



## STANDARD & HIGH PRESSURE PORTABLES USER & SERVICE MANUAL



**C**ongratulations on purchasing your new SteamVac portable equipment.

With proper maintenance, your new equipment will provide many years of reliable, trouble free operation. Although the equipment may first look complex, it is relatively simple to use and maintain.

This manual has been designed to familiarise you with your new SteamVac equipment and to provide you with service, maintenance and operating advice that will assist you to achieve all the benefits of maximum operating performance. It has also been prepared with the intention of acquainting you with some of the design principles that have been adopted to ensure that by world standards, SteamVac equipment is the most efficient and reliable cleaning equipment on the market today.

Once again congratulations on your purchase and good luck with your operations.



SV Equipment manufactures the most reliable, energy efficient and easily maintainable electric portable and truck mounted carpet and hard-surface cleaning systems on the market today. As well as being 100% Australian owned and built, the SteamVac brand has been revolutionising the carpet cleaning industry since 1977. SteamVac has become Australia's leading choice for carpet, upholstery and hard surface cleaning equipment.

All of our SteamVac machines are designed to be functional, economical and portable, while at the same time maintaining the highest of standards necessary to meet the constant pressures of a high intensity, successful carpet cleaning business.

Years of ongoing research and development coupled with continuing modifications of production models within the SteamVac range, maintain three core principles of function, power and portability. This continuing development program so impressed that it attracted a Government Research and Development Grant, which assisted in preserving our SteamVac brand's hard earned reputation as the very best in carpet and hard surface cleaning technology.

## TABLE OF CONTENTS

USER GUIDE .....	3
KNOWING YOUR MACHINE .....	7
CLEANING FILTERS .....	9
REPLACING VACUUM MOTORS .....	10
PUMP MAINTENANCE .....	12
DUMP VALVE MAINTENANCE.....	18
REPLACING A STEAMVAC WAND TRIGGER SEAL KIT .....	19
REPLACING A VAPOURTECH SEAL KIT .....	20
TROUBLESHOOTING .....	21
STEAMVAC ACCESSORIES .....	24
12 YEAR CONDITIONAL WARRANTY .....	28

## USER GUIDE

1. Pre vacuum carpet and inspect for stains and marks. (Do not use portable to vacuum carpets – it is not a vacuum cleaner)
2. Plug power lead ① into your machine and into a wall power point.
3. Fill solution tank ② with warm water and turn on heater ③ in order to get your water solution to a good operating temperature.
4. Pre spray the carpet with chemical by using a pre spray gun or pump sprayer.
5. Attach vacuum hose to PVC pipe on portable dome and the other end to your wand shaft ④.
6. Attach Female quick-connect fitting on Solution hose to Male fitting on wand trigger ⑤.
7. Attach Male quick-connect fitting on Solution hose to Female quick-connect on the front of the machine ⑥
8. Attach automatic waste ⑦A and automatic fill ⑦B hoses (automatic portables only).
9. Turn off the heater switch ③ and then turn on both vacuum switches ⑧ as well as the pump switch ⑨ (for safety purposes, the machine will not work if heater is on except on twin-power-lead models)
10. Proceed and complete cleaning.
11. Turn off all switches on machine & wall power point and disconnect power chord from unit.
12. **Once the machine is completely off, depress wand trigger once to release any water pressure remaining in the solution line. Failure to do so may result in a pressure lock and could result in injury.**
13. Remove all remaining hoses from portable.
14. Wheel machine outside and dispose of any remaining waste water by lifting the dump valve.
15. Clean any lint or dirt from your filter basket and hose out waste tank.

## RECOMMENDED OPERATING PRESSURE

- For upholstery cleaning - Maximum 300 PSI
- For carpet cleaning - Maximum 500 PSI
- For grout cleaning - Maximum 1200 PSI



## APOLLO HP & AVENGER HP FULLY AUTOMATIC



## STANDARD APOLLO & AVENGER FULLY AUTOMATIC



## RD5 & RD6



## KNOWING YOUR MACHINE



### HOURLY METER

An hour meter is fitted to your portable, in order to keep track on the operating hours of the vacuum motors and the pump/motor assembly.



### SWITCHES

Illuminated, heavy duty rocker switches are placed at the side of the machine away from any possible water contact. If the heater switch is activated (where fitted) all other switches (pump, vacuum and waste) will not operate. To operate in normal running mode, the heater switch must be in the off position. The portable is fitted with a heater switch, a pump switch, two vac motor switches and a reset button. Automatic machines may be fitted with a waste pump and therefore have a waste switch as well.



