



HOZELOCK

Guarantee Periods - English 

Unless explicitly stated, a product's guarantee complies with the minimum statutory requirement for the country in which it is being sold. For more detailed information on what is covered and how a consumer claim can be made, refer to the product's Instruction Leaflet (where applicable) or contact your Consumer Services Department.

ISSUE 1

Hozelock Hose

Hozelock Traditional Hose	Guarantee Period	Includes
Starter/Select Hose	10 years	Whole Product
Ultraflex UK & Intl	20 years	Whole Product
Ultramax	25 years	Whole Product
Ultimate	30 years	Whole Product

Hozelock Alternative Hose	Guarantee Period	Includes
Superhoze (Expanding Hose)	3 years as standard, plus 2 additional years when you register online	Whole Product
Tuffhoze (Hybrid Hose)	30 years	Whole Product

Hozelock Technical Hose - for industrial use	Guarantee Period	Includes
Yachting	15 years	Whole Product
Rubvyl	12 years	Whole Product

Hose Storage

Hozelock Hose Reels - Open Reel Storage	Guarantee Period	Includes
Hose Hanger	2 years as standard, plus 3 additional years when you register online	Whole Product
Micro Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
Free Standing Hose Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
Wall Mounted Hose Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
2 in 1 Hose Reel	2 years as standard, plus 3 additional years when you register online	Whole Product

Hozelock Hose Reels - Enclosed Reel Storage	Guarantee Period	Includes
Hose Box	2 years as standard, plus 3 additional years when you register online	Whole Product
Pico Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
Compact Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
Fast Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
Wall Mounted Fast Reel	2 years as standard, plus 3 additional years when you register online	Whole Product

Hose Storage - contd.

Hozelock Hose Reels - Enclosed Reel Storage	Guarantee Period	Includes
10m Mini Auto Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
20m, 25m, 30m, 40m Auto Reel	2 years as standard, plus 3 additional years when you register online	Whole Product
30m Auto Reel Flowmax	2 years as standard, plus 3 additional years when you register online	Whole Product

Hozelock Hose Carts - Open Cart Storage	Guarantee Period	Includes
Hose Carts	2 years as standard, plus 3 additional years when you register online	Whole Product
Assembled Hose Carts	2 Years as standard, plus 3 additional years when you register online	Whole Product
Metal Hose Carts	3 years as standard, plus 2 additional years when you register online	Whole Product

Hozelock Hose Carts - Enclosed Cart Storage	Guarantee Period	Includes
Compact Cart	2 years as standard, plus 3 additional years when you register online	Whole Product
Fast Cart	2 years as standard, plus 3 additional years when you register online	Whole Product

Hose End

Hozelock Jet Spray Guns	Guarantee Period	Includes
Jet Spray	1 year	Whole Product
Jet Plus	2 years	Whole Product
Jet Spray Plus	2 years	Whole Product
Jet Spray Pro	3 years	Whole Product
Jet Spray Ultramax	5 years	Whole Product

Hozelock Multi Spray Guns	Guarantee Period	Includes
Multi Spray	1 year	Whole Product
Multi Plus	2 years	Whole Product
Multi Spray Plus	2 years	Whole Product
Multi Spray Pro	3 years	Whole Product
Multi Spray Ultramax	5 years	Whole Product

Hozelock Lances and Multi-Function Spray Guns	Guarantee Period	Includes
Lance Spray Plus 90	2 years	Whole Product
Telescopic Lance Spray Plus 140	2 years	Whole Product

Hose End - contd.

Hozelock Lances and Multi-Function Spray Guns	Guarantee Period	Includes
Flexi Spray	1 year	Whole Product
Ultra Twist	2 years	Whole Product

Hozelock Garden Sprinklers	Guarantee Period	Includes
Round Area Sprinklers Standard	1 year	Whole Product
Round Area Sprinklers Plus and Pro	2 years	Whole Product
Rectangular Sprinklers Standard	1 year	Whole Product
Rectangular Sprinklers Plus and Pro	2 years	Whole Product

Fittings & Connectors

Hozelock Fittings & Connectors	Guarantee Period	Includes
All Standard and Plus Fittings	1 year	Whole Product
All Metal Pro Fittings	3 years	Whole Product

