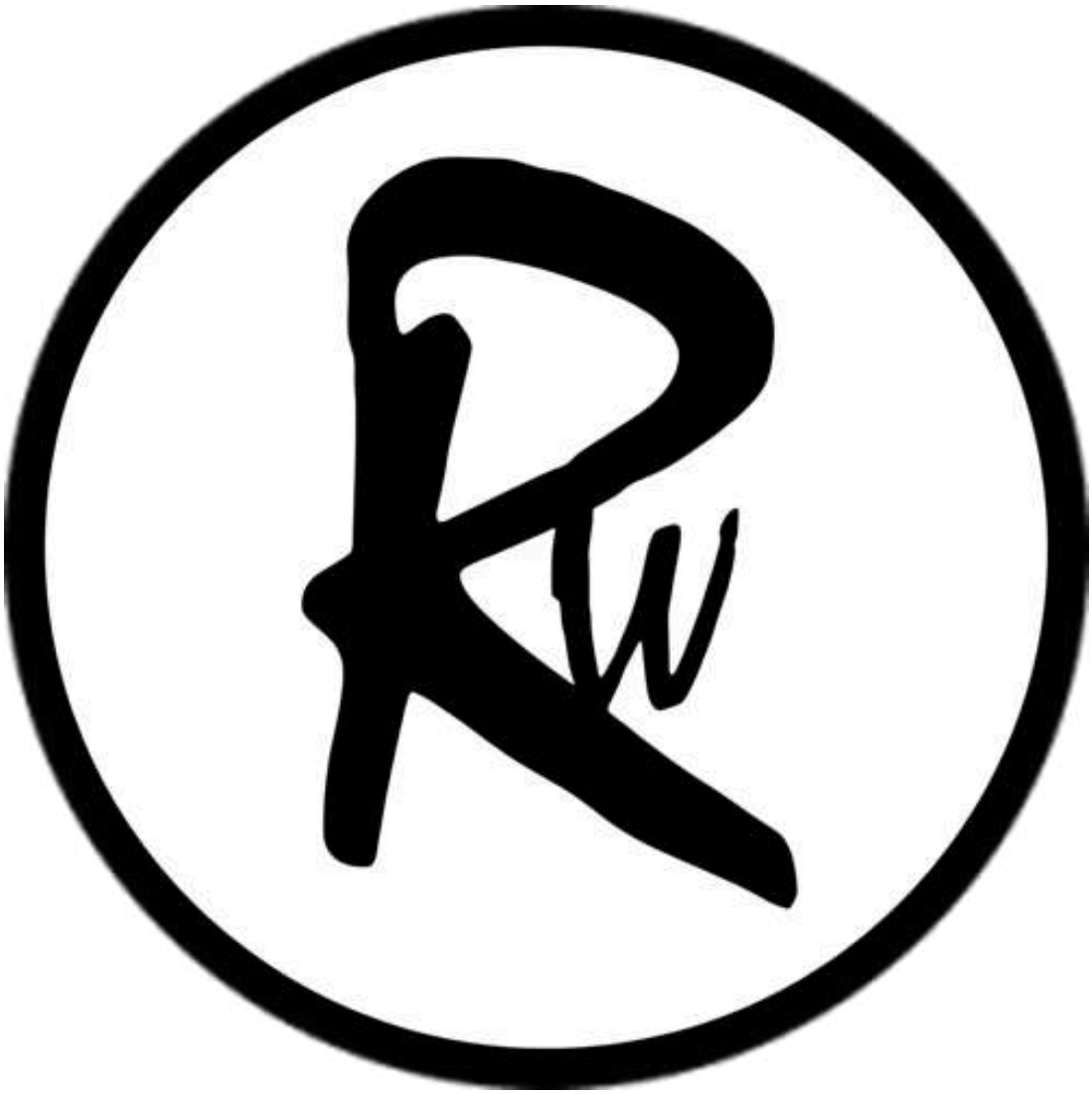
RocwooD Petrol Pressure Washer



RWHPPW5ES / OWNER'S MANUAL / EN

READ THIS MANUAL CAREFULLY BEFORE USE – FAILURE TO DO SO MAY RESULT IN INJURY, PROPERTY DAMAGE AND MAY VOID WARRANTY.

KEEP THIS MANUAL FOR FUTURE REFERENCE. Products covered by this manual may vary in appearance, assembly, inclusions, specifications, descriptions, and packaging.

Introduction

This manual has been produced by RocwooD and should be kept with the product and referenced for operation, maintenance and troubleshooting.

This manual contains an overall description of the product, together with all the necessary information for using the product correctly and safely. It is highly recommended that this manual is read prior to any operation or maintenance of this product. The safety precautions and warnings are to ensure your safety and protect you from harm or damage to the product.

All photographs and drawings in this manual are supplied by RocwooD to help you with the operation and maintenance of the product. The information contained in this manual was accurate at the time of production, however RocwooD may make modifications to the product without notification.

When operating and maintaining this product as instructed in this manual, your pressure washer will give you many years of reliable service.

RocwooD Limited
RocwooD House
Lightwood Green Industrial Estate
Overton
Wrexham
LL13 0HU

Specification

Brand	RocwooD
SKU	RWHPPW5ES
Continuous Rated Pressure	3400 psi (234 bar)
Maximum Pressure	3680 psi (254 bar)
Horse Power	7 HP
Engine Type	4-stroke OHV
Engine Displacement	212 cc
Flow Rate	9.8 Litres Per Minute
Starting System	Recoil Start & Electric Start
Power Source	Petrol
Tank Capacity	3.6 L
Hose Length	10 m
Wheels	Puncture Proof/Foam Filled
Nozzles	5 x Quick Connector Jets.
Warranty	A 12 Month Domestic User Warranty, Business Or Continuous Use Will Invalidate this Warranty.

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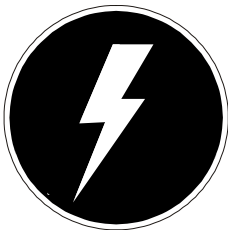
For Safe Operation

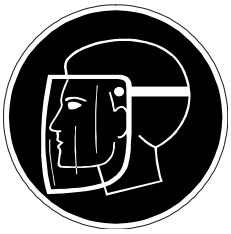
Wear protective gloves.



Risk of electric shock.

Wear ear protection.

Hot surface.



Wear eye protection.

Wear appropriate clothing.

Risk of explosion.

Risk of fire.

Risk of slipping.

The manufacturer cannot anticipate every possible hazardous circumstance that the user may encounter. Therefore, the warnings in this manual, on tags, and on affixed decals are not all-inclusive. To avoid accidents, the user must understand and follow all manual instructions and use common sense.

