

Operation Manual

GP7000HC



ENGINE DRIVEN
POWERED by
HONDA™

Translation of the original operation manual

*The picture serves for reference only and it may not represent an exact match of the device delivered

EN

CONTENTS

Product use in compliance with its determination	pg. 2
Environment protection	pg. 2
Safety	pg. 2
Scope of the supply	pg. 3
Assembly	pg. 3
Entry into service	pg. 4
Engine	pg. 4
Engine maintenance	pg. 6
Pump	pg. 8
Battery	pg. 13
Help with failures	pg. 14
Guarantee	pg. 14
Technical data	pg. 15
Declaration of compliance with EU standards	pg. 16



WARNING

Read this original manual of use and included safety instructions before the first usage of your new device. Act accordingly. Keep the manual for a later usage or for another owner of the device.

Product use in compliance with its determination

This high-pressure washer can be used:

- for washing of machines, vehicles, buildings, tools, building exteriors, garden tools etc., along with the high-pressure stream of water (in case of need with adding detergents);
- with accessories and spare parts approved by the company Waspper s.r.o..
- In the environment without a direct exposure to the splashing polluted water with the solid particles and in the chemically aggressive environment.

Environment protection



Package materials can be recycled. Dispose the package according to the ecological rules.

Old machines contain evaluable recycling substances, which should be reused again. The old machines have to be disposed ecologically.

Cleaning operations, out of which waste water with oil content arise e.g. during engine cleaning or cleaning of the machinery floor, can be executed only in the washrooms with the oil separators. You can execute the work with detergents only on workplaces sealed to be impermeable to fluids outflow and attached to the sewer system for the polluted water. Avoid emission of detergents to the aquatic resources or soil.

Safety

Safety instructions

Before you use this device for the very first time, unconditionally read included "Safety instructions for the high-pressure washers".

Acoustic protection devices and eye protection devices are appropriate to use during operation of the washer for the purpose of acoustic and eye protection.



Levels of danger



DANGER - Warning before imminent danger, which may cause serious injuries or death.



WARNING - Warning before a possible dangerous situation, which could result in minor injuries.



WARNING - Warning before a possible dangerous situation, which could result in material injuries.

Safety elements



WARNING - Safety elements serve for the user protection against injuries and they mustn't be altered or withdrawn from their operation. In case of damage they have to be replaced only by an original spare part.

Security covers of hot or rotating parts



Security covers serve for protection of the high-pressure washer against injuries resulting from the high temperatures of some parts of combustion engine or against the injury caused by the rotating parts of the device.

Security features of the combustion engine and pump

Safety switch of the low level of engine oil serves for an automatic engine shutdown in case the oil level decreases below the minimal level. We avoid the engine damage caused by insufficient lubrication of internal parts in this way. However, this safety element does not substitute the obligation to check oil level before usage of the device.

Further important information is in the part – ENGINE (pg. 4).

Engine emergency valve serves to drain the part of hot water arising in the inner water circulation of the pump without pumping out the high-pressure water during its operation.

After automatic opening of the emergency valve, the part of hot water leaks out the pump and is replaced by leaking in cold water. However, this element of safety does not substitute the obligation to switch off the pump in case the machine is not used for a longer time period. Vacuum sensor serves to switch off the machine, in case the leaking in water stream is not strong enough with regard to pump power consumption. Important information is in the part - PUMP (pg. 8).

Scope of the supply

Content of the delivery device is portrayed on the package or in the order of goods. After unpacking check the completeness of the content. If some parts are missing or you find damages arisen during the transport, please, inform the seller about it.

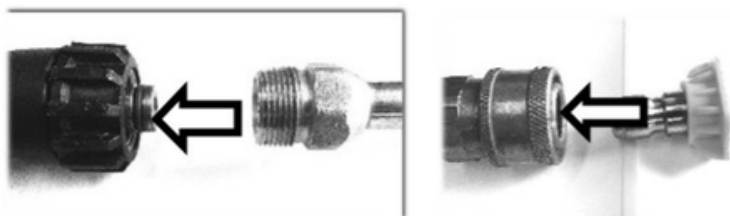
It is required additionally

Fabric-reinforced water hose with the minimal inner diameter of 3/4" (19mm), with the common gear connector Geka. Sufficient water source is one with minimal pressure of 2 bar and flow of 27 L/ min.

Assembly

The device is assembled in the production plant. Before attaching the hose, remove the transport locks from the water inlet. Before starting up the device for the very first time, it is necessary to attach supplied high-pressure gun and jet nozzle. Check water filter cleanliness and its clear bowl tightening.

In the next step it is necessary to fill up the engine with the delivered engine oil according to the instructions in the section **ENGINE (pg. 4)** and pour the fresh petrol with octane number 95 into the fuel tank.