### PRESSURE GAUGE

The portable is fitted with a heavy duty glycerine-filled pressure gauge which is dampened to prevent vibration. It is fitted inline to the pump assembly and registers the amount of pressure in the line.



### PRESSURE REGULATOR (UNLOADER VALVE)

The pressure regulator is situated at the front of the machine and enables easy adjustment of the working pressure (PSI) of the pump. This makes it very easy to back-off pressure for tasks such as upholstery cleaning.



### DUMP VALVE (WASTE RELEASE)

The portable is fitted with a dump valve, used to empty waste from the dirty water tank. Make sure that the valve is closed before you operate the machine as you will have no vacuum pressure while it is open.



**1 - LOW WATER SHUT OFF FOR PUMP**

The portable is fitted with a float switch which senses when the water level in the solution tank is low and cuts power off to the pump motor so that the pump will not run dry.

**2 - HEATER (5 AMP)**

Portable models with a solution tank heater, are fitted with a 5 amp heater to sustain water temperature while the machine is idle.



**BOOSTER PORT**

The booster port (where fitted) enables the use of a "Turbo Booster". The Turbo Booster is fitted with 2 x two-stage vacuum motors, doubling the suction power of your portable machine. For more information on the Turbo Booster see the Accessories section.



**AUTO-FILL (AUTOMATIC ONLY)**

Automatic portables are fitted with an auto-fill feature. This means that the portable can be connected to a water source in order to automatically fill the solution tank while the machine is operating, to maintain water level in the solution tank. No more wasting time, having to stop and fill the tank each time it empties!



**WASTE PUMP VALVE (AUTOMATIC ONLY)**

Automatic portables are fitted with a waste pump. To activate the pump, turn the waste switch to the on position and open the ball valve at the front of the machine (ensure a waste hose is attached onto the valve first). When the waste reaches a set level, the waste pump will automatically switch on and start pumping the waste away.

## CLEANING FILTERS



### **FILTER BAG (WASTE TANK)**

A lint bag is fitted in order to filter larger pieces of debris that are vacuumed into the waste tank. This avoids the need to manually filter waste water when dumping. In order to maintain the lint bag in optimal condition, empty the lint bag and rinse it out after each day's operation. You may also bleach the lint bag if you want to keep it looking whiter and minimise bad odour.



### **RECOVERY FILTER**

A recovery filter fitted in the waste tank, is designed to shut off the vacuum motors when the waste water gets too high in the tank. This filter must be cleaned on a regular basis in order to avoid dirt build-up, which could prevent the shut-off mechanism from engaging and result in water entering the vacuum motors.



### **PUMP FILTER**

A small 'button' filter is fitted to the water inlet in the clean water or solution tank. It filters small particles from being drawn into the pump and damaging it. This filter should be unscrewed and rinsed on a regular basis to avoid build-up of dirt, maintain water flow rate and maximise the life of the pump.



### **WASTE PUMP (AUTOMATIC ONLY)**

If you have a fully automatic machine with a waste pump, clean the pump on a regular base to minimise dirt build-up around the part of the pump that draws water. Remove the pump by unhooking it from the base plate (held in with a large rubber ring). The pump is fitted to the machine with an extra-long power cord, such that it can be completely removed from the waste tank for ease of access. Clean by washing thoroughly, and replace.

## REPLACING VACUUM MOTORS

Your portable is fitted with two 1100-watt, two-stage vacuum motors. With due care, you should get at least 600 hours of operation out of a motor, however there have been cases where a motor has lasted up to 1000 hours.

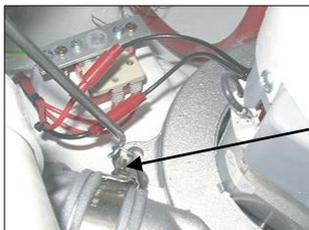
**BEFORE SERVICING ENSURE THAT THE MACHINE IS NOT PLUGGED INTO POWER!**



The vacuum motors are wired to two separate switches. Number one (1) is wired to a loom and number two (2) is wired directly to the number two switch. Below are four steps for easy vacuum motor replacement.