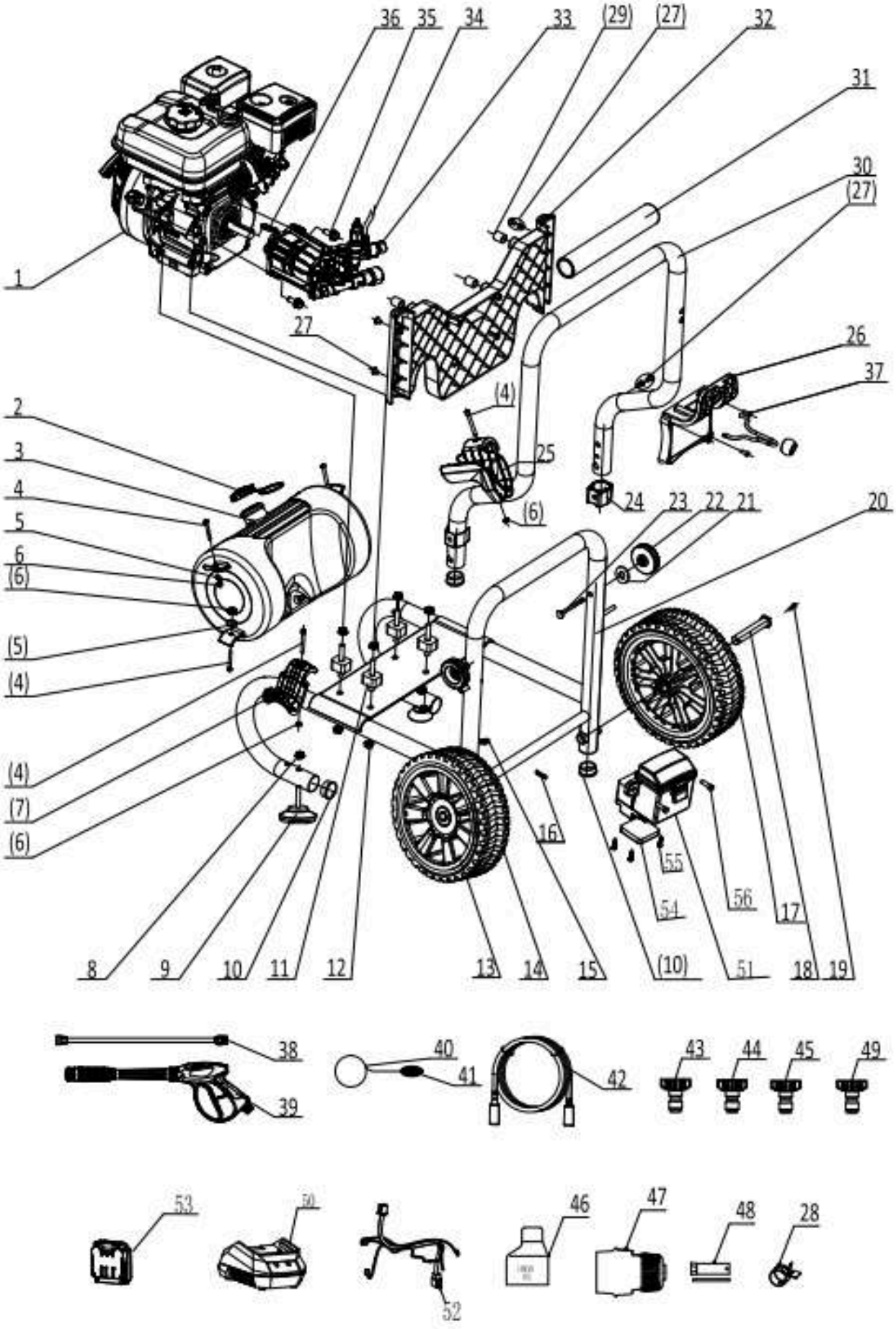
Safety

- Read and understand this manual in its entirety before operating this pressure washer. Improper use of this pressure washer could result in serious injury or death.
- This machine has been designed for use with the cleaning agent supplied or recommended by the manufacturer. The use of other cleaning agents or chemicals may adversely affect the safety of the machine.
- Never spray near a power source such as an electrical outlet. Making contact with a power source could cause an electric shock or burn.
- Do not use the machine within range of other people unless they wear protective clothing.
- Spray from this unit has extreme pressure and can ricochet back; splashing water or propelling objects towards eyes.
- Never substitute eye protection with dry condition goggles.
- Pressure washers can create puddles and slippery surfaces. Never wear open shoes, always wear protective footwear.
- Operate pressure washer from a level and stable surface.
- Do not operate from a ladder, scaffolding, or uneven surface as recoil from spray gun could cause you to fall.
- Do not over-extend yourself in attempt to reach further.
- Do not direct the jet against yourself or others in order to clean clothes or foot-wear.
- Risk of explosion - do not spray flammable liquids.
- High pressure hoses, fitting and couplings are important for the safety of the machine. Use only hoses, fittings and couplings recommended by the manufacturer.
- To ensure machine safety, use only original spare parts from the manufacturer or approved by the manufacturer.
- The machine shall be disconnected from its power source during cleaning or maintenance and when replacing parts.
- Do not use the machine if a supply cord or important parts of the machine are damaged. e.g. safety devices, high pressure hoses, trigger guns.
- Do not use combustion engine powered machines indoors.
- **Carbon monoxide gas is a poisonous**, odourless gas that may cause headache, confusion, fatigue, nausea, fainting, sickness, seizures, and/or death. If you start to experience any of these symptoms IMMEDIATELY get fresh air and seek medical attention.
- Never use indoors, in a covered area, or in a confined space, even if doors and windows are open.
- Ensure that any exhaust emissions are not in the vicinity of air intakes.
- For gas or oil-heated machines it is important to provide adequate ventilation and make sure that the gases are properly discharged.
- Incorrect fuels shall not be used as they may prove hazardous.
- Stay alert and use common sense. Do not operate this unit if you are under the influence of alcohol, drugs, medication or you feel tired.
- High pressure jets can be dangerous if subject to misuse. The jet must not be directed at persons, live electrical equipment or the machine itself.

Safety

- The high pressure stream of water produced can cut through skin and underlying tissue. Never squeeze the trigger or point the spray gun at other people, animals, plants, or fragile objects such as glass, even if the engine is stopped.
- This unit is not a toy. Keep it away from children and pets.
- Do not leave spray gun unattended while unit is running.
- Make sure the spray gun, nozzle, and accessories are attached correctly.
- Never attempt to repair high pressure hose, always replace.
- Never attempt to repair leaks with sealant, always replace O-ring or seal.
- Never attempt to connect or disconnect hose from pump or spray gun while system is pressurised.
- Always release water pressure from unit every time you stop the engine.
- Avoid contacting hot areas of this unit.
- Use caution around the muffler and other engine parts as they can be extremely hot.
- Allow hot components to cool before touching.
- Moving parts can catch clothing, jewellery and hair.
- Do not wear loose clothing or gloves.
- Remove jewellery or anything else that could be caught in moving parts.
- Tie back or wear protective head covering to contain long hair.
- Keep engine away from flammable objects and other hazardous materials.
- The fuel and its vapours used to power this unit are highly flammable and could explode resulting in serious injury and/or death.
- Never overfill fuel tank. If fuel spills, move the unit at least 30 feet away from the spill and wipe up any remaining fuel on the unit before starting the engine.
- Never smoke while operating or fuelling this unit.
- Never operate or store this unit near an open flame, heat, or any other ignition source.
- Keep engine free of grass, leaves, grease or other materials which are flammable.
- The pull cord recoils rapidly and pulls arm towards engine faster than you can let go which may result in injury. Always relieve pressure from spray gun before pulling starter cord, including every failed attempt to start engine. To avoid sharp recoil, pull starter cord slowly until resistance is felt, then pull rapidly.