Put the extension into the gun ending and tighten the ending. Place the hose into bottom part of the gun by pulling out the brass ending in the direction toward the gun. Check if the hose is fixed to the gun firmly.

Supply with water

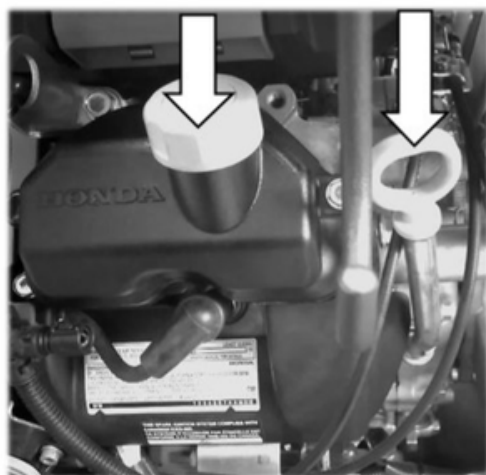
WARNING Do not start up the pump without attached and open water inlet. The yield of water resource has to be at least of 27 L per minute and minimal pressure of 2 bar. The water has to be clean, without solid particles. Otherwise, the water filter gets dirty fast, followed by possible machine damage.

After attaching hoses, open the water tap fully and press the operation lever on the high-pressure gun. Because of blowing off air from hoses and pump, hold the gun pressed until the continuous water stream starts to leak out the nozzle jet.

Unless the pump exerts the pressure within 30 seconds after engine start-up, switch off the engine and proceed according to the instructions in the section Problems solution! Dry run for more than 30 seconds causes pump damage!

The damages on the equipment for the reason of failing to obey this instruction result in the termination of the guarantee.

Engine



It is **NECESSARY** to pour the right amount of the supplied engine oil to the engine before the first start-up of the pump. Packed engine oil bottle can contain bigger amount of the filler than it is necessary for the given type of the engine. The exact amount of the filler is laid down in the Technical specification. We advise to decrease the outlet pressure of the water according to the instructions on the **page 12** for smoother start-up of the cold engine.

Place the machine on the horizontal surface. Open the pouring plug located on the top engine cover (pic. on the left). Pour around $\frac{3}{4}$ of the required amount of the oil to the engine. Pull out the oil dipstick (on the right), wipe the dipstick and check the engine oil level.

CAUTION: The dipstick will only show the correct oil level when it is fully inserted into the engine opening. Pour in the oil in the way, so the oil is in the top half between MIN and MAX.

Open the plug of the tank and pour the petrol into the tank. The fresh petrol with octane number 91 and more is necessary to use for the full engine power. The old petrol has different physical characteristics and can cause the engine hunt or the decreased pumping capacity. **Use only the clean petrol without oil additions - Your engine is of four-stroke type.**



DANGER

Running engine produces the carbon monoxide, colourless and poisonous gas without odour.

Inhalation of carbon monoxide may cause nausea, headache, dizziness, vomiting and death!

The device can be used only in the outer environment where the proper ventilation is ensured. It is also necessary to ensure that the exhausted gases wouldn't get to the closed rooms through unsealed hatchways.

If you work with the running engine, turn the device in the direction so that the standing people and hatchways of the buildings (garages, porches, cellars etc.) do not face the exhaust pipes.

The engine produces the waste heat during operation which results in the presence of many hot components (exhaust, engine cylinder), which can cause the serious burns in case of touching. There is a fire hazard if these hot components come into contact with flammable materials.