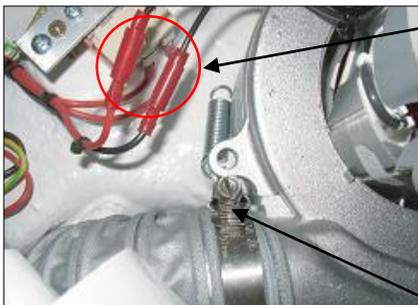


If you wish to replace a vacuum motor, make sure to remember to put back the piece of PVC around the motor's head. This is very important because it protects the wiring should any water ever pass through a vac motor.



### STEP 1

Remove the three springs holding the vacuum motor to the manifold. To do this use a hook or a screwdriver and simply lever the spring out of the catch or hole on the motor frame.

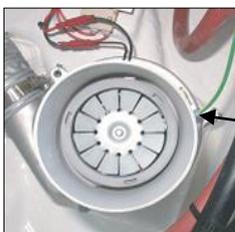


**STEP 2**

Once you have taken all 3 springs off, you can then disconnect the wiring. If removing vac 1, it will be wired by these bullet joiners. If removing vac 2, it will be wired to the switch itself.

**STEP 3**

Remove the exhaust hose from the motor, by simply unscrewing the hose clamp to release.



**STEP 4**

Now disconnect the earth lug from the vac motor.

To refit a new vacuum motor, simply reverse the four steps above. When replacing a vacuum motor, make sure you reposition it evenly on the black foam pad so as to ensure optimal suction from the unit. Inspect the condition of the foam pad and if damaged, replace it as well.

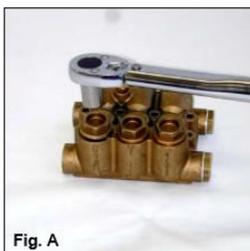
# PUMP MAINTENANCE

## MAINTENANCE SCHEDULE

OPERATION	Every 8 hours	Every 50 hours	Every 500 hours
Check oil level	X		
Check tubes-fittings		X	
Check & clean inlet filter		X	
Control pump connection to the engine		X	
Change oil		X -FIRST CHANGE	X
Check suction/delivery valves			X
Check pump bolt and nut setting			X
Check regulation valve			X

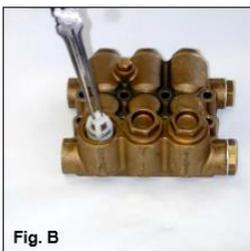
### PLEASE NOTE:

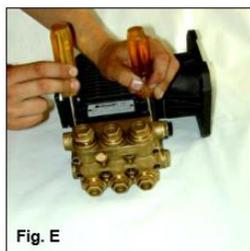
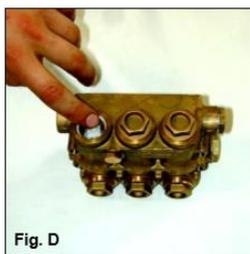
The process of pump repair can be complex and is typically performed by a trained technician. Do not attempt to perform your own repair unless you are qualified to do so or understand that this may void your warranty.



### A. Valve Maintenance

1. Using a 22mm wrench or socket, remove the six valve caps on the manifold of pump. **(Fig. A)**
2. Examine the valve cap O'ring for cuts or distortions and replace if worn.
3. Using needle nose pliers, remove the suction and delivery check valve. The valve assembly usually stays together when removing. If the valve comes apart, use needle nose pliers or reverse pliers to remove the remaining parts. **(Fig. B)**

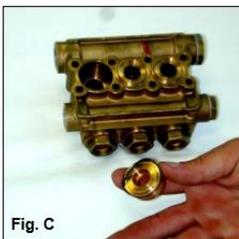
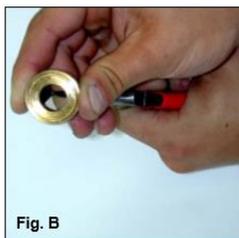
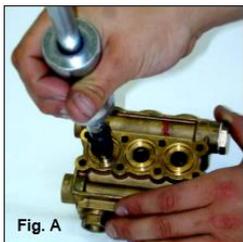




4. Inspect the suction and delivery check valve assembly for general wear and replace if necessary. The valve assembly consists of the plastic cage, spring, valve seat, poppet and O’ring. **(Fig. C)** One comet valve kit is needed for complete valve change of one pump.
5. Replace old valve with new valves by placing assembly in the valve chamber. Press down firmly on the top of the valve assembly. **(Fig. D)**
6. Replace valve caps by applying LOCTITE 243 to valve cap and torque to 33 ft. lbs.