Hozelock Automatic Watering/Micro Irrigation

Hozelock Automatic Watering Kits & Components	Guarantee Period	Includes
Easy Drip Kits	2 years	Whole Product
Easy Drip Components	2 years	Whole Product
Micro Hose Range	2 years	Whole Product
Porous Soaker Hose	2 years	Whole Product
Sprinkler Hose	10 years	Whole Product
Automatic Watering Components	2 years	Whole Product
Hole Punch	1 year	Whole Product
15 Pot Watering Kit	2 years	Whole Product
20 Pot Watering Kit	2 years	Whole Product
25 Pot Watering Kit	2 years	Whole Product

Hozelock Controllers/Timers	Guarantee Period	Includes
Auto Off Controller	1 year	Whole Product
Sensor Controller	2 years	Timer only
Sensor Controller Plus	2 years	Timer only
Cloud Controller Kit	2 years	Whole Product
Cloud Controller Extension	2 years	Whole Product
AC Water Timer/AC Water Timer Plus	2 years	Whole Product

Hozelock Automatic Watering/Micro Irrigation - contd.

Hozelock Plant & Vegetable Watering Systems	Guarantee Period	Includes
Growbag Waterer	2 years	Whole Product
Flower & Vegetable Waterer	2 years	Whole Product

Hozelock Sprayers

Hozelock Sprayers	Guarantee Period	Includes
Trigger Sprayers	2 years	Whole Product (excludes seals)
Pressure Sprayers	2 years	Pump Barrel & Bottle only (excludes seals)
Pressure Sprayers Plus	3 years	Pump Barrel & Bottle only (excludes seals)
Pressure Sprayer Pro	5 years	Pump Barrel & Bottle only (excludes seals)
Knapsack Pressure Sprayers	3 years	Pump Barrel & Bottle only (excludes seals)
Viton Sprayers	2 years	Whole Product (excludes seals)
Seringa Sprayer	3 years	Whole Product (excludes seals)
Portashower	2 years	Pump Barrel & Bottle only (excludes seals)

Hozelock Weed Control

Hozelock Gas or Electric Weeder	Guarantee Period	Includes
Green Power	2 years	Whole Product
Gas Thermal Weeder	2 years	Whole Product (ex. gas cartridge)
Green Power Evolution	2 years as standard, plus 3 additional years when you register online	Whole Product
Green Power XL	2 years as standard, plus 3 additional years when you register online	Whole Product

Hozelock Natural Gardening

Hozelock Pure	Guarantee Period	Includes
Pure Sprayer 5L	3 years	Whole Product (excludes seals)
Pure Sprayer 2 L	2 years	Whole Product (excludes seals)
Kit Pure	2 years	Whole Product (excludes seals)
Pure Tank	2 years	Bottle (excludes seals)
Bokashi Composter	2 years	Whole Product
Biomix	2 years	Whole Product

Hozelock Garden Pumps

Hozelock Flood Pumps	Guarantee Period	Includes
Flowmax 4500	2 years	Whole Product
Flowmax 10200	2 years	Whole Product
Flowmax 7500	2 years	Whole Product

Hozelock Water Butt Pumps	Guarantee Period	Includes
Flomax Collect 2200	2 years	Whole Product

Hozelock Well Pumps	Guarantee Period	Includes
Tecnodive 6000	2 years	Whole Product

Hozelock Jet Pumps	Guarantee Period	Includes
Jet 3000 K7	2 years	Whole Product
Jet 3500 K7 Automatic	2 years	Whole Product
Jet 3500/20 K7 Automatic	2 years	Whole Product

Hozelock Pump Accessories	Guarantee Period	Includes
Tecnotronic	2 years	Whole Product

Hozelock Cleaning

Hozelock Cleaning Brushes (Hose End)	Guarantee Period	Includes
All brushes	1 year	Whole Product

Hozelock Pressure Washers	Guarantee Period	Includes
Pico Power	2 years	Whole Product
Pico Power Home	2 years	Whole Product