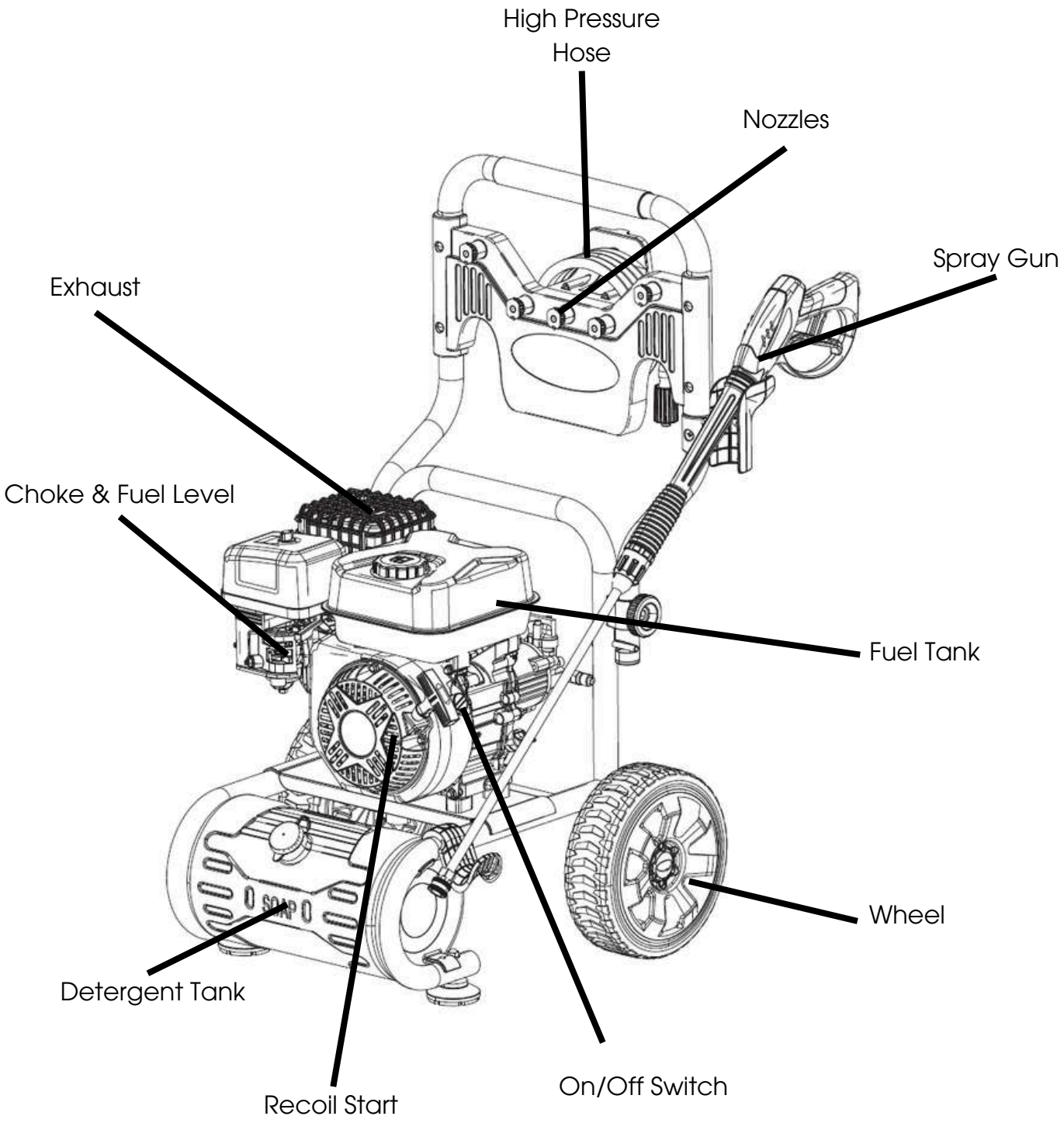
Parts Assembly



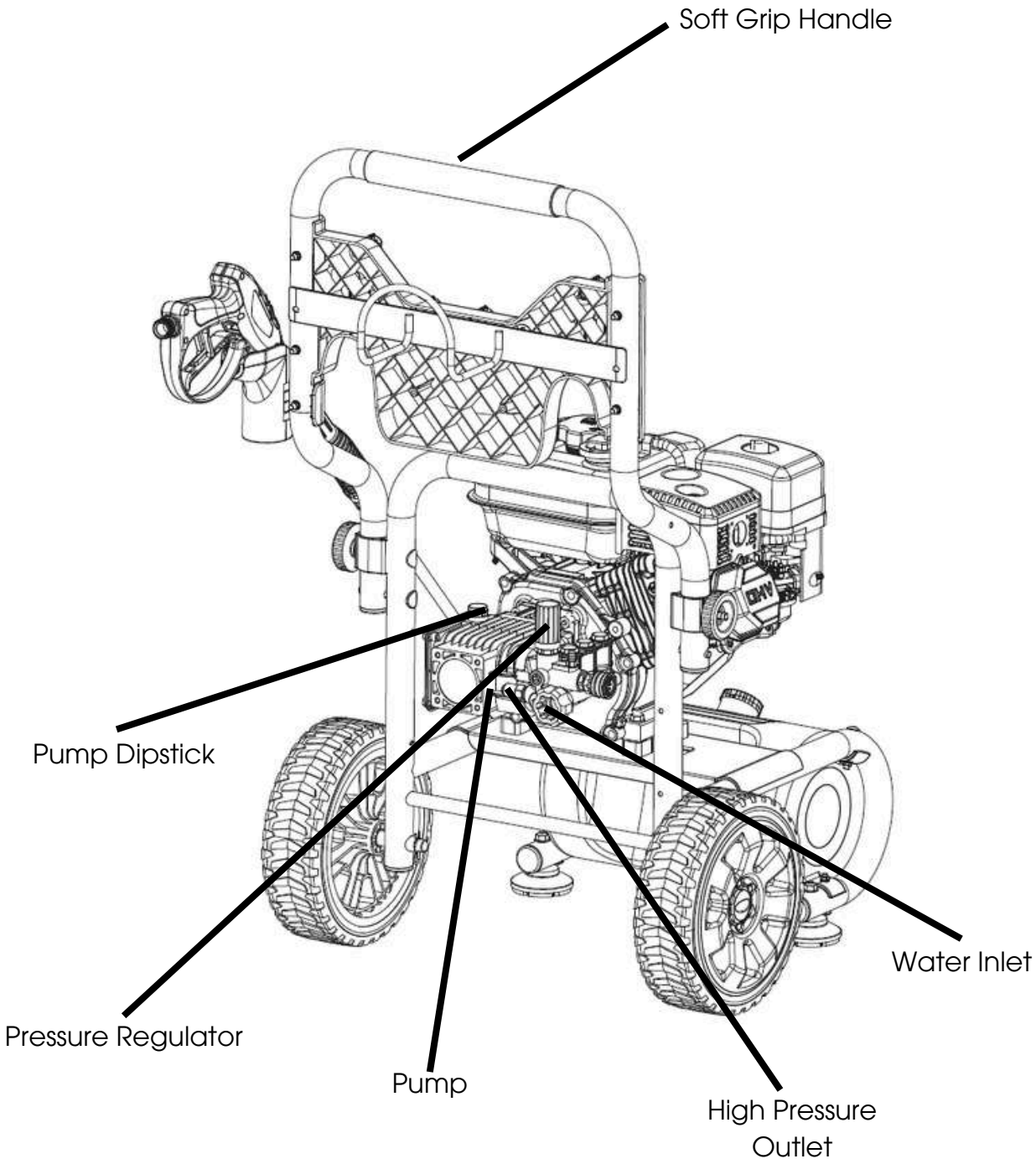
Parts Assembly

NO.	Code	Part Name	Quantity
1	120002120236	DH180	1
2	814011-126	SOAP BOTTLE CAPS	1
3	814012-126	SOAP BOTTLE	1
4	91801	BOLT M6X45	6
5	94220	FLAT PAD PHI. 6	4
6	90023	NUT M6	6
7	814016	UNDER THE GUN	1
8	90039	SELF-LOCKING NUT M8	2
9	813008	MATS	2
10	814023	RACK PIPE COVER	6
11	813042	CUSHIONING	4
12	90018	NUT M8	8
13	812013	HUB CAP	2
14	523697	CASTOR	1
15	210801	Q TYPE LINE CARD	4
16	816004	R PIN	2
17	812008	CASTOR	1
18	816007	SHAFT	2
19	92021	SCREW ST4.2 X16C	2
20	815522-066	CHASSIS BASE	1
21	94223	CRANKSHAFT FLAT MAT	2
22	90007	FRAME ADJUSTMENT NUT	2
23	816008	FLAT HEAD SQUARE NECK SCREW	2
24	814014	ARMREST SLEEVE	2
25	814010-066	ON THE STOCK	1
26	814076-066	HIGH PRESSURE PIPE HOOK ASSEMBLY	1
27	814001	PLASTIC EXPANSION SCREW	5
28	501138	CLAMP	2
29	813002	NOZZLE CAGE	5
30	815404-066	FRAME RAILS	1
31	813006-052	GAUNTLETS	1
32	814075-066	PANEL COMPONENT	1
33	810457	WATER PUMP ASSEMBLY	1
34	811002	LIQUID SUCTION HOSE	1
35	91806	BOLT M8X20	4
36	246503	CRANKSHAFT FLAT KEY	1
37	92024	SCREW ST4.8 X18F	4
38	817007	SPRAY ROD COMPONENTS	1
39	817024	SPRAY GUN	1
40	816010	NEEDLE	1
41	811004	NEEDLE SHEATH	1
42	811574	HIGH PRESSURE PIPE	1
43	817008	NOZZLE	1
44	817010	NOZZLE	1
45	817011	NOZZLE	1
46	817001	OIL CYLINDER UNIT	1
47	817028	EUROPEAN STYLE QUICK MALE CONNECTOR	1
48	99033	SPARK PLUG SLEEVE	1
49	817009	NOZZLE	1
50	611012	CHARGER HOLDER	1
51	309922	BATTERY BOX	1
52	260902	WIRE HARNESS	1
53	605134	LITHIUM BATTERY	1
54	289904	CONTROL MODULE	1
55	92021	SELF-TAPPING SCREW ST4.2X16C	4
56	91806	INNER HEXAGON CYLINDER HEAD BOLT M8X2	2

Features


High Pressure Hose
Nozzles
Spray Gun
Exhaust
Choke & Fuel Level
Fuel Tank
Wheel
Detergent Tank
Recoil Start
On/Off Switch

Features

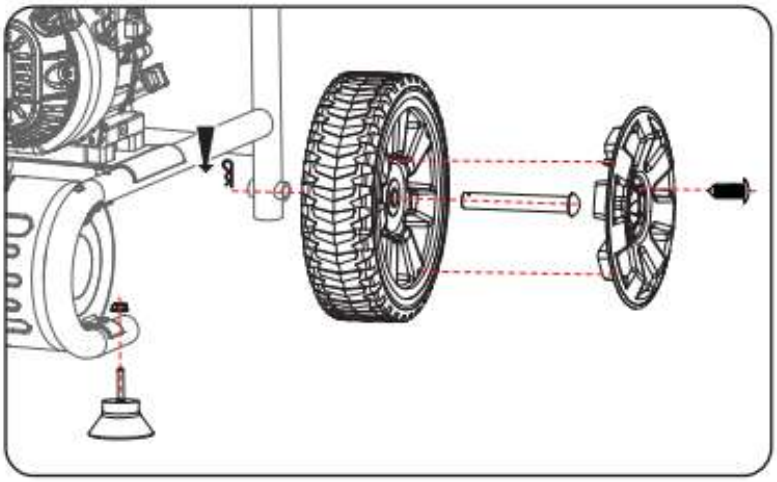

Soft Grip Handle
Pump Dipstick
Pressure Regulator
Pump
High Pressure Outlet
Water Inlet

Assembly

Packing List:

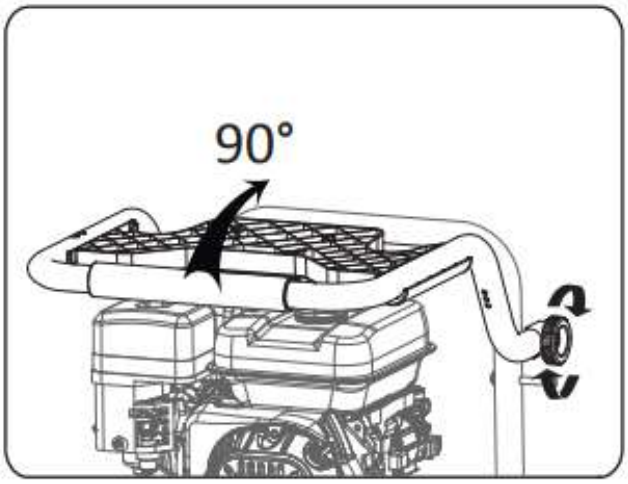
- Pressure washer
- Operator's manual
- Spray gun
- Lance
- High pressure hose
- Spray nozzles (3) - 0°, 25°, 40° and soap nozzle
- Spray gun hook (upper)
- High pressure pipe hook
- Foot
- Nozzle cleaner

Do not operate this pressure washer if any of the parts are damaged or missing until the part is replaced. Using this product with damaged or missing parts can cause damage to the machine or result in serious injury or death.