### B. Removing & Replacing Pump Manifold

1. Remove the manifold of the pump by taking a 5mm Hex or Allen key and removing the head bolts.
2. With the pump firmly secured take a medium sized flat head screwdriver and apply pressure to the manifold by prying between the crankcase and manifold. Work around from all sides of the manifold evenly until it comes away from the pistons. Keep manifold properly aligned with the pistons to prevent damage to the seals and pistons. **(Fig. E)**
3. When replacing the manifold, turn crankshaft of pump until the top of pistons are closely aligned. Lubricate the pistons and cylinders with grease and evenly press the manifold toward crankcase until flush. **(Fig. F)**



### C. Seals and V-Packing Maintenance

1. Remove the manifold as described. It is possible that the seal and brass retainer ring assembly stays on the piston or remains in the manifold when removing.
2. Using the packing extraction tool, remove the brass retainer ring/seal stack. **(Fig. A)** Remove the low pressure seal using a needle nose pliers. **(Fig. B)** Once this seal is removed, replace the new seal.
3. Remove the outer O’ring by taking a small flat head screwdriver and working it under the O’ring. Simply roll of the O’ring. **(Fig. C)**
4. The V-packing stack can be taken apart by hand.

### D. Seals and V-Packing Reassembly

1. Generously lubricate parts with grease when reassembling. Examine brass components for any damage or water residue build-up.
2. Insert low-pressure sealing working it in by hand.
3. Replace the outer O’ring by simply starting on one side and working it into the groove. **(Fig. C)**

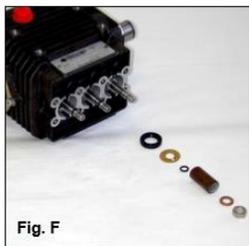


4. Stack the V-packing in the correct order and firmly press the assembly into the manifold. **(Fig. D)**
5. Install a new oil seal by laying the seal into the opening and evenly pressing it into place. **(Fig. E)**
6. Reinstall the manifold onto the pump as described.



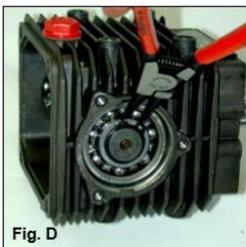
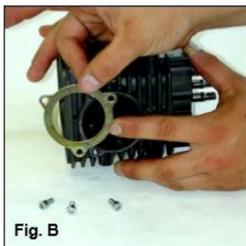
#### E. Plunger Maintenance

1. Remove the manifold as described. Remove the packing retainers if they remain on the pistons after removing the manifold.
2. Remove the nut and washer on the end of the piston using a 13mm wrench or socket.
3. Slide the ceramic plunger and the remaining washer from the piston guide. Inspect ceramic piston, O'ring and washers for wear. Replace if necessary. **(Fig. F)**



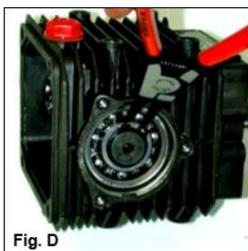
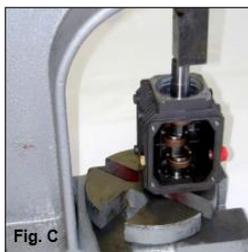
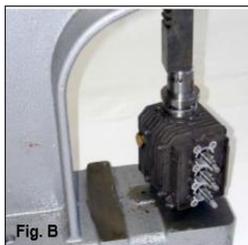
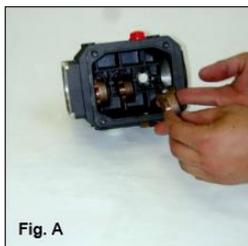
#### F. Plunger Reassembly

1. Generously grease the piston guide. Replace the O'ring making sure it does not twist or roll.
2. Slide the lower washer and ceramic bushing onto the piston guide. **(Fig. A)** Place a small amount of LOCTITE 243 on the piston guide threads. Replace the outer washer and thread nut onto the piston guide. Torque to 4.5 ft. lbs



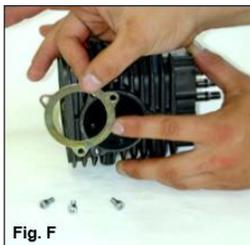
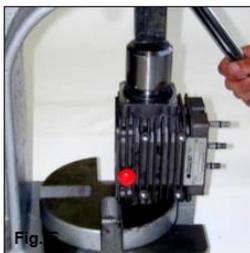
## G. Crankcase Maintenance

