

PHOENIX PNEUMATIC WHEELBARROW – WARRANTY

Thank you for purchasing our Phoenix Pneumatic wheelbarrow (which we refer to in this warranty document as “the wheelbarrow”). The High Density Polyethylene (“HDPE”) pan of the wheelbarrow, as depicted on the Safety Maintenance Instruction Leaflet enclosed, is covered by this warranty for a period of 12 months from the date that the wheelbarrow is purchased provided that the purchase is registered in accordance with the instructions below. This warranty does not affect your statutory rights.

Where “we”, “us” or “our” is used in this warranty document, it means The Walsall Wheelbarrow Company Limited (company no. 03018838) and our address is Unit 10-12 Phoenix Road, Wednesfield, Wolverhampton, West Midlands, WV11 3PX.

1. How to register purchase of the wheelbarrow:

We have included a QR code on both the label of the wheelbarrow and within the Safety Maintenance Instruction Leaflet enclosed. You can scan the QR code to take you to our website where you can complete a short form to register the wheelbarrow and benefit from this warranty. Alternatively, you can e-mail us at warranty@thewalsallwheelbarrow.co.uk and we will send the form to you for you to complete and return to us. YOU MUST REGISTER THE WHEELBARROW WITHIN 14 DAYS OF ITS PURCHASE. IF YOU ATTEMPT TO REGISTER THE WHEELBARROW AFTER 14 DAYS FROM ITS PURCHASE, THIS WARRANTY WILL NOT BE VALID. YOUR STATUTORY RIGHTS WILL NOT BE AFFECTED.

2. What the warranty will cover:

- Technical support provided by us (either by e-mail or telephone) if you experience any issues with the HDPE pan. Please contact us by e-mail at warranty@thewalsallwheelbarrow.co.uk or by telephone on 01902 304002.
- Repair by us of the HDPE pan, free of charge, in the event that it develops any defects within 12 months of purchase of the wheelbarrow, provided the wheelbarrow has been used in accordance with the Safety Maintenance Instruction Leaflet;
- If we can't, or decide (at our discretion) not to, repair the HDPE pan, we will provide you, free of charge, with a replacement HDPE pan;
- Delivery to you (within the UK and Republic of Ireland only) of the repaired, or replacement, HDPE pan.

3. What the warranty will NOT cover:

- Repairs to, or replacement of, any part of the wheelbarrow other than the HDPE pan;
- Deliberate damage to, or neglect of (including a failure to maintain), the wheelbarrow;
- Damage caused by accident;
- Cosmetic damage (including scratches, stress-marking, discolouration and loss of shape);
- Damage caused by failure to adhere to instructions in the Safety Maintenance Instruction Leaflet;
- Damage caused by fair wear and tear;
- Any loss suffered as a result of not being able to use the wheelbarrow.

PLEASE NOTE THAT WE RESERVE THE RIGHT TO CHARGE FOR OUR TIME SPENT IN INSPECTING THE HDPE PAN IN THE EVENT THAT THERE IS NO DEFECT FOUND OR ANY DEFECT IS FOUND TO BE DUE TO ONE OF THE REASONS IN SECTION 3.

4. How to claim under the warranty:

If you think that the HDPE pan has developed a defect:

- Look for any obvious reasons for the perceived defect and consult the Safety Maintenance Instruction Leaflet;
- If that doesn't resolve the issue, please contact our technical support team either by e-mail at warranty@thewalsallwheelbarrow.co.uk or by telephone on 01902 304002;
- To help us to support you as quickly as possible, please provide us with the following details when you call or e-mail:
 - Your name
 - Your address
 - The ID number of the wheelbarrow
 - A clear description of the perceived defect.

If you are contacting us by e-mail, please also provide a copy of the purchase receipt and a photograph of the perceived defect; if you are contacting us by telephone, we may ask you to send these to us.

5. How We will use your personal information:

When you contact us, we will use the personal information which you provide (your name and address) in order to deal with a claim under this warranty. We will retain your personal information until such time as the claim under this warranty has been dealt with or, where you have provided your consent for us to contact you for the purposes of marketing our products to you, until such time as you withdraw that consent. Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) your consent; you are able to withdraw your consent at any time. You can do so by contacting us at warranty@thewalsallwheelbarrow.co.uk
- (b) We have a contractual obligation under this warranty.

You have the right to ask us: for copies of your information; to rectify personal information you think is inaccurate or complete information you think is incomplete; to object to the processing of your personal information. You are not required to pay a fee to exercise any of your rights and, if you make a request, we have one month to respond to you.