1) Install the Wheels & Feet

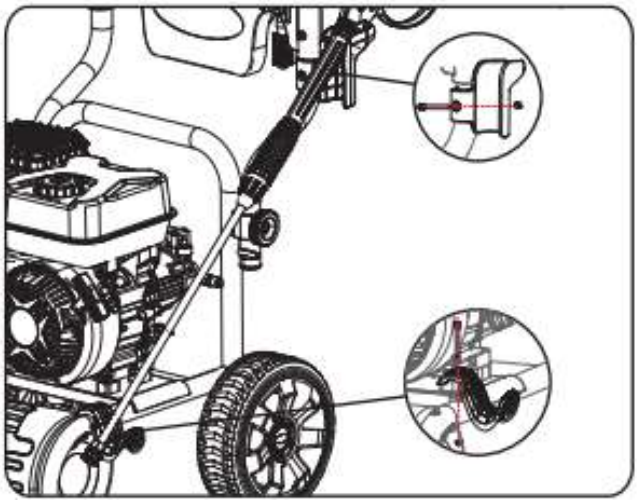
Raise pressure washer so you can line up foot with the hole located at the side of the frame opposite the wheel.
Align the rubber foot with the hole in the frame where the foot is to be located.
Attach foot by inserting the bolt from the bottom up and install the acorn nut. Tighten until there is a slight grip on the frame tube. (Do not over tighten)



2) Raise the Handle

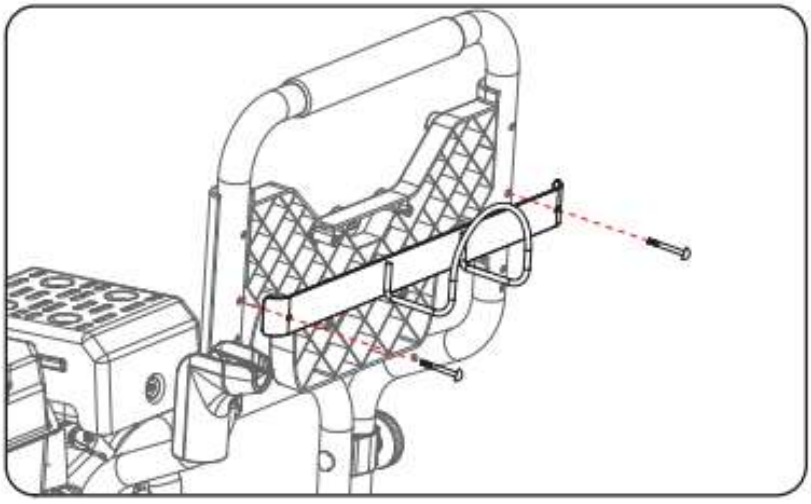
Raise the handle, then screw the thumb knob nuts on the left and right side until they are snug.

Assembly



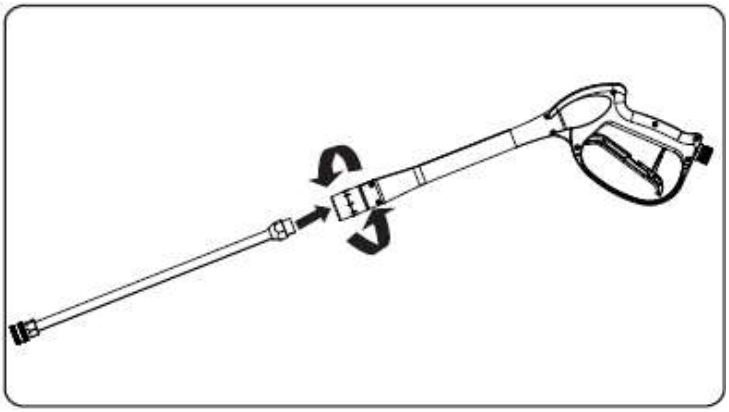
3) Attach the Gun Hooks

Attach the Upper Gun Hook and install an M6 screw & lock nut, tighten until the nut is snug. Attach the Lower Gun Hook and install an M8 lock nut, tighten until the nut is snug.



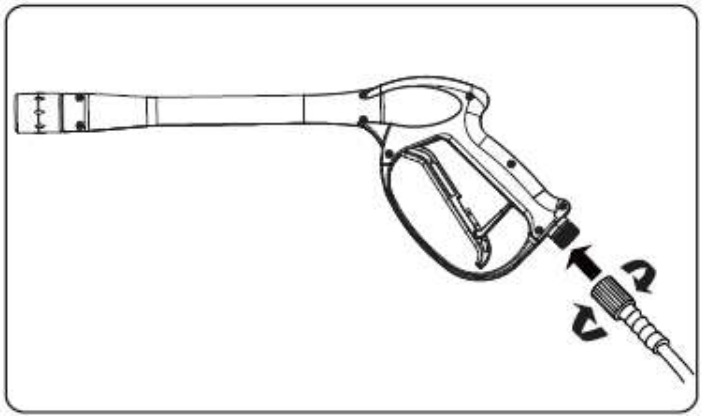
4) Install the High Pressure Pipe Hook

Align the hole of the high pressure hose hook to hole on the handle bar. Install two M6 bolts, tighten until the bolts are snug.



5) Attach the Spray Gun to Lance

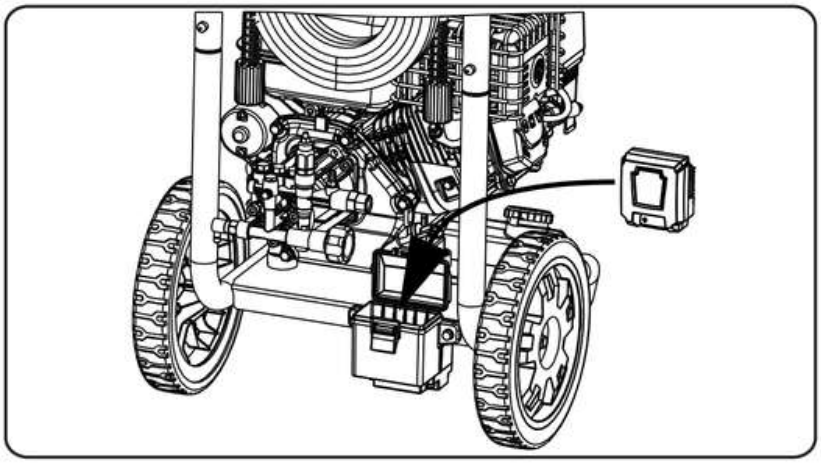
Screw the spray wand and the trigger handle together until they are secure.



6) Attach the Hose

Insert the inlet coupler of the spray hose into the threaded fitting on the spray gun.

Assembly

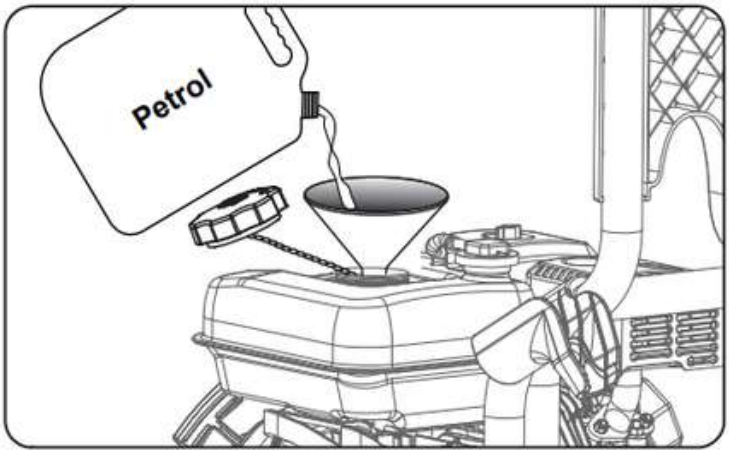


7) Install the Battery

The battery goes in its compartment on the back of the pressure washer.

8) Add Oil Into Pressure Washer

1. Place pressure washer on a level surface.
2. Remove one or both of the dipsticks to ensure you do not overfill the engine.
3. Carefully add at least 520 ml of 4-Cycle engine oil (SAE30) to empty reservoir or until oil reaches the lower thread in the dipstick hole.
4. Be sure to replace both dipsticks before attempting to start the engine.
5. To check oil, set pressure washer on a level surface, wipe dipstick clean, then reinsert dipstick without rethreading.
6. If you are unsure, scan the QR code.

