



Fox and Gunn LTD Warranty Policy

Here at Fox and Gunn are confident in the brands we supply. We offer warranty replacement within the guidelines given to us from our suppliers and manufactures.

In the below policy we outline the specific time periods and details of our brands warranties, such as:

- **What is not covered under warranty**
- **What parts or components** of a product are covered by the warranty and what parts/components are not covered
- **How long** the warranty period covers.
- The outcomes possible to correct any issues with a product that fall under the warranty's coverage
- **How** a customer can get service under the warranty.

WARRANTY WILL NOT APPLY IF:

The product fault, failure or damage is caused as a direct result of any repairs to the product which are made or attempted by a service provider other than Fox & Gunn Ltd or an authorised service centre;

The product is subject to normal wear and tear. Parts including, but not limited to carbon brushes, bearings, seals and O-rings must be regularly inspected so that the wear and tear on such parts do not lead to failure of the tool. For optimum performance the tool should be inspected regularly by an authorised service centre;

The product has not been used or maintained in accordance with the manufacturer's instructions (if any) as provided with the product;

The consumer uses the product in an abnormal manner; for example, if the product is abused, misused, dropped, crushed, impacted with any hard surface, exposed to extreme heat (including fire) or cold, not maintained properly, or used after partial failure;

Damage to the product is caused by sand, water damage, rust corrosion, fire, vermin and/or insect infestation, power outages or surges, or inadequate or improper voltage or current;

The product has been modified, incorrectly adjusted or operated, subjected to incorrect electrical supply or inconsistent electrical supply, or used with inappropriate accessories;

The product is tampered with in any way, or if the damage has been caused by an extraordinary event or circumstance beyond the control of the consumer.



Further information

Warranties are “return to store” warranties, unless advised upon via your store rep or customer service.

Fox and Gunn do not hold responsible for freight costs of items needed back for inspection. If a product is found to be faulty, you will be replaced free of charges including freight.

Warranty is only applicable for items purchased from authorized resellers, with proof of purchase.

Customers are responsible for the care and cleaning of their product prior to sending it to our Tool Inspection/Service Centre. Any product being sent to us must be cleaned.

It is an Occupational/Work Health and Safety risk for our staff to inspect, repair or service a product that has come into contact with a hazardous substance. If we are asked to inspect, repair or service a product that has come into contact with a hazardous substance such as asbestos or silica dust (in our opinion) we may not be able to inspect, service or repair the product. If this is the case, we will inform the Customer and the product will be returned to the Customer.

Fox and Gunn Limited reserve the right to refuse to inspect, repair or service a product which has been exposed to a hazardous substance (in our opinion) such as asbestos or silica dust.

If a warranty has been approved by Fox and Gunn LTD, we will cover the product against faulty materials or workmanship. We also cover the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period.

Any questions on our warranty policy, please contact sales@foxgunn.co.nz or your regional sales representative.



KING TONY LIFETIME GUARANTEE

King Tony Lifetime Guarantee

At King Tony, we are so confident about the strength and durability of our tools that we offer a Limited Lifetime Warranty. This warranty is limited to King Tony tools sold by Fox and Gunn LTD and our approved King Tony stockists.

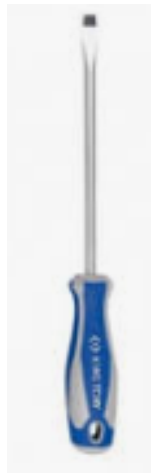
What It Includes

King Tony will repair or replace (with an equivalent) any non-powered hand tools or accessories that fail due to defective materials or workmanship whilst under normal use by the original owner, within the useful life of the tool. Any warranty claims must be authorised by a Fox and Gunn representative.