DANGER

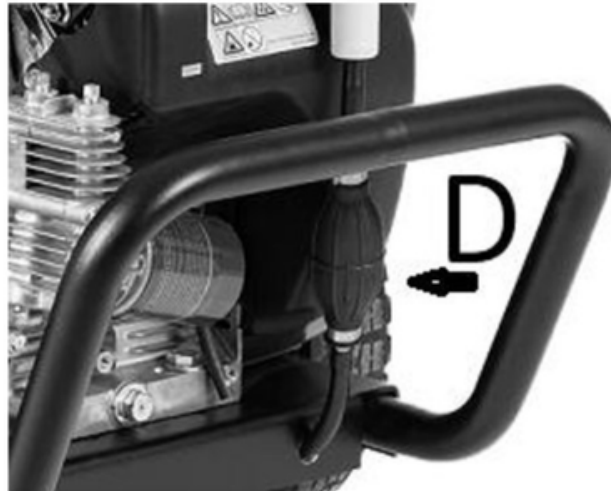
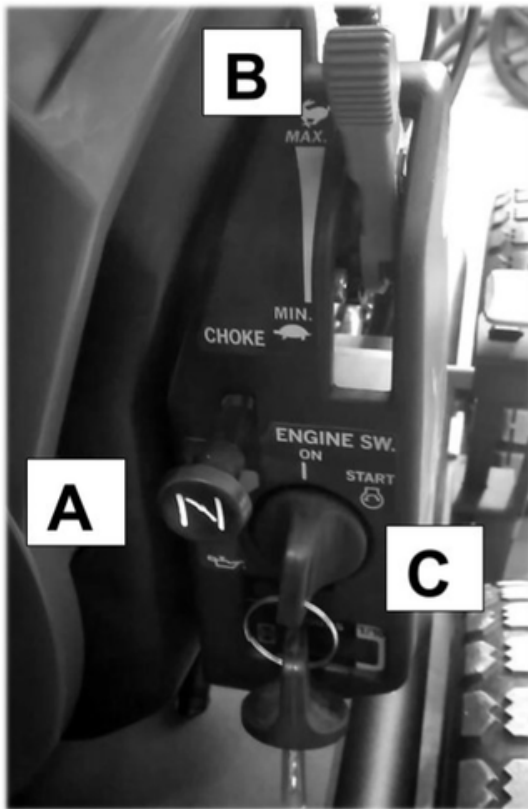
Petrol vapours are extremely flammable and explosive and in case of the wrong manipulation they can cause burns, fire or explosion.



Let the engine cool down for 5 minutes before pouring the petrol into the tank. Then open the tank hood and start to pour the petrol to the tank carefully. **NEVER** fill up the petrol to the edge because it heats and spreads during engine usage and that can cause the petrol leakage through the plug followed by the explosion or fire. **NEVER** turn over the high-pressure device to the position where the petrol could leak from the tank.

NEVER try to start up the engine if the components of fuel supply, ignition components or security features are damaged.

Starting engine



Prime the engine with fuel by pressing fuel pump **D** several times. Turn the engine switch **C**. Move the throttle control lever

B to the position . Pull out the choke control lever **A**. Turn the ignition switch key to the right and hold it until the engine starts to run - for 5 seconds longest. After starting the engine move the choke control lever **A** SLOWLY back to the

switch box cover. If engine does not start to run, check the oil level in the engine, fuel level in the tank and the water pressure. Press the high-pressure gun to release the pressure and repeat to start it again. **Start up can be made considerably easier by pressure decrease and it also makes the starting system easier!**

ENGINE SWITCH OFF

Engine switching off proceeds according to the following steps

Move the throttle control lever **B** to the half, towards the position  and let the engine run on cut down revolutions



for 15 - 20 seconds. After that turn the engine switch **C**.

WARNING: The engine is equipped with the engine oil level sensor which switches off the engine if the oil level cuts down to the dangerous level. **This function does not substitute the regular engine oil level check.** Failure of the control can result in unrecoverable damage on the internal engine components. Such a damage is not covered by this guarantee. **NEVER** spray water on the engine or pump. Such as action can cause ingress of water into the fuel, ignition system or oil filling. Use a wet cleaning rag to clean the engine and compressed air to exhaust the dust from the filter area.

MAINTENANCE

Check the engine oil level	Before every use Check if the air filter cover is undamaged.
After first 20 hours	Change of engine oil
Every 100 hours or at the end of the season	Change of engine oil Air filter cleaning Checking and setting the sparking plug gap
Every 200 hours,	Oil filter exchange
Every 300 hours	Sparking plug exchange Checking fuel lines

During operation, in certain cases, the protective covers made of tin can be released because of vibrations. These components need to be tightened because an action of long-term vibrations on the released cover causes the damage of fixing holes. In case the protective cover of the exhaust, air filter or cooling fan is damaged, these parts have to be replaced by the original spare parts because only in this case the maximum operation safety can be ensured. Spare parts are available through the producer or certified service point. Complete list of the components is published in this manual or on the Internet sites of the producer.

Correct RPM values: Idle 2000 rpm (+200/-100), Load 3600rpm (+100/-100) on lowest pressure setting.

Winter storage

Correct long-term storage is a key to attain trouble free operation in the next season. You prolong the service life of the engine by the correct storage.

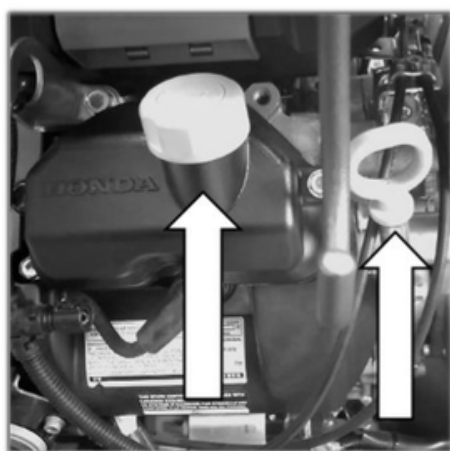
Following steps provide the maximal engine components protection against corrosion and wear of the engine slide parts.

The engine cannot run and engine temperature has to be lower than 50°C. Clean the engine from dust and impurities with a wet cleaning rag. Clean potential damages with paint or an oily rag after drying. In this way you prevent the tin from interaction with the air, followed by corrosion.

Open the fuel tank plug and check the amount of the fuel in the tank. Long-term presence of the fuel in the tank during storage has a negative impact on the fuel quality. It can result in engine hunt or decreased engine power. Discharge the petrol from the tank and carburettor by a means of the relief valve screw placed at the bottom part of the carburettor. **DO NOT TURN ENGINE OVER.**

THERE IS A DANGER OF OIL LEAKS! We advise to change the engine oil at the end of the season. The service life of the engine will be prolonged. Charge the battery with attached charger. You find detailed information about pump preparation for winter in the section Pump (page 12)

Change of engine oil



We advise to change the engine oil after use of the device (according to the maintenance plan). Switch off the engine. Let the device cool a little bit, so the temperature is lower than 50°C. You will avoid potential burn injuries. It is appropriate for the engine to remain warm. The warm oil leaks out from the engine more easily.

- Unscrew the OIL PLUG.

- Place the pot of the minimal volume of 2L under the drain hole.
- Release the oil pouring screw.
- Let the oil flow out freely to the prepared pot.
- If oil stopped to flow, tighten the screw carefully back to the original place .



The used engine oil is necessary to hand in some of the collection centres for this purpose. **The engine oil is dangerous waste!**

If oil filter exchange is needed, use only the original type!

Change the oil filter for a new one. (If advised interval is reached).

- Pour the right amount and type of the engine oil into the engine. The oil specification is laid down below.
 - The accurate amount of the filler is written in the Technical specification.
 - Place the pump on the horizontal surface. Pour around $\frac{3}{4}$ of the required amount of the oil to the engine. Screw the plug in the engine.
- Start up the engine by starter and let it run for around 15 seconds. Switch of the engine. Pull and wipe the oil dipstick. Check the engine oil level.

CAUTION: The dipstick will only show the correct oil level when it is fully inserted into the engine opening. Pour in the oil in a way that the oil is in the level MAX.

Engine oil specification

The engine oil is one of the key factors influencing power and service life of the engine.

Minimal requirements for oil are: Viscosity class 5w30, 10W30 or 10W40 with the quality class at least SJ and more (SL, SM). The usage of the engine oil 10W30 in temperatures higher than 27°C can result in the higher oil consumption. That is why it is important to pay higher attention to the oil level if the device operates under these temperatures and oil 10W30. In such as cases we recommend to use the oil 10W40 or 5W30 of the quality class SJ and higher (SL, SM). The delivered engine oil exceeds the minimal requirements for the quality highly and ensures the safe engine operation with the minimal wear of the internal parts under the tough operating conditions.

If the engine oil is necessary to be refilled, use only the same type and brand-mark already present in the engine. Mixing of different oil types is not recommended!

Pump

Your pump is of all-metal character and so it ensures the long service life and non-fault run. There are moving parts with their accurate location in the pump. Because of that fact it is **NECESSARY** that the water coming into the pump would be without mechanical impurities. These impurities abrade the landing areas of the pump, by means of which clearance between the internal components increases and the outlet pressure decreases. Water filter catches impurities in inlet, but dirty water filter cuts down the necessary water flow to the pump significantly. That can activate vacuum engine protection and engine switching off.



DANGER

The pump generates too high pressure in the outlet and as the result the blowing water



has devastating effects on soft objects. Aiming water jet at people or animals IS FORBIDDEN. Failing to obey this warning can have devastating effects with the results such as permanent blindness, cut wounds, amputations and death.



CAUTION!

The high pressure can cause damages on soft and sensitive objects. It is not recommended to use the water jet with the high pressure to clean rubber and tyres, glass, non-cohesive varnish, coating and timber. If too strong water flow is applied, the surface structure can alter or change permanently. In case of doubts we advise to try application of the pressurised-water

on the sample where the potential surface disturbance will have no impact on the functionality or appearance of the object.

If you move the nozzle farther from the cleaning object, the pressure of the falling water decreases and the washing effect is less aggressive. On the contrary, movement closer to the object results in higher washing effect along with more aggressive washing effect on the object.

Material can be released and projected towards operating staff due to the high water pressure on the incohesive surface. It can result into injury or loss of eyesight. Use safety glasses or shield.

Safety elements

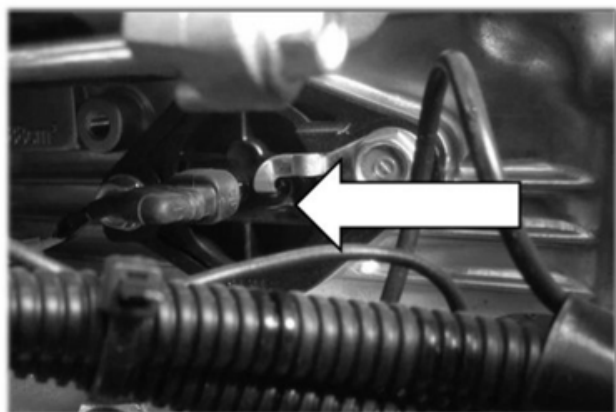


The check valve

serves for draining of a small volume of hot water from the pump without any intervention by its operator in order to protect the pump from overheating. There is no overheating hazard during regular operation, since the pump is fed with a constant supply of cold water to ensure its cooling at the same time. The process of excessive heat-up starts, while the engine is still on and the high-pressure gun is off and there is no water jet coming out of the nozzle. The pump will switch to the internal water circulation mode automatically. The constant circulation of water continues, until the temperature has reached the point for check valve to drain a small amount of hot water.

in order to ensure infeed of cold water to cool the pump down. That is why **the temperature of water fed into the pump is limited to 40°C only**. If the pressure washer is to remain idle for more than a few minutes, it should be switched off to prevent excessive load on the check valve and pump.

Oil level sensor



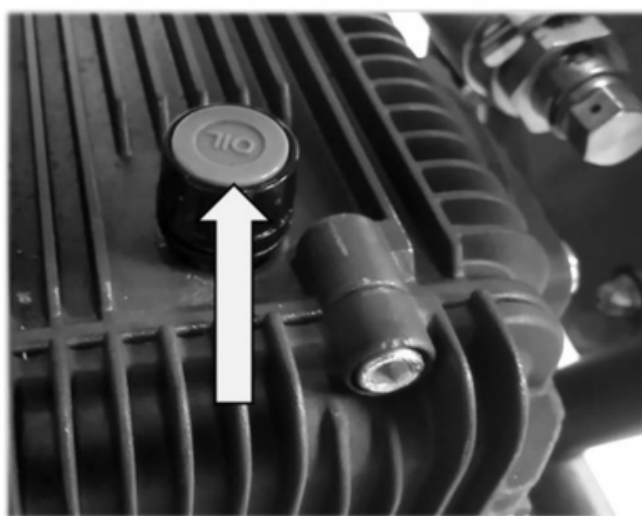
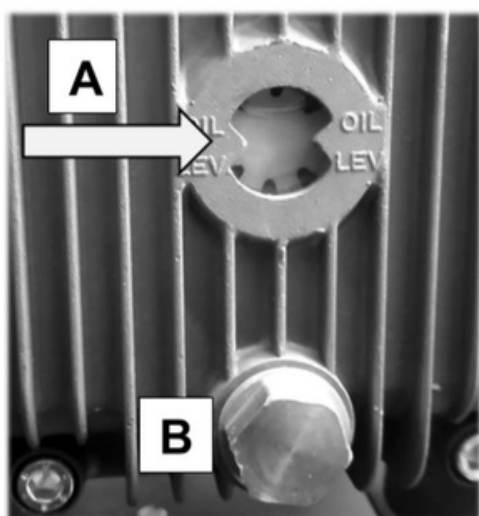
The engine is fitted with the engine oil level sensor to switch the engine off, when the engine oil drops to hazardous point. Engine will be turned off and red control light placed on engine switch box will be lit. **This function does not substitute the regular inspection of engine oil level.** The sensor can switch off the engine even if the oil level is between MIN and MAX but the machine is not standing on a horizontal surface. The level in various parts of the engine will change, which may also result in the engine shutting down. It is therefore recommended to keep the engine oil level close to the MAX mark. Disregard to the regular inspections may result in irreversible damage to internal components of the engine. Such damage is not covered by the warranty.

Pump preparation for the operation

The pump is filled up with the industrial oil. Because of the oil temperature change and thermal expansion during the operation, there is an AIR VALVE (C).

-The operation of the pump with the low oil level or without oil causes the permanent damage on the pump and ceases the guarantee. Fill in the oil to the half of the control sight glass. Check the oil level before every use.

- Running the pump without water causes permanent damage to the pump and invalidates the warranty. Check the water inlet before each use!



You can check the oil level on the control sight glass of the pump (picture A). **It must be located close to the mark in the centre when the engine is switched off.** The accurate oil level in the pump can be found out after unscrewing the air plug on the engine (pic. C). Oil must be located in the cut-off in the lower part of dipstick. (pic. on the left)

Use the plug B to pour out oil from the pump.

If you need to add oil to the pump, use only the following oil grades: SAE30. Do

not exceed the maximum oil level! This can result in damage to shaft seals and oil leakage from the pump.

The transmission of engine power to the pump is ensured by a gearbox. Before using device oil level in the gearbox is necessary to be checked. It must be located close to the mark in the centre of oil gauge when the engine is switched off. Should oil fill-up be necessary, use exclusively oil of the **ISO class VG220**. Use the plug on lower part of the gearbox to pour out the oil. Caution: Gearbox is hot at the time of operation!

Regulation of the water pressure in the outlet



This pump enables to regulate the water pressure in the outlet in the scope of 100 Bar- 350Bar. If you want to change the pressure, turn the controller located on the pump (picture F). Rule: when viewed from the top, the pressure increases if you turn **TO THE RIGHT** (direction of the watch rotation) and decreases if you turn **TO THE LEFT**. The engine load and fuel consumption grows with the increased pressure. Because of this fact the water pressure is appropriate to be modified on the base of the particular situation. If you cut down the pressure, you will prolong the service life of the engine and pump.

Do not use force to crank the regulator at the time the border position is reached!

Maintenance of the pump

Change the oil in the pump after first 50 hours of operation and then every 200 hours of operation. Use the oil of the class **SAE30** to change it. Release the plug located on the bottom part of the pump and drain the oil from the pump. Tilt the pump, so the oil would drain from the pump housing. The oil is recommended to be changed after using, while it is warm, it drains more easily and impurities are dispersed in the oil. After the old oil drains out, screw back the drain screw, pour the oil through the opening of the plug and at the same time check the level on the control sight glass or dipstick. **Proceed carefully because the oil flows slowly inside the pump and it can often overflow.** After the oil reaches the necessary level, screw the air plug back to the cover of the pump.

It is necessary to change the oil in the gearbox of the pump along with pump oil exchange. Release the plug located on the lower part of the gearbox and drain the oil from the pump. The oil is recommended to be changed after using, while it is warm, it drains more easily and impurities are dispersed in the oil. After the old oil drains out, screw back the drain screw, pour the oil through the opening of the plug and at the same time check the level on the control sight glass. **Proceed carefully because the oil flows slowly inside the pump and it can often overflow.** After the oil reaches the necessary level, screw the air plug back to the cover of the pump. Use exclusively oil of the ISO class VG220 if the gearbox needs oil exchange.

Winter storage of the pump

Storage of the pump on places where the environment temperature is under the freezing point can result in unrecoverable damage of the internal components if the pump is not drained properly!

Process of discharging the remaining water from the pump: Disconnect the high-pressure hose from gun. Disconnect the inlet water hose. Demount the water filter. Cut down the regulator pressure to the minimum (by turning to the left). Start up the engine and let it run for 30 seconds.

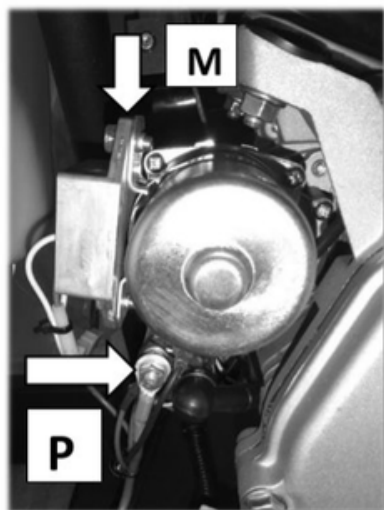
For increased safety during storage, it is recommended to flush the pump with a special antifreeze solution supplied by Waspper s.r.o.

It is not recommended to store the pump in the room where the temperature drops below the freezing point. Any substantial change of the external temperatures can cause water vapour condensation also in the space where water does not get under normal conditions. That can result in internal corrosion and significant reduction of the pump and engine service life.

Before every use	Check the oil level in pump!
After first 50 hours	Oil exchange in pump Oil exchange in gearbox
Every 200 hours	Oil exchange in pump Oil exchange in gearbox

Battery

The device comes with a battery charger. **Do not use any other charger.** The battery is hermetically sealed and charging with an improper charger will irreparably damage it. Charge the battery to full capacity before first use.



Plug the charger into a power outlet. After connecting, the red **POWER** indicator light should be on.

Connect red battery connector to the red contact of the starter (position P) and black connector to the metal cover of engine block. When the battery is OK, the charging process is signaled by moving the green light towards the red light (pic. 1). Charging is complete when the green light stops flashing and all four green lights are steady (pic.2). The battery is maintenance-free with a rated voltage of 12V and a capacity of 2x20Ah. It is located in battery box.

Problems solution

Problem	Cause	Solution
The pump is not able to create the necessary water pressure, low water flow	1.The nozzle with a big hole is used 2.The water supply is blocked. 3. Low volume of the incoming water 4.Choked the sieve for incoming water 5. The high-pressure hose is choked or the water leaks 6. Too high temperature of the input water 7.The pressure releases from the gun 8.Choked nozzle 9.Damaged pump 10.Pump valve is jammed	1. Change for the right dimension of the nozzle 2. Check the uncontrolled water flow 3.Use the higher water pressure or the hose with the longer diameter 4.Clean the sieve or replace by a new one 5. Remove the impurities, turn the hose, rinse or replace by a new one 6.Provide the colder water 7. Check the joints tightening, change the gun 8. Clean the nozzle with a steel wire and rinse it with a stream of water 9. Contact the service point 10. Contact the service point
The engine runs well without the load but it jerks if loaded	1. Low engine revolutions 2. Too high water pressure 3. Old gasoline	1. Modify the position of the speed lever, check the position of the locating screw of the speed lever or adjust automatic throttle. 2. Cut down the output pressure of the water with the control on the pump according to the instruction on the page 12. 3. Change fuel for fresh one.
The engine stopped during the operation	1. The engine consumed the fuel 2. The spark plug fell out. 3. Low oil level in the engine 4. Insufficient water pressure or quantity	1.Fill the tank with the fuel 2. Check the spark plug connector. 3. Check the oil level in the engine 4. Check inlet water pressure, required water quantity 27L/min and clean water filter.
The engine cannot start or it stats but runs jerky	1. Choked air filter 2.The engine is without fuel 3.Old fuel 4. The spark plug connector is not connected to the plug. 5.The spark plug does not work 6. Fuel contaminated with water 7. Wrong proportion of fuel mixture 8. Insufficient water pressure or quantity 9. Low battery power 10. Blown fuse 11. Clogged fuel filter	1.Clean the air filter 2.Fill the tank with the fuel 3.Change the fuel for new one or fill the tank with more new fuel 4.Check spark-plug connector 5. Change the spark plug for new one 6.Discharge the fuel from the tank and carburettor, and fill in new petrol 7. Contact the service point 8. Check inlet water pressure, required water quantity 27L/min and clean water filter. 9. Charge or replace the battery 10. Check the continuity of the fuse, replace if necessary with a new one. 11. Check or replace fuel filter in fuel tank and on fuel line.
Engine has no power	1. Choked air filter 2. Old fuel 3. Wrong setting on throttle regulator	1.Clean the air filter 2.Fill the tank with the new fuel 3. Adjust throttle to proper value

Use only original spare parts. You will ensure non-fault conditions for the run of your device in this way.

Guarantee

The guarantee conditions are guaranteed in every country of our distribution network. Potential failures of the appliance will be removed for free during the guarantee period if they are caused by a material or manufacturing defect. Please, contact your seller or the nearest authorized service point with the sales slip of the particular device if you apply the guarantee.

You find the list of the approved service points on our web site: www.waspper.com

Contracted service points of the particular brand provide warranty and after-sale service of branded engines.

The company Waspper s.r.o. try continuously to improve the technical characteristics and user comfort of their products. Because of this reason the producer reserves the right to alter the construction and controls of the device without the previous warning of the final customer. The location of all controls and security elements illustrated in this manual is accurate and realistic. Any design change of the controls does not need to be recorded in this manual.

Technical data

Device type	GP5000HC			
Engine type	Honda GX630 688cm ³ / 15,5kw			
Maximal speed	3600 rpm			
Engine type	Four-stroke OHV			
Torque	48,3 Nm/ 2500 ot./min			
Sparking plug	NGK: ZFR5F 0,7-0,8mm			
Tank capacity	12L			
Capacity of the oil filler	1,5L / 5w30 w/o oil filter 1,7L / 5w30 with oil filter			
Water pressure and flow	5000psi/ 350bar 22L/ min			
Net weight	120kg			
Height	93 cm			
Width	70 cm			
Length	115 cm			
Self-priming function of water	No			
Fuel consumption	6,7L/ hour			
Volume of detergent bottle	----			



EU Declaration of Conformity

The company Waspper s.r.o. hereby declares that the water pumps defined below comply with the relevant EU directives on occupational health and safety of the device operators. Any alteration of the device without the prior consent from the manufacturer will render this declaration void.

