

## THE WARRANTY PERIODS

The warranty periods below commence on the date of purchase.

Customer	RedGum Splitter	RedGum Chipper
Private/Domestic	24 months	12 Months
Commercial	3 months	3 Months

### NOTE:

- Engines are covered by the respective original equipment manufacturers warranty and claims are made direct to the manufacturer agent.

- Replacement parts and accessories fitted during a repair under terms of warranty will enjoy cover for the remainder of the warranty period of the finished product.

- Warranty claims may only be made through an Authorised RedGum Dealer.

## WHERE TO GO FOR WARRANTY REPAIRS

Take your product to any authorised RedGum Dealer if it needs warranty repairs. All authorised RedGum Dealers will honour the New Product Warranty, and will repair, replace or adjust free of charge any part of your product that is defective in factory materials or workmanship. Please note that RedGum is unable to reimburse the cost of repairs carried out during the warranty period by a repairer other than an Authorised Servicing Dealer.

For your nearest authorised RedGum servicing dealer visit  
[www.RedGunProducts.com.au](http://www.RedGunProducts.com.au)  
 CALL TOLL FREE 1300 136 572

## MAINTENANCE SCHEDULE

COMPONENT	L/S	C/S	Interval			
			1	2	3	4
Complete Unit	Yes	Yes	I	I	I/C	I
On Off Switch	Yes	Yes	I	I	I	I
Choke/Primer	Yes	Yes	I/A	I	I/A	I
Engine Oil	Yes	Yes	I	R	R	I
Throttle Lever	Yes	Yes	I	I	I	I
Cables and Connections	Yes	Yes	I/A	I	I/A	I
Fuel Filter	Yes	Yes	I	I	R	
Carburettor	Yes	Yes	T	T	T	
Air Filter	Yes	Yes	I	I	C/R	I/C
Clutch	No	Yes	I	I	I	
Spark Plug	Yes	Yes	I	I/C	R	I
Cooling Fins	Yes	Yes	I	I/C	C	C
Starter Cord	Yes	Yes	I	I	I	I
Starter Housing Vents	Yes	Yes	I	I/C	C	C
Spark Arrestor	Yes	Yes	I	I	I/R	I
All Screws, Nuts & Linkage	Yes	Yes	I	I	I	I
Anti Vibration Mounts	Yes	Yes	I	I	I	
Hydraulic Oil	Yes	No	I	I	I/R	I
Hydraulic Oil Pump	Yes	No	I	I	I	I/A
Hoses	Yes	No	I	I	I	I
Hydraulic Fittings	Yes	No	I	I	I/C	I/C
Beam	Yes	No	I	I	I	I
Control Valve	Yes	No	I	I	I	I
Belts	No	Yes	I	I	I/A	
Blades	No	Yes	I	I	I/R	
Flails/Hammers	No	Yes	I	I	I/R	

**LEGEND:** L/S = Log Splitter, C/S = Chipper Shredder

I = Inspect, T = Tune, R = Replace, C = Clean, S = Sharpen, A = Adjust, L = Lubricate

### INTERVAL:

1 = Pre Delivery, 2 = First Service, 3 = Dealer Service, 4 = Every time the machine is used

### DEALER SERVICE:

**First service: 5 hours or 3 months (whichever occurs first)**

Domestic Use = Every 12 months or 25 Hours (whichever occurs first)

Professional Use = Every 3 months or 100 Hours (whichever occurs first)

**RedGum**Products  
 Warranty and Service Brochure

# RedGumProducts

Congratulations on the purchase of your new RedGum product.

RedGum products assist you to complete the “job at hand” in an economical, safe and efficient manner. This brochure explains the warranty and maintenance information for your product. This combined with your Owner’s Manual and the knowledge and expertise offered to you by your RedGum Dealer, should provide you with the confidence that your decision to purchase a RedGum product was a good one.

## STATEMENT OF WARRANTY

This statement of warranty applies to RedGum products and has been offered by the RedShed.