1. Remove manifold & pistons as described.
2. Remove the plastic bearing cover ring using 4mm Hex or Allen key to unscrew the three bolts. **(Fig. B)**
3. Remove plastic spacer and O’ring by hand.
4. Remove the snap ring from end of crankshaft allowing the shaft to slide out of the bearing. **(Fig. D)**
5. On the flange side of the pump, remove the oil seal by piercing a hole in the surface of oil seal with a flat head screwdriver. Pry it out of the crankcase and over the shaft. **(Fig. E)**
6. Remove the large snap ring securing the flange side bearing into the crankcase.
7. Remove the small snap ring securing the shaft to the bearing.
8. Using an industrial press, or something equivalent, press out the shaft from the side where plastic cover was removed. Secure the smaller bearing to the crankcase using vice grips, or something equivalent, to make sure the smaller bearing does not get pushed into the crankcase with the shaft. **(Fig. F)** The larger bearing on the flange side of the pump will likely come out with the shaft.
9. Work the shaft out of connecting rods as needed.
10. Remove the piston guides by pulling out by hand.
11. Press the small bearing out of the crankcase going through the larger bearing opening and pressing out.



#### H. Crankcase Reassembly

1. Insert the piston guides by sliding them into the crankcase by hand. **(Fig. A)**
2. Press the small bearing into the crankcase. **(Fig. B)**
3. Insert the crankshaft through the large bearing opening, eyeing it through the connecting rod openings. Press the end of the shaft down into small bearing. **(Fig. C)**
4. Secure the snap ring around the shaft outside of the small bearing. **(Fig. D)**
5. Slide the large bearing over the crankshaft and press it into the crankcase.
6. Secure the snap rings into place by securing the bearing into the crankcase, and the shaft into the bearing.



7. Install the large oil seal on the flange side of the crankcase to cover the larger bearing. **(Fig. E)**
8. Install the plastic spacer, O’ring and metal cover. Secure the three bolts with a 4mm Hex or Allen key. Torque to 3ft. lbs. **(Fig F.)**
9. Install the large crankcase back cover by placing the O’ring outside of the inner lip. Secure with the four 5mm bolts and torque to 7ft. lbs.

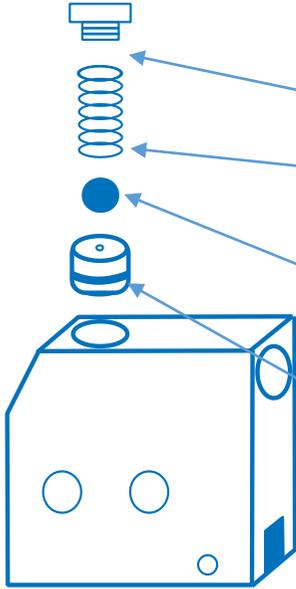
## DUMP VALVE MAINTENANCE



In order to ensure a complete seal, the dump valve will require regular cleaning. Seal failure or dirt in the valve will cause loss of suction.

1. Undo the four nuts and bolts.
2. Pull front section away from body.
3. Pull body away from back section.
4. Two valve seals will be found in these sections. Take these off and rinse clean, looking for damage to seals.
5. Pull handle up on middle section. Sand and grit may be found in the groove stopping the gate from closing fully, so rinse thoroughly
6. If the seals are damaged, a replacement seal kit is available from your supplier.

# REPLACING A STEAMVAC WAND TRIGGER SEAL KIT

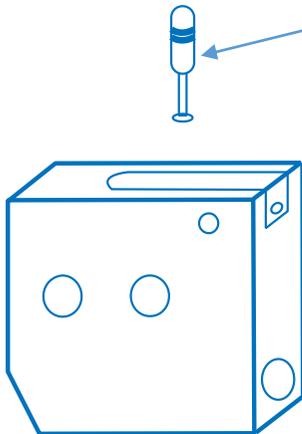


Remove trigger handle from trigger body.

Put the spring inside the brass cap, then put the cap in the hole using Loctite sealant or Teflon tape. The spring will then apply tension on the ball.

Seat the ball bearing on the Teflon after you put it in and tap the ball once just to bed it in.