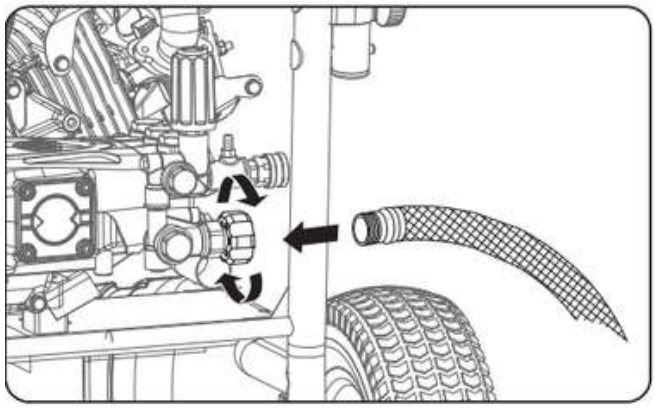


9) Add Petrol Into Pressure Washer

Set pressure washer on a clean and level surface in an area that is well ventilated. Insert a funnel into the fuel tank and carefully pour fresh petrol into the tank until fuel level reaches 3.8cm below the top of the neck.

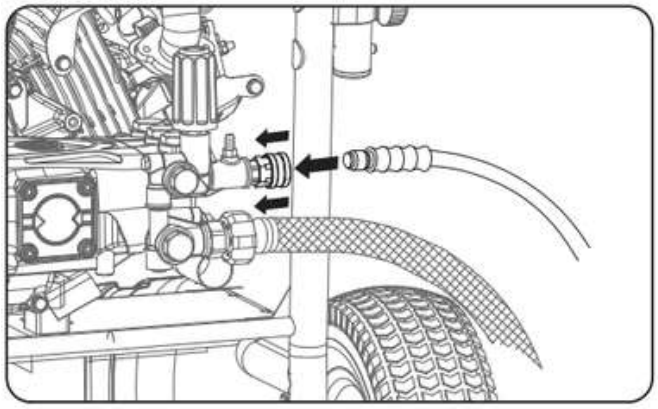
THE PUMP IS PRE FILLED WITH OIL AND MAINTENANCE FREE.

Engine oil and fuel must be added to unit prior to first use. To avoid spillage, do not overfill fuel tank as petrol expands.



10) Connect Garden Hose

Attach the water inlet/hose lock if not already installed. Connect hose to water inlet and tighten by hand.



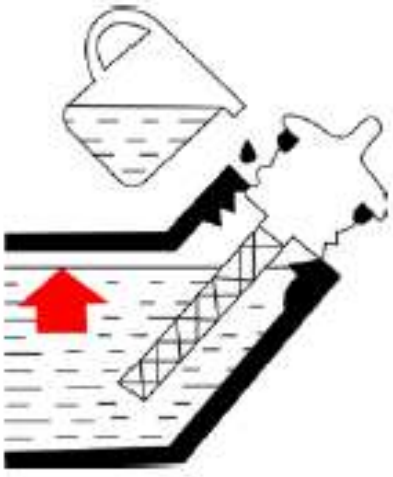
11) Connect High Pressure Hose

Attach high pressure hose to the pump, pull back the quick-connect collar of pump. Once the high pressure hose is connected, pull on the hose to make sure the hose is firmly attached.

Pre-Operation Checklist

- ☑️ Read and understand this operator manual in it's entirety before operating.
- ☑️ Check oil level and add oil to the proper level if low.
- ☑️ Check fuel level and add fuel if needed.
- ☑️ Check connections of handle and all holes to make sure they are secure.
- ☑️ Check all hoses for kinks and damage.
- ☑️ Check flow of water supply and make sure it is adequate (40 - 80 PSI).

Do not operate indoors or in a confined space to prevent a build up of dangerous carbon monoxide gas. Carbon monoxide gas is a poisonous, odourless gas that may cause headache, confusion, fatigue, nausea, fainting, sickness, seizures or death.
If you start to experience any of these symptoms IMMEDIATELY get fresh air and seek medical attention.
Never use indoors, in a covered area, or in a confined space, even if doors and windows are open. Keep exhaust from this unit from entering a confined area through windows, doors vents or other openings. When working in areas where vapours could be inhaled, use a respirator mask according to all of its instructions.



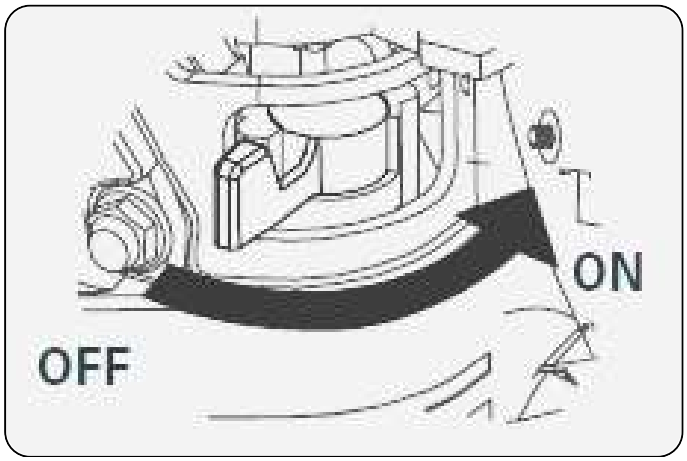
Your machine is delivered **EMPTY** of all fluids, except the pump, however trace elements of oil maybe present inside your engine. Do not mistake these trace elements of oil for a full oil reservoir. Please fill the machine with engine oil as illustrated above. Your oil should be level with the threads on the oil fill hole.

Electric Start

This power washer is equipped with both electric start and recoil start capabilities. Avoid prolonged cranking as it can damage the engine. To extend the life of the starter, use short starting cycles (no longer than 5 seconds). Wait 30 seconds between starting cycles.

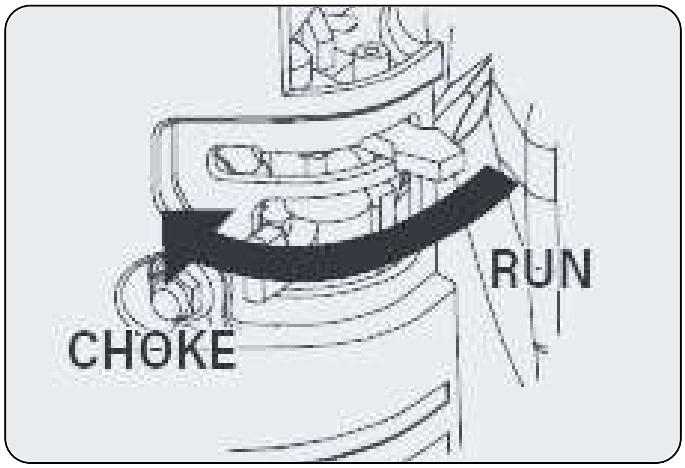
If the engine will not crank, the battery temperature may be too hot. Remove battery and allow to cool before attempting to start.

For electric start, the battery will require charging before first use. If the electric start fails to start the engine, the power washer can be started with the recoil starter.



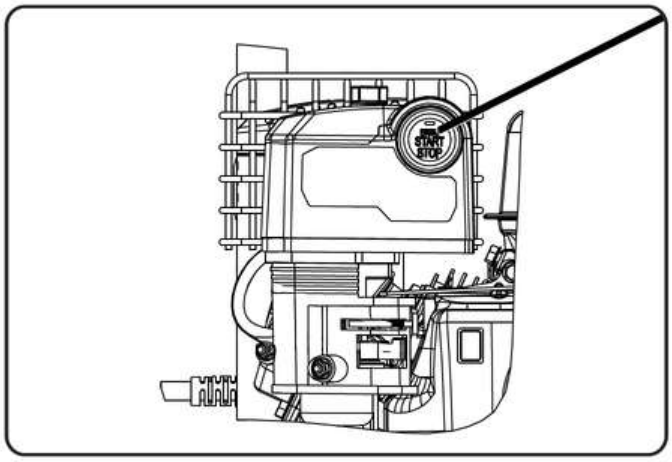
1) Turn the Fuel Valve to "ON"

Place pressure washer on a level surface. Purge the systems water pump of air by releasing the safety and squeezing the trigger of the spray gun. Turn the fuel on by sliding the fuel valve to the right. (ON position).



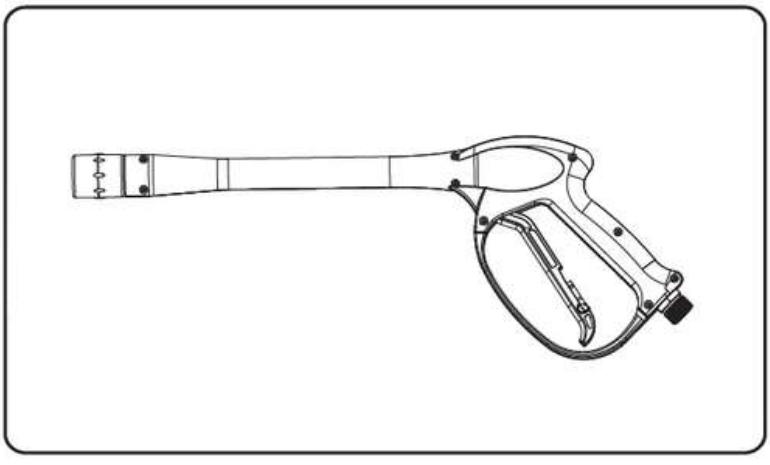
2) Slide Choke Lever Left to "Choke"

Set the choke lever to "choke" by sliding the choke lever to the left.