Hozelock Pressure Washer Accessories	Guarantee Period	Includes
High Pressure Hose	2 years	Whole Product
Adaptor Kit	2 years	Whole Product
Detergent Tank	2 years	Whole Product
Gun & Extension	2 years	Whole Product
Nozzle Set	2 years	Whole Product
Patio Cleaner	2 years	Whole Product
Service Kit	2 years	Whole Product



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Hozelock Cyprio Aquatics Range

Hozelock Cyprio Pond Pumps	Guarantee Period	Includes
Aquaforce	3 years as standard, plus 2 additional years when you register online	Motor Only. Rotor within first year
Air Pump	2 years	Motor Only
Cascade	3 years	Motor Only. Rotor within first year
EasyClear	3 years	Motor Only. Rotor within first year
Solar Air Pump	1 year	Whole Product
Solar Floating Lily	1 year	Whole Product
Solar Fountain Pump	1 year	Whole Product

Hozelock Cyprio Pond Filters	Guarantee Period	Includes
Bioforce Revolution	2 years	Electrical Head Only
Ecocel/Ecopower+	2 years	Electrical Head Only
Vorton	2 years	Electrical Head Only

Hozelock Cyprio Raised Ponds	Guarantee Period	Includes
Aquarium	3 years	Whole Product

Hozelock Cyprio Pond Accessories	Guarantee Period	Includes
Multipurpose LED light	3 years	Whole Product
Pond Liners	15 years	Whole Product
Pond Vac Waste Basket	1 year	Whole Product
Pond Vac	3 years	Motor Only. Rotor within first year

Guarantee Terms and Conditions

Unless explicitly stated, a product's guarantee complies with the minimum statutory requirement for the country in which it is being sold.

The benefits given by this manufacturer's guarantee are in addition to other rights and remedies of the consumer under a law in relation to the goods to which this guarantee relates.

Hozelock provides a manufacturer's guarantee to the initial purchaser for each new product produced by Hozelock that is sold by an authorised Hozelock supplier. This guarantee provides such initial purchaser with a guarantee against faulty workmanship in manufacture and/or defective components for the guarantee period from the date of purchase.

A full list of standard guarantee periods can be found here.

Extended Guarantees

The guarantee period on selected Hozelock products may be extended subject to the following conditions:

- The product qualifies for an extended guarantee, which is indicated on display packaging of the individual product.
- The Hozelock product is registered by the end user within 30 days of purchase by the following means:
 - Online registration, using the web address: <https://spares.hozelock.com/guarantee>.
 - If internet access is not available, then Consumer Services can be contacted to action your extended guarantee registration.

Making a Claim

If any product supplied by Hozelock is found to be defective due to faulty manufacture and/or defective components within the guarantee period, Hozelock will repair or replace the product to the consumer providing the original receipt of purchase.

Please note: registering your product is not a proof of purchase. The original receipt of purchase will be necessary to validate any guarantee claim.

Registered end users showing to Hozelock's reasonable satisfaction that the defect or damage is solely attributable to Hozelock's defective materials or workmanship in the products and not:

- (a) Wear or tear from normal use;
 - (b) Any servicing by anyone after delivery other than by anyone authorised by Hozelock;
 - (c) The product(s) having been misused or subjected to neglect e.g. frost damage, improper or inadequate care, carelessness (including being dropped), or abnormal usage conditions;
 - (d) The product(s) having been involved in any accident or attempt at repair, alteration, change or modification or inspection within the product itself except by or on behalf of Hozelock or as approved by Hozelock or in accordance with Hozelock's instructions;
 - (e) The product(s) having been used other than in accordance with good practice and Hozelock's instructions or recommendations; or
 - (f) The use of non-genuine spare parts or accessories fitted to the product(s).
- (g) Please note: registering your product is not a proof of purchase. The original receipt of purchase will be necessary to validate any guarantee claim.

If the product is found faulty and you wish to utilise the manufacturer's guarantee, Hozelock will repair or replace at Hozelock's cost however any costs incurred to obtain guarantee consideration or service is the consumer's responsibility, including shipping and handling, travel expense, lost time, or pickup and delivery. This does not affect your statutory rights.

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