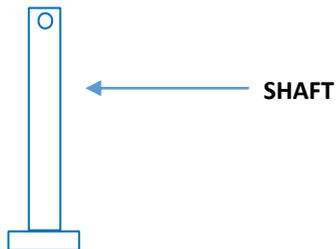
Apply a small amount of Vaseline on the Teflon seat and tap it down the hole with the seal on the bottom end. Tap down until you feel it click in.



Cover the shaft with Vaseline. Push shaft into hole with the skinny end first and the seal facing up. Using long nose pliers, slowly twist and work the shaft down until you feel and see both seals go inside the trigger body.

Place the small spring in the little hole here and then attach your trigger handle to the trigger body.

## REPLACING A VAPOURTECH SEAL KIT



**THIS END INTO TRIGGER BODY**

Push Teflon seat into the trigger body using the shaft and a light tap with a hammer to lock Teflon into place. You should feel it click in.

**IF YOU HAVE ANY DIFFICULTIES INSTALLING THIS SEAL KIT, PLEASE FEEL FREE TO CONTACT YOUR LOCAL SERVICE CENTRE.**

## TROUBLESHOOTING

Because all SteamVac equipment has been designed for maximum efficiency, the possibility of failure and consequent down-time is limited. The following notes may help you in the unlikely event that you have trouble.

### LOSS OF VACUUM

1. Check if the ball in the recovery filter hasn't been stuck in the up position
2. Make sure the dump valve and waste valve (if fitted) at the front of the portable are completely closed
3. Ensure that the Booster port flap is down and seals completely under vacuum
4. Ensure the dome is seated properly and achieves a good seal under vacuum
5. Ensure both vacuum motors are operational by switching each motor on individually
6. Ensure heater switch is in off position
7. Check that the wand or upholstery tool is not blocked at the head.

### LOSS OF PRESSURE

1. Ensure the filter in the clean water tank is not blocked.
2. Ensure there is enough water in the clean water tank to lift the float switch.
3. Check for any debris caught in the float switch which would prevent its smooth movement.
4. Ensure the Pressure Control (unloader) valve is closed and not bleeding.
5. There may be air in the pump or lines. To bleed the machine, turn Pressure Control Valve anti clockwise slowly to fully open pumping system, then slowly turn valve knob clockwise and watch pressure gauge for

movement. When the valve is fully open, you should hear the pump and motor both running smoothly.

6. Check that wand or upholstery tool Jets are not worn or too large.
7. Look under machine to see that there are no leaks from either the pump itself or the hoses connected to it.

## **WASTE PUMP NOT WORKING**

1. Make sure the waste switch is on and the ball valve is open.
2. You can take the pump out just like you do when cleaning the pump filter bag and examine the float switch on the side of the pump for any debris which may be preventing smooth movement.

## **PUMP MOTOR OVERLOAD**

To prevent damage, the pump motor has a safety overload switch which is located on the switch panel.

1. To reset, simply press switch once – ensure you feel it click.
2. It may be necessary to wait for the motor to cool down before it can be reset.

## **GAUGE SHOWS PRESSURE, BUT NO WATER COMES OUT OF WAND**

1. Make sure solution hose has properly clicked onto wand.
2. Make sure shut off valve is fully open (if fitted)
3. Check that all filters are clean
4. Wand jets may be blocked

**DUMP VALVE  
DOES NOT CLOSE  
PROPERLY**

Dump valve needs to be cleaned regularly or as required.

1. See Dump Valve Maintenance section of this manual for further instructions.

**FILTERS  
BLOCKED**

Some wands have filters behind the jets and some are behind the trigger's male coupler.

1. Take these filters out and rinse clean under water regularly.
2. Over time, the filters may deteriorate due to calcification or general wear to the point where they cannot be cleaned and will require replacement.

**JETS BLOCKED**

1. Undo caps, holding filters and jets
2. Clean jet by tapping on a bench or trying to blow blockage out
3. Do not use knives or sharp objects as this will damage the jet's face and spray pattern, and in turn increase the volume of water due to enlarged hole size.

## STEAMVAC ACCESSORIES



### ***GULPA - WASTE MANAGEMENT SYSTEM***

This is the ultimate waste system for commercial carpet cleaning and minor flood work. The Gulpa collects and automatically disposes of waste before it enters the portable's waste tank. This not only gives your portable setup an automatic waste dump functionality, but also ensures that less moisture enters the waste tank, thus extending the life of the vacuum motors.