3) Push the START/STOP

Push and hold the start/stop button for a short moment and release once highlighted green. Wait 5 seconds. Press down the button until the engine engages and release finger from the button.



4) Hold Trigger & Move Choke

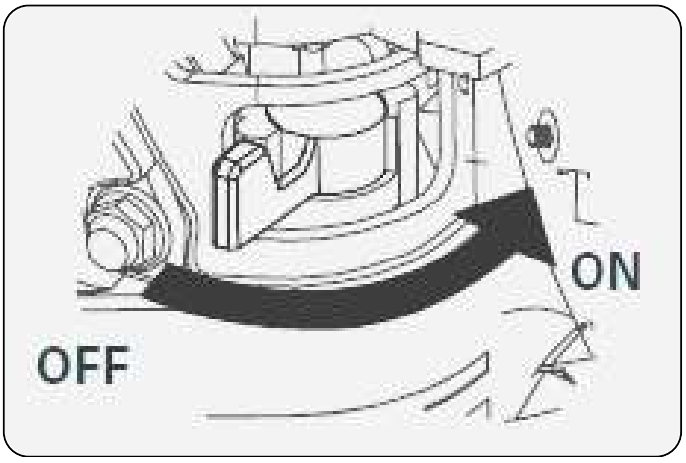
Hold trigger on spray gun while pushing the START/STOP button for one second to start engine.

Release trigger on spray gun once engine starts and **move choke lever to the right. "Run".**

Starting the Engine (Recoil)

1) Purge System of Air

Turn on water, purge the system's pump of air by releasing the safety and squeezing the trigger of the spray gun.



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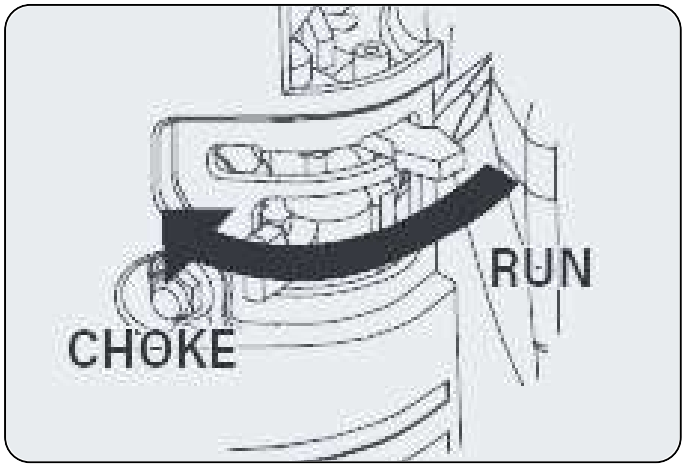
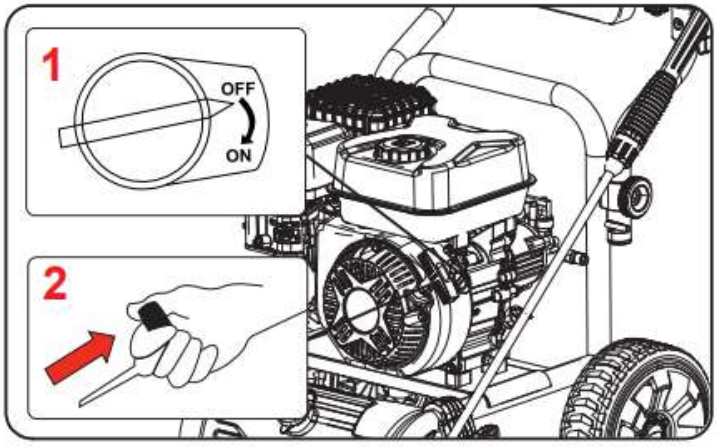


3) Slide Choke Lever Left to "Choke"

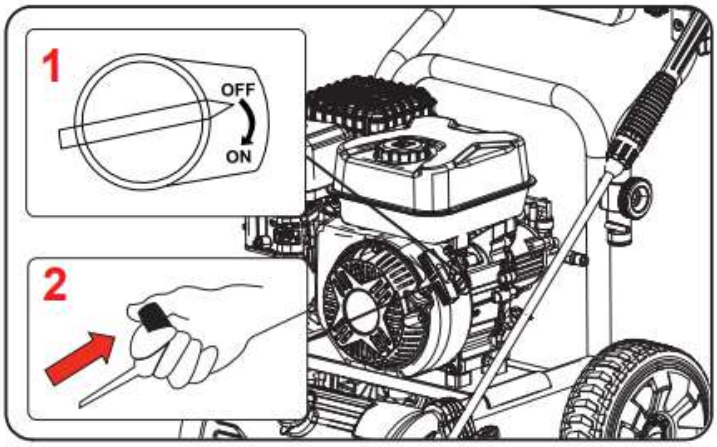
Close the choke by sliding the choke lever to the left.



4) Turn the Engine to "ON"

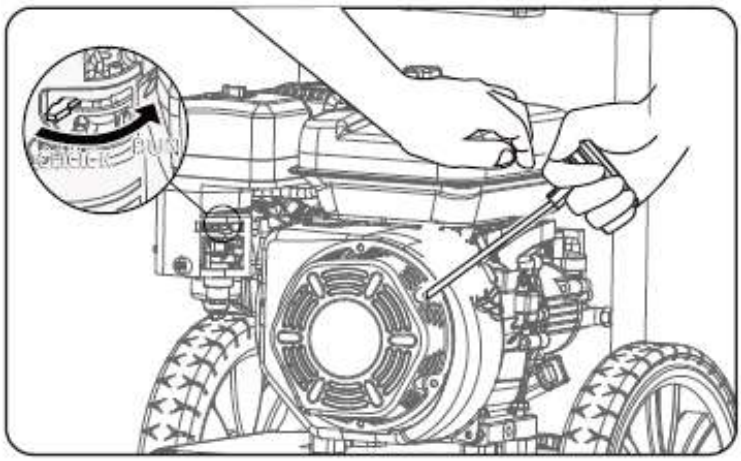
Turn the engine OFF/ON switch the "ON" position.

Starting the Engine (Recoil)



5) Turn the Engine to “ON”

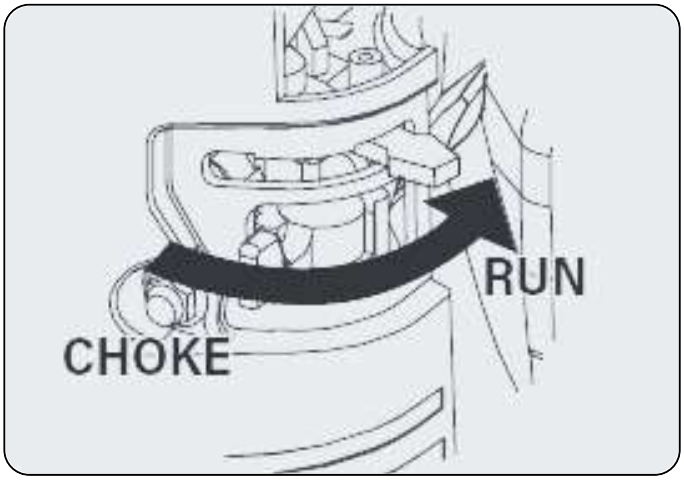
Turn the engine OFF/ON switch the "ON" position.



6) Pull Recoil

Holding the machine with your hand, pull the recoil handle (starter cord) slowly until resistance is felt, then pull rapidly.

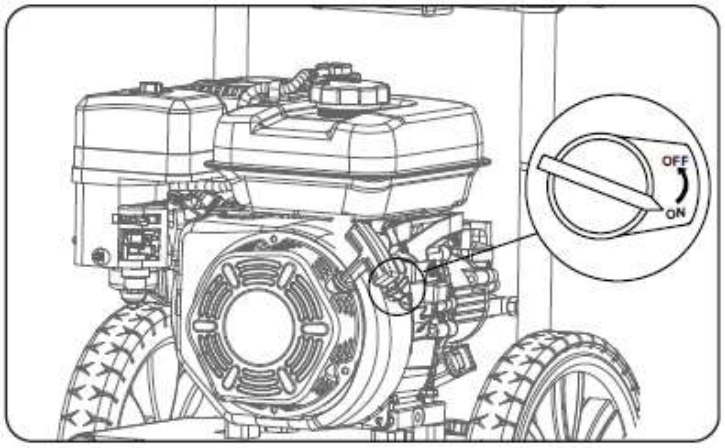
Squeeze the gun trigger and release pressure after every failed attempt to start the pressure washer (this will reduce internal pressure). It will take a few attempts to start the engine as it needs to pull the fuel around the machine.



