



Cleaning Equipment Specialists



Notice:

If you didn't purchase your machine from us, all Nilfisk Domestic warranty repairs are subject to the same £36 flat rate charge as any other Domestic repair payable on drop off, however if this is confirmed to be warranty by Nilfisk this will be refunded upon collection

From Nilfisk: Domestic Warranty Repairs

If your machine is within 1 month old you are entitled to a replacement or refund from your retailer if you are not completely satisfied. Your retailers contact details will be contained on your proof of purchase. If your machine is over 1 month old and under 24 months old it may be covered by the Nilfisk domestic pressure warranty. This covers your domestic machine for 2 years from date of purchase, for domestic use. To have your machine inspected by a Nilfisk trained service engineer please click the link below to find your local warranty service centre. Before contacting please ensure:

- That you have a valid proof of purchase within 2 years old.
- That the pressure washer has not been used for rental or used commercially in any other way.
- That defects are attributed to flaws in material or workmanship. (Wear and tear, misuse and abuse are not covered by the warranty).
- That the directions of the instruction manual have been thoroughly observed.
- That the machine has not been exposed to abuse, such as knocks, bumps and frost.
- That only water without impurities has been used in the machine.
- That you know the model name, part number and serial number, which can all be found on the [machine specification plate](#).
- That the faulty components are covered by the terms of the warranty. Typically the hose, gun/trigger and lance are not covered by the Nilfisk warranty.

If you are unable to visit your local service centre for any reason please e-mail Nilfisk Customer Services for a call back service. Here we will arrange to have your machine collected by courier and delivered to our central inspection centre where it will be inspected under the terms of the warranty. A full quotation will be provided before any work is carried out.