The advantage is in the design. The Gulpa body is constructed from transparent material which enables a visual inspection of the waste as it is being extracted. The Gulpa is therefore a great marketing investment too. Place the Gulpa at the front of a property, where all passers-by and neighbours can see the dirt you are extracting, to showcase the great service you provide.



The Gulpa's submersible pump can also be installed into a waste tank of a portable machine. This will then give your machine an automatic waste pump-out feature, just like the one installed into our fully-automatic models. The Gulpa greatly reduces wasted time and gives you more freedom to keep cleaning.



### **BOOSTER**

The “Booster” is an added vacuum air flow booster pack designed to work in-line with a portable machine, to create more vacuum suction for those jobs requiring more extraction power, or in order to use longer lengths of vacuum hose. The marine-grade fibreglass body of the Booster houses two 1100 watt two-stage vacuum motors and connects to any portable fitted with a booster port. The Booster is fitted with an hour meter so you can keep track of vacuum motor usage.



### **SIZZLER - INLINE HEATER**

The “Sizzler” is a 1000 psi inline pressure water heater, operating on a single 10-amp power circuit. It is ideal for operating in-line with a portable unit, for cleaning of upholstery and other applications where heat can be lost through water solution lines. It is fitted with a stainless steel inner heater coil and an adjustable thermostat with a safety cut-out.



### **VAPOURTECH - UPHOLSTERY TOOL**

Awarded 1<sup>st</sup> prize in the category of “Best New Accessory” in the year of its release, the VapourTech is still the best upholstery cleaning tool on the market. Its design allows for ample amounts of water to skim across the surface of the fabric, while the continuous vacuum pressure draws the water away to prevent over-wetting. This tool can be used in a variety of applications such as lounge suites, car interiors, curtains and stairs.



### **STEAMVAC WANDS**

Fitted with the SteamVac trigger, this lightweight, low-profile marine-grade stainless wand comes in 12 inch 2 jet, 12 inch 4 jet, and a 15 inch 4 jet. No more worn hose ends causing blockages, SteamVac wands are fitted with a stainless solution hose.



### **STAIR TOOL**

Fitted with the SteamVac trigger, this lightweight stair tool is great for tight spaces and stairways that would be difficult to clean with a normal wand.



***HOSE REEL – STAINLESS STEEL***

While hose reels are typically used in conjunction with our Truck mounted machines, you too can have a well-organised van, without the tangled mess of hoses wasting valuable time.

The Space Saver reel is constructed entirely from marine-grade Stainless Steel.

This reel is virtually maintenance free, unlike other powder coated units (which eventually peel), with fully sealed bearings as opposed to the old grease nipple.

Options include a single reel for vacuum hose only, or with up to 2 smaller reels mounted either side of the large reel for other hoses such as solution and garden hose. Additionally, all of the secondary reels can be optioned for ‘live’ connection, with swivel fittings mounted into the centre axle thus minimising the potential for hose wear. For rear-mounted installations, the advantage of the Space Saver is that the secondary reels are installed such that they can fit right above most vans’ rear wheel arches, utilising otherwise wasted space, thus leaving much more room than most other reels.



***CUSTOM SOLUTION HOSE***

Solution hoses are typically sold in lengths of 15 metres. If you require longer runs without the quick connect fittings getting in the way, we have a solution for you. Our hoses are rated at 3000PSI @ 100+°C

## **12 YEAR CONDITIONAL WARRANTY**

SV Equipment Pty Ltd (SVE) manufactures and distributes products of high quality, containing premium parts and materials. The products available from SVE are manufactured under the strictest conditions of quality control.

No warranty or affirmation of fact, express or implied, other than as set forth in this limited warranty, is made by SVE regarding its product(s). This limited warranty only applies to products purchased directly from SVE or our duly authorised distributors. SVE expressly disclaims all expressed and/or implied warranties for its product(s) that are not purchased directly from SVE or its authorised distributors.

SVE does not provide any warranty in cases of improper application, unsuitable maintenance, improper product storage by the purchaser, adverse surface or climactic conditions, or any other circumstance or action beyond the direct control of SVE. Users of SVE products shall make their own determinations, based on their own tests, as to the suitability of the product(s) for the intended purposes. SVE hereby disclaims any implied warranties of merchantability or fitness for any particular purpose regarding any product. SVE hereby expressly disclaims any liability for claims that are due to product misuse, improper product selection, misapplication of product(s), substrate selection and preparation, environmental conditions, including improper storage conditions by the purchaser, and any failure to observe necessary safety precautions.