7) Slide Choke to “RUN”

Slide choke lever to the right (RUN position). The machine will run normally when the lever is fully moved to the "RUN" position. If the engine cuts out during this step please repeat steps.

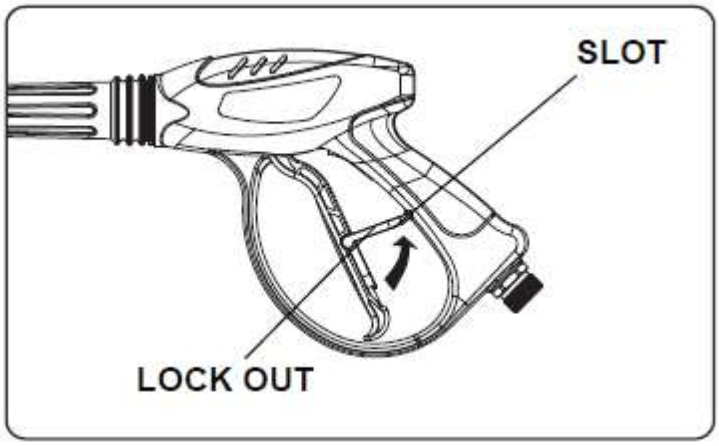
Turning Off The Engine



1) To Stop The Engine Turn Switch Off

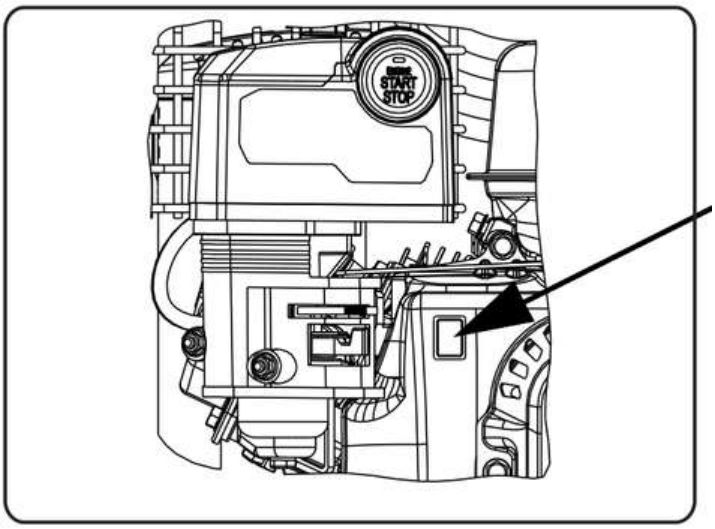
Turn the ON/OFF switch to the "OFF" position. The engine should immediately stop.

In the event the engine does not stop when the switch is moved to the "OFF" position, slide the choke lever to the left allowing the engine to flood and stop.



2) Release Pressure and Flick Lock

Once the water supply is off. Squeeze the trigger handle to release all water pressure. Flip the lock tab behind the trigger up or down until it clicks to apply or remove the safety. Pull back on the trigger to begin operating pressure washer.

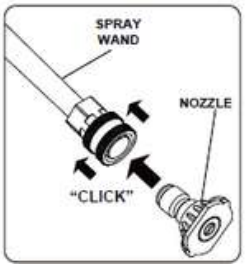


3) Back-Up

If START/STOP button fails to shut down engine, press and hold the emergency stop switch on side of engine for 6 seconds or until the engine stops completely.

This pressure washer is equipped with a thermal relief valve (TRV). The TRV is a temperature actuated valve that will open and allow cool water to pass from the garden hose through the pump head to cool the head if the pump reaches 140°F. The water will flow from the garden hose through the head and discharge from the pump to the ground through the TRV elbow. The TRV elbow must always be facing downward to allow the heated water to spray toward the ground. This valve will open if the unit is left running for several minutes without squeezing the trigger of the spray gun. Spraying the gun allows the pump to cool by passing fresh cool water from the garden hose though the pump head.

Additional Operations



Using Spray Nozzles

- To connect or disconnect spray nozzle, pull back on the quick-connect collar.
- Insert or remove spray nozzle then release collar.
- When spray nozzle is connected, pull on the spray nozzle to make sure it is in.
- For general cleaning use the 40° spray nozzle.
- For stripping, spot cleaning, blasting, and hard to reach areas use the 15° spray nozzle. This option is for removing paint, rust, mildew, marine growth off boats, or grease stains. This option can be used for reaching second story surfaces, or for the removal of paint, rust, oil stains, tar, gum, and other stubborn substances. Use extreme caution when using this nozzle.
- For applying pressure washer safe detergent, use the black soap nozzle.

Applying Detergent

- Rinse surface with cool water before applying cleaner.
- Prepare detergent as required by job. For best results follow detergent directions.
- Remove cap from detergent container and fill.
- Spray detergent on surface. For best results use long, even, and overlapping strokes. Allow detergent to set for about 3 minutes before rinsing, but do not allow detergent to dry on surface or it may cause streaking or cause damage to the surface.
- Only use detergents or soaps that are safe to be used with pressure washers. Chemicals which are caustic, such as acids or bleach, can result in serious injury, property damage, or death.

Rinsing with the Pressure Washer

- Rinse from top to bottom using long, overlapping strokes.
- Test a small area first to avoid surface damage.

Moving the Pressure Washer

- Turn the pressure washer off.
- Tilt unit towards you until it is balanced on its wheels.
- Roll machine to desired location.

Maintenance

Regular maintenance will extend the life of this pressure washer and improve its performance. The warranty does not cover items that result from operator negligence, misuse, or abuse. To receive full value from the warranty, operator must maintain the pressure washer as instructed in this manual, including proper storage.

Pre-operation Steps

Before starting the engine, perform the following pre-operation steps:

- Check the level of the engine oil and the fuel tank level.
- Make sure the air filter is clean.
- Remove any debris that has collected on the pressure washer.
- Check water inlet screen for damage.
- Clean inlet screen if it is clogged.
- Check high pressure hose for damage.
- Briefly run garden hose to flush out any debris or insects.
- Inspect the work area for hazards.

After Each Use

Follow the following procedure after each use:

- Shut off engine and turn off water supply. Release water pressure by pointing spray gun in a safe direction and squeezing the trigger.
- Disconnect high pressure hose, spray gun, and nozzle.
- Drain water from items and use a rag to wipe down the outside of the hose and spray gun.
- Empty the water from the pump by pulling the recoil starter 6 times.
- Store unit in a clean and dry area.
- Use of a pressure washer pump conditioner is recommended, follow the instructions provided by the manufacturer of the pump conditioner.

After First 5 Hours	Change Engine Oil
After Each Use	Check and Clean Water Inlet screen
	Check High Pressure Hose
	Check and Clean Detergent Siphoning Tube
	Check Spray Gun for Leaks
	Clean Debris
	Check Engine Oil Level before starting
Annually (20 hr Use)	Change Engine Oil (Service more often under dirty or dusty conditions)
Annually (50 hr Use)	Check and Clean Air Filter
	Check muffler and spark arrester
Annually (100 hr Use)	Service or Replace Spark Plug

Maintenance

Changing Engine Oil

Engine oil will drain better if the engine is still warm, but not hot.

- Shut off engine.
- Clean the area around the oil fill cap/dipstick to keep out debris then remove oil fill cap/dipstick.
- Place an oil pan on the ground to catch oil.
- Remove oil plug then tilt pressure washer back and to the side to empty out the oil from the crankcase.
- Once oil is completely drained, return the pressure washer to a level position and install the oil drain plug. Refill the engine with new oil.

High Pressure Hose

- Inspect hose for cuts, bulges, or leaks which can develop from kinking or wear. If damage is found, immediately replace hose.
- Inspect couplings for damage. Immediately replace hose if damage is found.
- Never repair high pressure hose or use unit if hose is damaged. If hose is damaged replace with identical part.

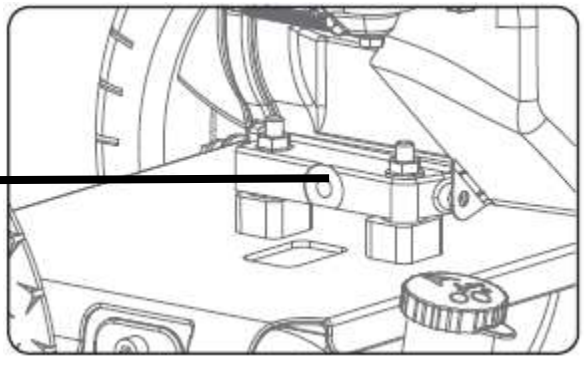
Spray Gun

- Make sure the spray gun is connected securely.
- Inspect the spray gun safety and make sure the spray gun trigger springs back upon release.

Spray Nozzle

If a pulsing sensation is felt while squeezing the trigger, the spray nozzle may be dirty or clogged and should be cleaned immediately.

