



Limited Warranty

Professional Use Statement

BIHUI tools are designed for professional use. This warranty covers manufacturing defects only. Not misuse, wear, site-related damage or modified machines.

Coverage and Conditions

BIHUI warrants that its products (the "Products") are free from manufacturing and assembly defects under normal use for the applicable warranty period defined below, starting from the date of purchase.

This warranty is valid only where:

- The Product is used for its intended purpose
- The Product is used in accordance with **BIHUI** instructions and industry best practice
- The Product has not been subjected to misuse, overloading, or improper handling

Claims without a valid serial number may be rejected

⚠ For power tools and electrical equipment, a valid serial number must be provided for any warranty claim. Claims without a serial number may be rejected.

Warranty Period by Product Type

Hand Tools

- 12 months warranty

Includes (but not limited to): Trowels, levels, mixing tools, manual tile cutters and basic hand-operated tools

Power Tools & Electric Equipment

- 12 months warranty

Includes: Tile saws, mixers, vibration tools, electric cutters

⚠ **Exclusions specific to power tools:** Power cables, plugs and external leads are not covered under warranty

Batteries & Chargers

- 6 months warranty

Suction Tools & Vacuum Equipment

- 6 months warranty on rubber and sealing components
- 12 months on structural/mechanical parts

Consumables & Wear Parts

- No warranty (unless faulty on arrival)

Includes: Blades, discs, drill bits, polishing pads, abrasives and replaceable wear components

What This Warranty Covers

This warranty covers:

- Defects in materials
- Manufacturing faults
- Assembly defects resulting in failure during normal use

If a valid claim is accepted, **BIHUI** will, at its discretion:

- Repair the Product, or
- Replace the Product with the same or equivalent item

What This Warranty Does Not Cover

1. Wear and Tear

- Normal wear through use
- Expected degradation of components over time

Examples include (but are not limited to):

- Blade wear from cutting porcelain or stone
- Reduction in suction performance due to seal wear
- Abrasion of floats, trowels, or mixing paddles over time

2. Misuse or Improper Use

- Use outside the intended application
- Excessive force, abuse, or incorrect handling
- Use on unsuitable materials

Examples include:

- Using a tile cutter on materials outside its specification
- Forcing a cut beyond the tool's capacity
- Using tools for non-tiling applications

3. Overloading or Incorrect Operation

- Applying loads beyond product design limits
- Failure to follow **BIHUI** instructions or best practice

Examples include:

- Applying loads beyond the products design limits
- Running equipment continuously beyond recommended duty cycles
- Incorrect setup or adjustment of tools

4. Damage from External Causes

- Drops, impacts, or job-site damage
- Dust or debris ingress due to lack of cleaning or maintenance
- Exposure to unsuitable environmental or site conditions

Examples include:

- Dropping tools on site causing misalignment or breakage
- Motor or moving parts failing due to dust build-up or lack of cleaning
- Water exposure to non-waterproof components
- Damage caused during transport in unsecured vehicles



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5. Electrical Component Exclusions

- Power cables, plugs, and external leads
- Damage caused by incorrect voltage supply or improper electrical connection

Examples include:

- Cable damage from cutting, crushing, or pulling
- Plug damage due to improper use or site conditions

6. Modifications or Repairs

- Unauthorised modifications or repairs
- Use of non-BIHUI parts affecting performance

Examples include:

- Opening or modifying electrical tools
- Fitting non-approved replacement parts
- Attempted repairs by unqualified persons

7. General Exclusions

- Cosmetic damage not affecting performance
- Any issue not related to a manufacturing defect

Examples include:

- Scratches, fading, or coating wear
- Discolouration from use or cleaning products

User Responsibility

It is the responsibility of the user to:

- Ensure the Product is suitable for the intended application
- Use the Product correctly and safely
- Maintain the Product appropriately

Failure to meet these conditions may invalidate this warranty.

Inspection and Claims

To make a claim:

- Contact your place of purchase or **BIHUI** distributor
- Provide proof of purchase
- Provide serial number (for power tools)

Provide a clear and detailed description of the issue, including:

- When the issue occurred (e.g. first use, after X weeks/months)
- What application the product was being used for (material, environment, task)
- How the product was being used at the time of failure
- What specifically happened (clear description of the fault)
- Any changes in performance prior to failure (e.g. noise, reduced power, loss of suction)
- Any troubleshooting already carried out

⚠ Vague or incomplete descriptions (e.g. "stopped working", "faulty", "not working") may result in delays or rejection of the claim.

BIHUI reserves the right to request additional information where the initial description is insufficient to assess the claim.

- Provide images or video evidence where requested

BIHUI reserves the right to:

- Inspect and test the Product
- Request return of the Product for assessment
- Reject claims where misuse or non-compliance is identified
- Determine whether a fault is due to a manufacturing defect or external factors

Resolution

Where a claim is accepted:

- **BIHUI** will repair or replace the Product
- Replacement products may differ but will be of equivalent or improved performance
- Warranty replacements do not extend the original warranty period

Limitation of Liability

BIHUI shall not be liable for:

- Loss of profit, income, or business
- Installation, removal or reinstallation costs
- Project delays or downtime
- Any indirect or consequential damages

Transferability

This warranty applies only to the original purchaser and is non-transferable.

Legal Notice

This warranty is provided in addition to, and does not affect, statutory rights.

Effective Date

This warranty applies to all **BIHUI** products purchased on or after 01/01/2025.

BIHUI Tools

Distributed by Genesis Global Systems Ltd

www.bihuitools.com