What It Does Not Include

King Tony's torque wrenches. Torques tools are covered under a limited **12-month** warranty. During which time they are guaranteed to be free from defects in materials or workmanship (excluding calibration). This warranty is void if torque wrenches and torque multipliers are found to have been abused, misused, modified or disassembled by someone other than an Authorised Calibration Centre. King Tony torque wrenches are manufactured to ANSI & DIN industrial standards and are calibrated at the time of manufacture. King Tony recommends that all torque wrenches be recalibrated once a year or more, depending on usage and reset torque to 0 (ft-lb), (Nm) or (Inch-lb.) when not in use. **Please note: Fox and Gunn do not carry out servicing or calibrations. This is the customers responsibility to action this.**

King Tony's pneumatic, electrical tools and toolboxes are covered by a **12-month** warranty. During which time they are guaranteed to be free from defects in materials or workmanship. This warranty is void if the tools are found to have been abused, misused, modified or disassembled by someone other than an Authorised King tony or Fox and Gunn representative.



**Further Details**

Fox and Gunn LTD reserves the right to inspect products to determine if they are covered under warranty and refuse customers that have abused, misused, modified, disassembled or tampered with products. The reasonable useful life of the tool and degree of wear or degradation, will be taken into consideration when evaluating if a tool qualifies for repair or replacement.

Fox and Gunn LTD reserves the right to supply replacement parts where the tool can be repaired.

This warranty is non-transferrable, the claimant must be the original purchaser and able to produce proof of purchase upon request.

The claimant may be asked to surrender the defective product in order to receive a replacement. Tools must be returned to the place of purchase. This warranty does not cover the costs of returning the product to its place of purchase.

Fox and Gunn accept no liability for consequential, incidental, or specific damages resulting from or in any manner related to the product, its design, use or any inability to use the same. The only remedy for defective products shall be the repair or replacement of the tool.

How Do I Claim?

You can contact Fox and Gunn customer services at sales@foxgunn.co.nz or you regional sales representative to enquire about King Tony's lifetime warranty or to begin a claim process.



King Tony torque wrenches have a 1 year/ 12month warranty period.

During which time they are guaranteed to be free from defects in materials or workmanship (excluding calibration). This warranty is void if torque wrenches and torque multipliers are found to have been abused, misused, modified or disassembled by someone other than an Authorised Calibration Centre. King Tony torque wrenches are manufactured to ANSI & DIN industrial standards and are calibrated at the time of manufacture. King Tony recommends that all torque wrenches be recalibrated once a year or more, depending on usage and reset torque to 0 (ft-lb), (Nm) or (Inch-lb.) when not in use.

Torque wrenches are defined as an instrument over a tool, this is due to the precision and complexity of the item itself.

Please note: Fox and Gunn do not carry out servicing or calibrations. This is the customers responsibility to action this.

Calibration must be done regularly to ensure accuracy.
Suggested calibration period is at least every 12 months
or 5000 times of usage.

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Bedienung Инструкция по применению
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oz-in	in-lb	0.0625
in-lb	in-oz	16
in-lb	kg-cm	1.1519
in-lb	ft-lb	0.083333
in-lb	kg-m	0.011519
in-lb	N-m	0.1130
in-lb	dN-m	1.130
ft-lb	N-m	1.356
ft-lb	kg-m	0.1382
ft-lb	in-lb	12
N-m	dN-m	10
N-m	kg-cm	10.20
N-m	kg-m	0.10197
N-m	in-lb	8.8507
N-m	ft-lb	0.73756
dN-m	in-lb	0.885
dN-m	N-m	0.100
kg-cm	in-lb	0.8681
kg-cm	N-m	0.09807
kg-m	ft-lb	7.233
kg-m	N-m	9.807

Step 1

Step 2

- Apply torque
- Emplear esfuerzo de torsión
- Aplicar torque
- Appliquer le couple
- Einstellenwert
- Ключ готов к применению
- Użyj naciskając równomiernie do momentu kliknięcia
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We believe that the quality tools refer to the usability, efficiency and performance. TOLSEN tools always measure up to ISO, DIN or the other international standards.

Tolsen tools carry a 1 year / 12month warranty period.

