 years
PLPAT012321	PERMA-001-D; SS Double Jumbo Roll Disp, SM, FS	5 years
PLPAT012341	PERMA-002-FS; SS Double Jumbo Roll Disp, REC, FS	5 years
	PERMA-002-RS; SS Double Jumbo Roll Disp, REC, RS	5 years

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Combination Sanitary Disposal + Toilet Roll Dispenser

PERMA-004-SL-FS; SS Double Jumbo Roll Disp+Sani Slim-Line, REC, FS	5 years
PERMA-004-SL-RS; SS Double Jumbo Roll Disp+Sani Slim-Line, REC, RS	5 years

Sanitary Disposal

PERMA-003-SL-RS; SS Slim-Line Sanitary Disposal, REC, RS	5 years
PERMA-003-SL-FS; SS Slim-Line Sanitary Disposal, SS, REC, FS	5 years

Hand Dryer

PERMA-006-RS-LH; SS Air-Jet Hand Dryer REC, RS, LH	Electrical covered by Supreme 60 Month Limited Warranty, all other parts 5 years
PERMA-006-RS-RH; SS Air-Jet Hand Dryer REC, RS, RH	Electrical covered by Supreme 60 Month Limited Warranty, all other parts 5 years
PERMA-006-FS; SS Air-Jet Hand Dryer REC, FS	Electrical covered by Supreme 60 Month Limited Warranty, all other parts 5 years

Baby Change

PERMA-028-RC; SS Baby Change Table, REC, Hori	5 years
PERMA-028-SM; SS Baby Change Table, SM, Hori	5 years

Other

PERMA-021; SS Door Bollard c/w Rubber Buffer	10 years
PERMA-021-LB; SS Door Bollard + Latch Back Device	10 years

SUPREME COMPREHENSIVE WARRANTY

Your Supreme Hand Dryer is fully guaranteed against defective materials and faulty workmanship commencing from the date of sale (according to SPL's records), subject to it being installed and maintained in accordance with the manufacturer's instructions.

SPL (2021) Limited warrants that should any part of the dryer fail within the given warranty period (2- 5 years product dependant), it will be remedied by SPL. The dryer should be returned to SPL (2021) Limited for all warranty claims. The cost of cartage will be payable by the customer.

This warranty excludes:

- Incorrect installation, or installation that does not specifically follow the installation guidelines supplied.
- Failure to follow manufacturer's maintenance instructions.
- Damage/Failure resulting from:
 - the use of non-authorised parts
 - authorised parts not installed in accordance with the manufacturer's instructions
 - accidental damage, negligent use, misuse, vandalism, neglect
 - damage caused either directly or indirectly by external sources - power outages, power surges, incorrect power supply, natural disaster, or insect infestation
 - water ingress caused by property maintenance or flooding
 - negligent cleaning practices (water ingress, harmful chemical etc)

The above includes consequential damage to any other goods, furnishings, or property.

- Normal wear and tear and consumable parts (HEPA filters, UV C Lamps, fuse's, motor brushes etc).
- This warranty does not displace any statutory warranty in relation to the dryer but any liability of SPL (2021) Limited under any statutory warranty will be limited to a replacement or repair of the dryer or payment of the cost of such replacement or repair at the sole discretion of SPL (2021) Limited.