- To clean the nozzle, shut off the engine and turn off the water.
- Remove the nozzle from the spray wand making sure that the nozzle is pointing away from you and in a safe direction.
- Use the nozzle cleaner or a small paper clip to dislodge any foreign materials which are clogging or restricting the spray nozzle.
- Reconnect the nozzle to the spray wand.
- Turn the water supply back on and start engine.



Maintenance

Checking Spark Plug

- Disconnect the spark plug cap from the spark plug.
- Before removing the spark plug, clean the area around its base to prevent debris from entering the engine.
- Clean carbon deposits off the electrode with a wire brush.
- Check the electrode gap and slowly adjust to 0.80 mm (0.031in.) if necessary.
- Reinstall spark plug and tighten to Torque 22.0 – 26.9 Nm (16-20 ft-lb).
- Reconnect spark plug cap.
- If spark plug is worn replace only with an equivalent replacement part. Spark plug should be replaced annually.

WARNING! Water pressure produced by this unit can cut through skin and tissue leading to serious injury and possible amputation.

- Never attempt to repair high pressure hose, always replace.
- Never attempt to repair leaks with sealant, always replace O-ring or seal.

Storing Pressure Washer

If storing pressure washer for 30 days or more follow the procedures below:

- Add fuel stabiliser to petrol to keep fuel from going stale and to prevent gum deposits from forming on the carburettor. Run engine for a few minutes to circulate the fuel stabiliser.
- Add PumpSaver to protect pump from freezing or damage caused by mineral deposits.
- Empty fluid from all hoses and pump.
- Disconnect the spark plug cap and clean the spark plug. Leave spark plug cap disconnected.
- Clean the air filter.
- Cover unit with a suitable protective cover to keep unit dry.
- Store unit in a frost-free area.

Troubleshooting

PROBLEM	CAUSE	SOLUTION
Engine does not start	1. Out of fuel 2. Engine oil low 3. Spark plug cap disconnected from spark plug 4. Bad spark plug 5. No spark	1. Fill fuel tank 2. Add engine oil 3. Connect spark plug cap. 4. Replace spark plug 5. Contact RocwooD
Engine hard to start	1. Stale fuel or water in fuel 2. Spark plug producing weak spark 3. Excessively rich fuel mixture	1. Drain fuel and refill with fresh fuel 2. Clean and re-set spark plug or renew. 3. Contact RocwooD
Engine lacks power and vibrates excessively	1. Dirty air filter	1. Clean air filter
Engine quits during operation	1. Out of fuel	1. Fill fuel tank
Engine loses power when load is added	1. Engine speed is too slow	1. Move throttle to fast. If this does not correct problem, contact RocwooD
Water pressure is weak	1. Water supply is restricted. 2. Water not turned on to full power 3. Not using high pressure nozzle	1. Inspect garden hose for kinks or leaks. Make sure you are using a large enough garden hose (1/2" STD Hose) 2. Open water source all the way. 3. Change nozzle
Detergent and spray do not mix	1. Detergent hose is not submerged or has disconnected 2. Black soap nozzle needed	1. Make sure hose is connected and submerged in the detergent. 2. Install soap nozzle
Pump fails to produce pressure or pressure is inconsistent	1. Water supply is restricted 2. Water not turned on full power 3. Nozzle is clogged 4. Spray gun leaks 5. Air in line 6. Inlet hose screen is clogged 7. Water supply is over 100°F 8. Pump is faulty	1. Inspect garden hose for kinks or leaks. Make sure you are using a large enough garden hose (1/2" STD Hose) 2. Open water source all the way 3. Clean nozzle 4. Check spray gun connection or replace spray gun 5. Squeeze trigger handle to remove air 6. Clean inlet 7. Use cool water supply 8. Contact RocwooD

RocwooD Warranty

1. Users Statement of Warranty

All machines supplied by RocwooD Ltd are warranted to be free from defects in material and workmanship. The Warranty applies to the original purchaser, is not transferable and covers faulty parts and the labour involved in replacing and repairing those parts.

2. Period of Warranty

(a) 12 month Warranty from the date of sale to the original purchaser for a period of 12 months, unless stated otherwise.
(b) A 90-day Warranty applies to items subject to normal wear and tear, e.g. but not limited filters, tyres, wheels, belts, spark plugs, blades (for lawnmowers & brushcutters), cutter bars (for hedgecutters), cables, carburettors, and bearings.

3. Not covered by this Warranty

(a) This Warranty covers 12 months domestic use, business or continuous use will invalidate this Warranty. Unless stated otherwise.
(b) The Warranty policy does not cover any depreciation or damages caused by ordinary wear, rusting or corrosion, lack of correct maintenance or operation, misuse, abuse, lack of transportation or accident.
(c) The Warranty policy will not cover failure or damage caused as a result of parts or accessories being modified without the written approval of RocwooD Ltd.
(d) The Warranty policy is non-transferable and is only applicable to the original purchaser.
(e) Warranty on high pressure hoses is limited 6 months and does not include high pressure hoses which have suffered external damage.

4. Disclaimer

(a) No person is authorised to make any warranties, representations or promises, expressed or implied, on behalf of RocwooD Ltd, or to modify the terms conditions or limitation of this Warranty policy in any way.
(b) All goods must be examined on receipt, please examine all machines and packages, if there is any damage or short shipment sign 'Damaged' or 'Detail any item not received' and notify both RocwooD Ltd Warranty Department by email and the carrier within 7 days of any damage or missing parts. No claims will be accepted after this time.
(c) RocwooD Ltd will arrange collection of faulty goods within the first 60 days and thereafter it will be a return to base Warranty (the customer must return and we will check, if found faulty the machine will be repaired and returned back to the customer. If found to be faulty and we cannot repair then we will refund or replace).
(d) The Warranty offered by RocwooD Ltd is limited to the making good by repair or replacement for the purchaser any part or parts found, upon examination at our workshop, to be defective under normal use and service due to defects in material or workmanship. Returned machines must be complete and unexamined.
(e) This Warranty does not apply to any part of the goods, which has been subjected to misuse, abuse, improper or abnormal use, negligence, alteration, modification & accidental damage.
(f) RocwooD Ltd shall have no liability or responsibility to the purchaser or any other person or entity with respect to any liability, loss, or damage caused or alleged to be caused directly or indirectly by the goods.
(g) Economic loss or extra expense due to unit damage/failure is not covered under the Warranty. Under no circumstances is RocwooD Ltd liable for any indirect, incidental, or consequential damages due to unit damage or failure.
(h) Some units require periodic maintenance, as outlined in the unit's Operation Manual, and it is the responsibility of the customer to perform regular maintenance. Failure to properly maintain the unit and perform regular maintenance may void the Warranty.
(i) If a customer sends an item for repair and it is determined to be unrepairable, the customer remains responsible for return shipping costs unless otherwise stated. If the item is out of warranty and cannot be repaired, the company may offer disposal options at no additional cost. Customers will be informed of their options before any further charges are incurred. The company is not liable for return shipping fees for items that cannot be repaired unless explicitly agreed upon in advance.
(j) The customer must notify RocwooD of any alleged defect within seven (7) days of its discovery. Where RocwooD requests the return of goods for examination, the customer shall return such goods within fourteen (14) days of the request, unless otherwise agreed in writing. Failure to return the goods within this period may be deemed a failure to comply with the warranty procedure, and the claim will be re-assessed in line with the warranty terms applicable at the time of resumed contact by the customer.

Where RocwooD requests further information, such as photographs or video evidence, the customer shall provide this within fourteen (14) days, unless otherwise agreed in writing. If communication ceases for a prolonged period, the claim may be treated as paused, and when resumed it will be re-assessed in line with the warranty terms applicable at the time of resumed contact by the customer.

(k) Goods returned outside of the twelve (12) month warranty period shall not be covered under this Warranty. RocwooD reserves the right to reject any such claim unless expressly agreed in writing and subject to compliance with the fourteen (14) day requirement set out in clause (j). In such circumstances, RocwooD may, at its sole discretion, offer the customer options for a paid repair. Any such offer shall be ex gratia, is not guaranteed, and shall not constitute an extension or renewal of the original warranty. RocwooD further reserves the right, dependent upon the nature or condition of the goods, not to offer a repair option. Where a paid repair is offered, all costs, including but not limited to parts, labour, and carriage, shall be borne by the customer and will be confirmed by RocwooD in writing by way of a quotation prior to any work being undertaken.
(l) Where goods are returned to RocwooD for the purpose of inspection, repair or replacement under warranty, the customer shall be notified once the inspection process is complete. If the customer fails to provide instructions, respond to correspondence, or collect the goods within ninety (90) days of such notification, RocwooD shall be entitled to treat the goods as abandoned. In such circumstances, RocwooD reserves the right to dispose of the goods without further notice and shall bear no liability to the customer for any loss arising therefrom.

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

Returning

Pack the machines carefully so that any transit damage is avoided. All machines (if applicable) should be drained of petrol and oil and securely plugged to prevent seepage. Certain other components, electrical items for example, may require particular care when packing to avoid damage in transit.