- covers the product against faulty materials or workmanship.
- covers the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period.
- Not applicable to products that have been mis-used, abused or accident.

Warranty is only applicable for items purchased from authorized resellers, with proof of purchase and photos of product.



Haron Plumbing Tools carry a 1 year / 12month warranty period.

Haron Hand Tools carry a 1 year / 12month warranty period.

Haron Toilet Seats carry a 2 year / 24month warranty period.

- covers the product against faulty materials or workmanship.
 - covers the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period.
 - Not applicable to products that have been mis-used, abused or accident.
- Warranty is only applicable for items purchased from authorized resellers, with proof of purchase and photos of product.



Komelon Tape Measures are sold all over the world and are 100% covered by the Manufacturer's warranty against any deficiencies in material and workmanship for as long as the original purchaser owns the product.

Komelon warrants tapes against the manufacturers and materials defects. If a Komelon Tape Measure is returned with a valid receipt and qualifies under the valid replacement conditions below, the tape measure will be replaced at no charge just as would occur for any defective product.

If less than 3 months old certain immediate reasons may mean a quick replacement see terms. A proof of Purchase date will cover up to 3 months old period for certain immediate reasons for immediate replacement, or show how much wear and tear may have occurred in that time period opening up for reasons that customer may have damaged rather than a product operation fault.

Komelon CONDITIONS NOT COVERED BY WARRANTY:

Mistreated or Abused Broken parts.

Cracked cases.

Twisted or badly kinked blades indicate that the tape measure has been abused.

Foreign material coating the blade or contaminating the case interior will interfere with tape measure operation.

Rusty Blade or Hook- Rust and corrosion on blade or end hook indicates the tape measure has been exposed to moisture or extreme conditions for long periods so not covered under warranty



Komelon CONDITIONS COVERED BY WARRANTY:

Broken Spring – Blade will not retract New Tape - If Komelon Tape Measure is new within 3 months and shows little or no wear to outside case but the blade will not retract into the case or feeds itself out of the case then this tape Measure will be replaced. This is normally discovered very quickly before regular usage as may be a spring fault.



Defective Component - If a Komelon Tape Measure has parts like a Self-Lock button jamming and not working properly, or slide lock does not slide or hold and shows no signs of wear and tear then this will be considered a manufacturer fault and this tape Measure will be replaced.



For further details see full komelon warranty policy on Foxgunn.co.nz



Kapro products carry a 2 year/ 24month limited warranty

Warranty is covered against defects in materials and workmanship. The warranty does not cover products that are used improperly, altered or repaired without Kapro Tool's approval. In the event of a problem with the Digital level, please return the product to the place of purchase with proof of purchase.

Kapro Levels

Kapro Vials have a lifetime warranty. This applies to bulging, movement in the fitting, not centred and inaccurate readings.

Please note: Inaccurate level reading of the vial is not covered under warranty if there is any level body damage.

Discolouration of the vial is not a defect of the product and will not be covered.

End Cap Damage – the end caps are a fixed component of the Kapro levels. User damage or tampering to the end caps are not covered under warranty as these are not manufactured to be removed or replaced.



Kapro Lasers

Maintenance notes:

To maintain the accuracy of your project, check the accuracy of your laser level according to the field calibration tests procedures.

- Change the batteries when the laser beams begin to dim.
- Wipe the aperture lens and the body of the laser level with a clean soft cloth. Do not use solvents.
- Although the laser level is dust and dirt resistant to a certain degree, do not store in dusty places as long term exposure may damage internal moving parts.
- If the laser level is exposed to water, dry the laser level before returning it to the carrying case to prevent corrosion damages.
- Remove the batteries if the laser level is unused for an extended period, to prevent corrosion damage.

REPAIR AND CALIBRATION PROCEDURE -If your product requires repair or calibration, please return it to the point of sale, alongside your proof of purchase. After a return authorization procedure is initiated, the laser level will be sent to an authorized repair lab. Once completed, the product will be returned to a point of sale of your choice for collection.