SVE shall have no liability for consequential, incidental and/or special damages resulting from the sale or use of a product even if the potential for such damages has been disclosed to SVE. SVE's liability for product claims is limited only to the product's repair or replacement, at the discretion of SVE. For the avoidance of any doubt, SVE's liability shall not exceed the purchase price paid for the product and shall not include any special incidental or consequential losses or damages resulting from selection, use, installation, handling, care of or replacement of the product(s). The limited warranty does not include any component of labour or the cost of labour for application or repair.

## WARRANTY TERMS AND CONDITIONS

All warranty claims are subject to SVE's terms and conditions.

1. Any defect must be notified to SVE in writing immediately and the equipment must not be used until such defect is rectified. When a warranty repair is justified and authorised, SVE welcomes such repair by any of its authorised Services Centres.
2. SVE warrants the original purchaser against faulty workmanship or failure in new equipment as follows:
  - a. Fibreglass Body and Sub frame - for a period of 12 years from date of purchase, with the express exclusion of gel coat cracking which is considered cosmetic only and does not adversely affect the equipment's operation.
  - b. Vacuum and Solution hoses - for a period of 6 months from the date of purchase, with the express exclusion of kinks, cuts or damage caused by overheating or overstretching. This warranty does not apply to any hose-end connections.
  - c. All other items and components - for a period of 12 months from the date of purchase.
3. Fair wear and tear, and accidental damage is not covered by this warranty.
4. The original invoice for the equipment must be shown for proof of purchase.
5. Correct machine maintenance and recommended regular servicing is required to ensure your warranty remains valid. If a machine has not been serviced in accordance with the requirements of SVE, the warranty will be void.
6. Only approved chemicals are to be used in the machine. Take note that pump manufacturers do not cover a pump if chemicals have been used through it. Additionally, if damage is shown to be caused by neglect of greasing or lubrication of pumps, the pump warranty is void.
7. This warranty does not extend to any equipment which, in the judgement of SVE, has been repaired without prior authorisation, altered, abused, neglected or used in any way so as to adversely affect its stability or reliability. Repairs carried out by any person other than an authorised SVE repairer or the express permission of SVE may void the warranty.
8. This warranty does not cover service calls, travelling time, transport costs, consumable parts, e.g. batteries, drive belts, chains, flexible skirt

or hose, lint bags, mains leads, brushes, bearings, vacuum motors, buffer strips, bulbs, nozzles, filters, pressure pumps, pistons, seals, O’rings, diaphragms and like items, which are considered service items.

9. Where OEM components have been used in the product, such as engines, electrical motors, chargers and the like, SVE passes on any warranty given by the manufacturer of these components.
10. Transport of the equipment does not form part of this warranty. That is, SVE is not liable for freight/courier charges (if any) for transporting the machine from or to a customer’s current location and SVE or its authorised agents, or to any third party location (if applicable). All charges to and from the manufacturer, agent or service centre will be the responsibility of the owner.
11. In the unlikely event that your equipment is found to be defective within the applicable warranty period, SVE bears no responsibility for any inconvenience, loss, decrease of productivity or down-time relating to the repair, service or transportation of such equipment.
12. It is recommended that every professional has a backup machine. This warranty does not cover you for hire or replacement machinery while your machine is being fixed. 2-4 weeks of work can add up to many thousands of dollars so a spare machine is a great investment and insurance policy. That way your customers can always rely on you and there is far less pressure in the event of a theft, warranty claim, accident or break down.
13. Any equipment or components found to be defective, shall become the property of SVE when replaced by SVE.

**THIS WARRANTY IS NOT TRANSFERABLE AND ONLY COVERS THE ORIGINAL PURCHASER. SVE’S WARRANTY IS SUBJECT TO THE LAWS AND REGULATIONS OF THE INDIVIDUAL STATES AND COMMONWEALTH TERRITORIES OF AUSTRALIA.**

## WARRANTY REGISTRATION FORM

Please complete all details below and retain this page for presentation when making a claim.

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Purchased from: \_\_\_\_\_

Original Purchaser: \_\_\_\_\_

I have read and accept the terms of the above warranty.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

PROUDLY SUPPLIED BY: