

Runva Winch Warranty

Warranty Exclusions

There are certain conditions that make the winch not eligible for warranty consideration. They are as follows but not limited to the following. We try and make all warranty claims quick and easy.

- Winches returned in pieces will not be considered for warranty.
- Any item that has been involved in an accident will not qualify for warranty.
- Winches that have been modified or taken apart which resulted in product failure.
- Winches that show general abuse will not qualify for warranty.
- If the winch was not purchased through our Authorised Australian dealer network.
- Vehicles using batteries smaller than the recommended size for a specific model winch. (This can be found on our website).
- Winches that have been incorrectly wired up.

Runva Limited Lifetime Warranty

Runva offer a limited lifetime warranty to the original purchaser of the winch. The winch can have only been used as a recreational recovery winch. The limited lifetime warranty covers against manufacturing defects in workmanship and materials on all mechanical components. Electrical components consisting of motors, solenoids, wiring, remotes, wire connectors and associated parts have a limited five (5) year warranty. Steel cable and Synthetic Winch rope have no applicable warranty after initial use, unless specified otherwise by Runva Winch Distribution PTY Limited (this will be at the discretion of Runva Winch Distribution PTY Limited).

The warranty does not apply to the finish of the winch, normal wear and tear, and/or if the winch has been damaged by accident, abuse, misuse, collision, overloading, modification, misapplications, improper installation or improper service.

The owner will be responsible for removing the winch and returning it to an approved Runva service agent. All freight charges to and from the repair agent must be paid for by the owner. If the fault is found to be covered under warranty we will send the winch back to the owner at our expense. Runva Winch Distribution PTY Limited will not be liable for any installation costs.

At times it may be quicker to simply send out a part that is required to fix an issue, whether under warranty or not. If the problem is deemed to be covered under warranty we will cover the freight to send the required parts out. Runva Winch Distribution PTY Limited will repair or replace any or all winch parts, which after inspection are determined to be defective and deemed under warranty. Runva electric winches are intended for recreational self-recovery usage only. The warranty will be void if the winch is used in commercial or industrial applications.

Runva Winch Distribution PTY Limited will not be liable for any installation or removal fees, whether or not the winch is under warranty. The owner must pay for all freight charges relating to the warranty claim unless we agree to cover it.

Ingress of water, mud and dust

We believe that winches are designed to be used off-road and therefore could be exposed to water, mud, dust or snow on a regular basis. Our warranty covers your winch against ingress of these elements under normal use. We do exclude the use of high pressure jets on the winch, please do not waterblast your winch.

Runva Winch Distribution PTY Limited does not cover any loss or damage caused by a faulty winch or any of its components. The winch is a powerful tool and must be used carefully at all times.

Visit our website for all sales, product and dealer enquires

How To Make A Warranty Claim

The first step is to go through the Trouble Shoot Guide as the problem may be non-warranty related and easily resolved.

If you are still having problems you can make a warranty claim by emailing us a copy of your receipt along with the full fault description to info@runvawinch.com.au. (Please note that all warranty claims are handled via email).

Servicing your winch

We strongly recommend that you service your winch at least once a year especially if the winch is submerged quite often during use. Servicing your winch will help make it last for many years of trouble free use. If you are not able to service it yourself, any auto electrician or 4WD service agent will be able to do this. Please note that we do not cover the service fee.

Your electric winch is well sealed for recreational use however it is still possible for water to get in if the seals wear out during the life of the winch. The problem is that when water gets in and the winch is not used for long periods of time it can cause corrosion inside the motor which could lead to winch failure when you need it most. If water got inside the motor but the winch was used all the time, it will most likely never cause any kind of failure and will keep operating like normal. It is a good idea to power the winch up every 4-6 weeks. Simply pull about 5 or so meters of cable out and winch it back in.

So who pays for the service fees and parts

If the winch is sent into our authorised repair centre and the fault is covered under warranty we will cover the service fee, along with the parts required and courier charges to get the winch back to its owner. If the fault is found to be non-warranty related the owner will need to pay the minimum service charge of AUD \$65, and also the courier charges to get the winch back if the decision is made not to proceed with the repairs. If the owner decides to proceed with any quoted non-warranty repairs, those fees along with the parts and courier charges must be paid for by the owner.