



OSPREY DEEPCLEAN[®]
DRY STEAM CLEANING TECHNOLOGY

Returning your machine for repair

Please ensure that the following is carried out the following:

1. **ALWAYS** drain the vacuum-, water & chemical tank of the machine to avoid leakage in transit
NEVER attempt to drain the boiler!
2. **NEVER return the machine without thoroughly cleaning and disinfected it, this includes the vacuum tank.**
3. **ALWAYS** package the machine & hose in a suitable, strong box and ensure the underside of the box is sufficiently secured so the machine will not fall through the cardboard.
Use of an oversized box may result in additional carriage costs.
4. **ALWAYS** ensure the machine is protected by using appropriate packing materials to protect the base of the machine and the wheel area against damage in transit. Packaging is essential around the underside of the machine.
The machine's wheels should not be in contact with the base of the box!
5. **NEVER** palletise any machines unless agreed/instructed.
6. **ALWAYS** pack the machine upright and **clearly mark** the box which way is up.
7. **ALWAYS** include the main hose only but disconnect it from the machine. The trolley or any other accessory item is not required
8. **ALWAYS** remove the chemical plastic containers, bottle basket, machine handle and the vacuum and bracket from the rear of the machine where applicable. These need not be sent in with the machine. Only include the vacuum unit with the machine if faulty.
9. **ALWAYS** remove the handle of the machine (where applicable) This need not be sent in.
10. **ALWAYS** insert documentation for identification.
11. Address the box to The Service department c/o OspreyDeepclean Ltd. Unit 3, Cheltenham Trade Park, Cheltenham, Glos., GL51 8LZ
12. **Where shipment has been arranged by us on your behalf, affix FedEx address labels we will send once collection has been arranged.**