COSTS AND WARRANTY -Products under warranty will be shipped and repaired free of charge. In case of products that are not under warranty, you will be notified by the dealer of the estimated cost for the repair, before the beginning of the process. The serial number sticker is positioned inside the battery compartment



BESSEY® Tools BESSEY® brand clamping products are warranted under a Limited Lifetime program. We warranty that the products will be free from defects in material and workmanship for the life of the tool or we will replace, refund or repair it.

Please note that warranty does not cover any damage caused by abuse, misuse, improper handling, negligence, alteration or normal wear and tear.

Other tools including but not limited to snips, c-clamps, some specialty clamps, magnets, bearing heaters and pyrometers are guaranteed for 1 year.

For all products, Fox & Gunn Ltd reserves the right to refuse either a repair or a replacement. Fox & Gunn Ltd makes no other warranties, express or implied, with respect to the tools or their suitability for specific applications.

Fox & Gunn Ltd neither assumes, nor authorizes any person to assume for it, any other warranty, or obligation express or implied.

Fox & Gunn Ltd will, at its sole discretion, define if a product submitted for warranty evaluation is eligible for a warranty return and then, if eligible, offer to repair, refund or replace any defective product.

To initiate such a claim, please call and request a return authorization number then, return all parts of the broken tool(s) plus a written warranty evaluation request (with contact information) to Fox & Gunn Ltd.

Please note: you may also have other rights, which could vary depending upon provincial law.





Arlube product carry a warranty period of 1 year to 5 years, depending on the product. (see user manuals for warranty period)

Arlube products are warranted against faulty workmanship and materials.

Arlube has a range of product that is varied from oil, diesel to chemical fluid transfer. Each Arlube product specifies the type of product it can be used with. For chemical/solvent use, the product specified is for general use and the user needs to check the suitability of the Arlube product before use.

There are often circumstances of incorrect use. Before a claim for warranty, it is suggested the user check on the instruction sheet supplied with the product or on our website: www.foxgunn.co.nz

A product failure caused by other than faulty workmanship and materials, misuse or abuse, contamination, corrosion, negligence, accident or use of repairs with foreign parts, tampering with the product by end user etc are not covered under warranty.

Arlube does its best to give as much information about the products but are not responsible for any personal damage from the use of the equipment. Arlube's liability and the purchaser's rights under this warranty shall be limited to the repairer replacement of defective products or components and in particular shall not extend to any direct, special, indirect or consequential damage or losses of any nature.

If there is a warranty issue with an Arlube product, please promptly return it to the distributor with details of the fault. The claim will be handled promptly and the fault either rectified or the product replaced.





Gartner Hardware carries a 1 year / 12month warranty period.
Gartner Home range carries 1 year / 12month warranty period.

- covers the product against faulty materials or workmanship.
- covers the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period.
- Not applicable to products that have been mis-used, abused or accident.

Warranty is only applicable for items purchased from authorized resellers, with proof of purchase and photos of product.



Caterpillar products carry a 1 year / 12month warranty period.

- covers the product against faulty materials or workmanship.
- covers the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period.
- Not applicable to products that have been mis-used, abused or accident.

Warranty is only applicable for items purchased from authorized resellers, with proof of purchase and photos of product.



Blu-Mol Xtreme products carry a 1 year /12month warranty period.

Blu-Mol Vertex products carry a 1 year / 12 Month warranty

Blu-Mol Trade products carry a 1 year / 12month warranty period.

Blu-Mol Digging Tool products carry a 1 year / 12month warranty period.

- covers the product against faulty materials or workmanship.
- covers the replacement of parts, the repair labour used, a refund of the price of the product or other compensation for the remainder of the warranty period.
- Not applicable to products that have been mis-used, abused or accident.
- subject to investigation of stripped threads on holesaws and mandrels as improper assembly or operating speeds may have been used.

Warranty is only applicable for items purchased from authorized resellers, with proof of purchase and photos of product.