Product name: High pressure washer

Type	Serial number	ES inspection report	Noise level measured	Guaranteed noise level
GP5000HA	xx0001001-xx9999999	1689/3/2021-02	104 dB	106 dB
	xx0001001-xx9999999		-	-

Protokol o skúške 3.5.2021 GF5000HA zo dňa 3.5.2021

Certificate issued by: TECHNICKÁ INŠPEKCIA a.s., pracovisko KOŠICE, as an accredited inspection body in accordance with EN ISO / IEC 17020

Applicable EU Directives:
2006/42/ES (+2009/127/ES)
2004/108/ES
2000/14/ES

Standards applied:

STN EN ISO/IEC 17 020

Producer:

Waspper s.r.o, Duklianska 51, 05201 Spišská Nová Ves, Slovensko

Issued in: Spišská Nová Ves

Manufacturer's representative: Marián Garbriš

Issue date: 7.5.2021

Position: Managing Director

Warranty Certificate

Product type:	<i>WASPPER</i>	Stamp and signature:
Serial number:	Date of purchase:	

In pursuit of service enhancement and simplification of communication with customers, the company Waspper s.r.o. recommends its customers, who purchase this product, to register their product via the manufacturer's website: www.waspper.com. This registration will provide inevitable data for faster processing of your complaints or consulting relevant to purchasing of spare parts and accessories. This registration enables the customer to avoid further procedures, as submitting of the purchase receipt or the warranty certificate.

1. The manufacturer - Waspper s.r.o. - is liable for inherent defects of the product purchased, if such defects become evident within the warranty period. Application of claims for repairs under warranty requires completion and submission of the complaint form via the manufacturer's website: www.waspper.com. The product is covered by a full warranty of 24 months for private customers (as defined by the Civil Code) and 12 months for corporate customers (as defined by the Commercial Code). The warranty period commences upon completion and submission of the complaint report via the website in case of simple defects and damages. The commencement of warranty in case of major defects starts upon the product delivery to the manufacturer's address: Waspper s.r.o., Duklianska 51, 05201 Spišská Nová Ves. Acceptance of complaint will be notified to the customer using the contact details entered in the complaint form.

2. The warranty does not cover defects incurred due to: wrong operation; improper handling or use contradictory to the operation manual or instructions and recommendations from the company Waspper s.r.o; use or storage of goods within inappropriate areas, especially with respect to temperature, dust formation or ambient humidity; exposure to direct sunlight; damage attributable to natural disasters of force majeure. The warranty does not apply to mechanical damages, any damages due of solid particles, frost or other weather effects. The warranty does not apply to damage to the pump caused by cavitation. Other exemptions from warranty include damages to the engine due to lack of oil and ingress of any other but operating fluid among internal engine components.

3. Particular steps of claims processing will be notified to the customer following assessment of the scope of repair by the claims engineer. Whenever the replacement of a damaged component can be performed by the customer, the latter will receive a relevant spare part only. If the repair by a servicing centre is inevitable, the customer is obliged to mail the damaged device to the manufacturer's address. The device must be complete (including accessories) and packed properly to prevent its damage during transport, it must be free of mechanical damage and contain no operating fluids. If the goods submitted to the servicing centre shows evident signs of damage or excessive wear, the manufacturer reserves the right to reject such consignment without acceptance.

4. Claims for repairs under warranty oblige the customer to provide the receipt of purchase (invoice, cash receipt) together with the warranty certificate and written description in support of their claim, including photographic documentation. It is recommended to complete the complaint form via the manufacturer's website to ensure the fastest processing of the claim as possible, if the manufacturer acknowledges such claim as justified, the repaired item will be sent to the customer and the postage/freight will be covered by the manufacturer.

5. If the claims engineer finds out the product does not comply qualifications for repair under warranty, the claim will be considered unjustified and the costs of product transport to the customer will be paid by the latter.

6. Should the repair period exceed 30 days or if the product is irreparable, the customer will be offered a replacement item.

7. Justification of claims will be assessed by the claims engineer at the manufacturer. Justified claims will extend the warranty period by the period taken by the claim processing period. Such action will be confirmed to the customer by means of a document in writing, dispatched together with the product or sent via e-mail. If the product subject to claim contains any discontinued component, the manufacturer will provide the customer with an adequate replacement item with its parameters corresponding with the returned product or even better.

8. The customer undertakes to read all the information found on the packaging or in the operation manual; to do so immediately following the product delivery, to acknowledge that preservation of the positive characteristics of the product delivered will be subject to its proper operation and storage. Any disregard to obligations defined herein relieve the company WPW Center s.r.o. from any liability for defects of goods or damages incurred due to breach of this obligation by the customer or any other third party. The customer is obliged to check the intact condition of packaging and product during the purchase and takeover of the consignment from the postman. Any damage to the packaging must be reported to the carrier and recorded immediately. Any damages found only after unpacking of the product must be notified to the distributor within the maximum period of 4 working days. No later claims for product damage can be accepted.