The RedShed provides warranty to the initial purchaser of this product (who has purchased it from the RedShed directly or an authorised RedGum dealer) for a period commencing from the date of purchase. If the product is found to be defective, in the RedShed’s opinion (due to fault of the manufacturer) within the warranty period, the RedShed will carry out the repair or replacement to the customer Free of charge, providing;

- The fault is reported directly to the RedShed or place of purchase.
- Proof of purchase is provided.
- The fault is not caused by misuse, neglect or incorrect adjustment by the user.
- The failure has not occurred through normal wear and tear.
- The product has not been serviced, repaired or alterations made by any one not authorised by the RedShed.

## WHAT IS NOT COVERED BY WARRANTY

The following items are not covered by this warranty;

- Normal maintenance items which become worn through use, including, but not limited to, belts, blades, oil, blade adapters, filters, rewind springs, spark plugs, starter ropes, clutches and sprockets.
- Natural discoloration of material due to sunlight.
- Engines not manufactured by RedGum, these items are covered by the respective original equipment manufacturers’ warranty, all claims must be sent to the appropriate manufacturer’s agents.
- Using stale or contaminated fuel in the product.
- Damage or failure caused by accident, misuse and/or neglect, including, ingress of dirt, abrasives, moisture, rust & corrosion, and damage due as a result of inadequate maintenance.
- Failure to operate or maintain the unit in accordance with the Owners/Operators manual, this handbook or instruction given by a RedGum dealer.
- Alterations or modifications that change the intended use of the product or affect the product’s performance, operation, safety or durability, or causes the product to fail to comply with any applicable laws.
- Damage due to incorrect usage such as incorrect log placement as shown in the product’s Owners Manual.
- Additional damage to parts or components due to continued use occurring after any of the above.

## ITEMS FOR WHICH A CHARGE WILL BE MADE

The following list is a guide to the types of items for which a charge will be made (unless failure is caused by a defect in manufacturer materials or workmanship).

**Service:** Maintenance servicing and all parts and fluids replaced in line with the maintenance schedule shown in this handbook.

**Mechanical Adjustments:** Including engine tuning, adjusting brakes, belts & clutches, etc.

**Drive System:** Sprockets, belts, clutches, pulleys and bearings all wear and will require replacement.

**Cutting Equipment:** Blades, cutting discs and hammers wear during use and sharpening/replacement is required as a matter of normal maintenance.

**Spark Plugs:** Periodic replacement is required to ensure maximum engine performance and best fuel economy.

**Induction/Combustion System:** The removal of deposits and cleaning may be required from time to time and should be performed as necessary.

**Tyres:** Are subject to wear and with contact from external objects can cause deflation. A flat tyre is **not** a warrantable item.

**External Surfaces, Paint, Trim and other Appearance items:** Are affected by normal wear and tear and exposure to environmental conditions. A charge will be made for paint and trim items that require attention due to causes outside the manufacturer’s control.

**Hydraulics:** Changing hydraulic fluids.

The frequency of replacement, repair or adjustment will depend mainly on where and how you use your product, weather, atmospheric and environmental conditions and frequency of use.

## CUSTOMER RESPONSIBILITIES

The customer must provide to the Authorised RedGum Dealer proof of purchase information such as a receipt.

The product must exhibit reasonable care in the maintenance, operation, storage and general upkeep practices as explained in the maintenance section of the Owners/Operators Manual or this handbook. This includes the whole product or any general wear item or component on the product. Any costs incurred to obtain warranty consideration or services is the customer’s responsibility, including shipping and handling, travel expenses, lost time, lost production or pickup and delivery.

## YOUR RIGHTS AS A CUSTOMER

The New Product Warranty that is provided by the RedShed on RedGum products is in addition to the rights and remedies conferred on consumers by the relevant authorities and/or legislation. The warranty does not affect those rights or remedies, except to the extent that their application may lawfully be excluded.

Any consequential, direct or incidental loss or damage is not covered by the warranty. Any statutory or other rights or remedies available in connection with a claim for such loss or damage should be pursued separately.