



## Important information

Thanks for choosing us and entrusting us to perform maintenance and repairs on your machinery. We trust that you will be satisfied with the outcomes and that you will find our service friendly, thorough, and efficient.

### PLEASE READ

**Estimated repair times** will be given at the counter. This is a rough guide. Your repair may be delayed due to parts needing to be specially ordered and received. It all depends on the season and how busy we are in the workshop. We will always inform you of your estimated repair time.

**Please be aware of your budget.** Let us know how much you want to spend. Due to ever-changing costs in parts, estimates only will be provided – no quotes. If this cost becomes significant or out of your budget, you will be contacted prior for approval to commence work. *Special orders will require a deposit or the full amount at the time of the order.*

**Not covered under warranty** – Reckless or accidental damage - Please see your operations manual. Consumable parts including blades, oil, fuel, cord, batteries, sprockets, air filters etc... NOT COVERED- check the manual. Don't pull apart your machine and attempt to fix it yourself, this negates any warranty claim, and you will be charged the full amount. Our well-trained experienced mechanics will know if this has been done. They have a keen eye for tampering.

**Old machinery** – We will fix the issue that you asked us to fix but **be aware** – sometimes multiple things can go wrong. It can be costly to check over every nut and bolt for every machine. We will attempt to fix the issue and what you requested to be fixed and return it in working order – this does not ensure further faults won't occur in another areas. Please keep in mind our expert mechanics can often detect other faults and will notify you before we repair them. All repairs and services are fully logged and detailed on the job card. **Sometimes machines are not worth repairing. We will be totally honest with you. Sometimes it's actually cheaper to buy a new one. This is not to get another sale; we pride ourselves in honesty. Parts and labour can outweigh the effort in some cases, and we will tell you before we go ahead and repair it and let you make the decision on whether it's worth it.**

**Excessive muddy and dirty machinery will attract a cleaning fee.**

**If you don't collect your machine** - As per the Uncollected Goods ACT 1995, nsw.gov DEPT Fair Trading, you have 28 days as per the date of the letter that will be sent to you after 3 months have expired to collect your machinery. We are happy to dispose of it for

you. It will either be sold, kept, or destroyed. Any fees, charges and / or investigations for the labor and any parts / consumables that were applied to your job will be charged.

**If you choose not to pay the relevant charges**, unfortunately you will be referred to and listed with our debt collection agency, which may have an impact on all existing / future accounts and lending institutions.

**You will receive a text message** from us notifying you that your machine is ready for collection. Please, we urge you to call us if you haven't heard from us or haven't received a text in a timely manner, or the timeframe you were quoted on.

## HELPFUL TIPS WE WANT YOU TO KNOW

- **Safety First – It is YOUR responsibility to know how to safely operate your machine, read the manual on how to operate and maintain it. Always follow the instructions.**
- **ALWAYS check your machine for damage before use, this includes oil , fuel loose parts or wear and tear .**
- **Love your ears and eyes! Always wear good quality earmuffs, eye protection and gloves. We have plenty in stock. Body and helmet protection can save your life.**
- **For Extended use - please, please, please check the air filters, and then check them again.**
- **For battery machinery- always take the battery out when not in use.**
- **Sharpen your chains professionally and clean your chainsaw after use.**
- **If you have a brush cutter - Always use good quality brush cutter cord and use the RIGHT cord for your machine.**
- **Always drain fuel from any of your machinery when not in use for a long period of time and don't leave it out in the elements: rust, rats, spiders, wasps and sun damage can cause costly damage.**
- **Don't tip your push /ride on mower over for any reason, leave it to the experts. Please don't leave wet grass on the mower base. This causes rust and corrosion. We recommend that you DON'T use a garden hose to clean off your machine . It's best to use an air compressor or a blower to clean off debris. This goes for your ride-on as well.**
- **Get blade advice before you pick up the spanner. Better still, ask us about replacement blade guides.**
- **WE can't stress this enough Please get your machine yearly serviced.**
- **If we didn't perform your prior service or repair work to your machine, PLEASE don't blame us for someone else's shoddy workmanship. If you decide not to use us again, completely fine, but please choose your repairer wisely - we often find ourselves fixing someone else's costly mistakes.**

This QR code will take you directly to our YouTube channel regarding repairs



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