TO REGISTER YOUR
NEW PRODUCT, SIMPLY
SCAN THE QR CODE



Product: **PHOENIX SUPER HEAVY DUTY
HDPE WHEELBARROW
c/w PNEUMATIC WHEEL**

Product Code: **PHXPY**

EAN Code: **5036610002429**

SAFETY & MAINTENANCE INSTRUCTIONS INCLUDING WARRANTY INFORMATION

READ BEFORE OPERATING EQUIPMENT



Made in Britain

**The Walsall
Wheelbarrow
Company**

INTRODUCTION

Congratulations on your purchase of the Phoenix wheelbarrow from The Walsall Wheelbarrow Company Limited. We want you to continue getting the best performance from it so this handbook includes safety and maintenance instructions.

Please retain this handbook in case you need to refer to any of the information in the future.

SAFETY INSTRUCTIONS

- **ALWAYS** wear correct and appropriate PPE for the job at hand.
- **ALWAYS** conduct your own risk assessment for all jobs to be undertaken.
- **ALWAYS** take regular breaks.
- **NEVER** over inflate wheel maximum **30 PSI**
- **NEVER** overload barrow - maximum **250 kg per load** based on the Risk Assessment of Pushing and Pulling (RAPP) tool published on the HSE website)
- **NEVER** pull back barrow if over-tipping occurs.
- **ALWAYS** walk forward with barrow in front.
- **ALWAYS** clear working area prior to loading.
- **ALWAYS** inspect barrow before use and follow maintenance instructions
- **ALWAYS** assess load before lifting
- **ALWAYS** evenly distribute load.
- **ALWAYS** empty load slowly.
- **ALWAYS** keep a tight grip on the handles when operating the wheelbarrow

MAINTENANCE INSTRUCTIONS

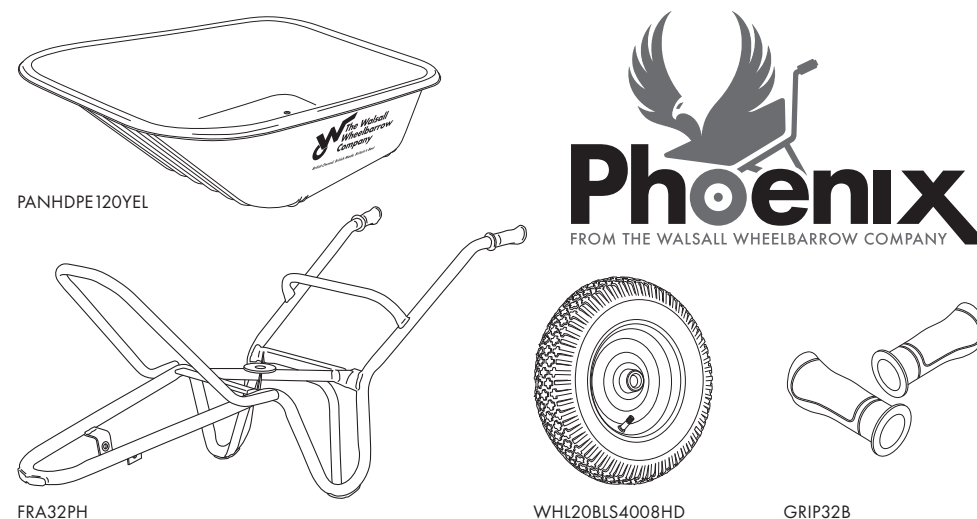
- Keep wheelbarrow wheel properly lubricated, using grease nipple.
- Inspect tyres for damage before use
- Keep tyres inflated at instructed level
- Check all bolts and fittings are tight and secure

GENERAL CLEANING

Do not use chemical, alkaline, abrasive or other aggressive detergents or disinfectants to clean this product as they might be harmful to its surface.

1. Clean the product with a slightly damp cloth and mild soap. Use a brush to remove stubborn dirt.
2. Check for worn or damaged parts. Replace worn parts as necessary.

PRODUCT SPECIFICATION



OVERALL WEIGHT (KG)				15.03	
OVERALL DIMENSIONS		Max Length (mm)		1500	
		Max Width (mm)		600	
		Max Depth (mm)		560	
Advised Load Capacity (Based on Risk Assessment of Pushing and Pulling (RAPP) tool published on HSE website)				250 kg	
PART CODE	PART DESCRIPTION	PART SPECIFICATION			
PANHDPE120YEL	PAN	Material		HDPE	
		Weight (kg)		4.2	
		Liquid Capacity (Litres)		57.75	
		Heaped Capacity (Litres)		120	
		Dimensions	Overall Length (mm)		900
			Maximum Width (mm)		600
			Base Width (mm)		360
			Depth (mm)		220
FRA32PH	FRAME	Weight (kg)		7.9	
		Dimensions	Diameter (mm)		32
			Gauge (mm)		1.5
			Overall Length (mm)		1500
			Maximum Width		560
			Leg Width (mm)		470
			Leg Depth (mm)		340
			Handle to floor level		660
		Finish		Zinc Plated	
WHL20BLS4008HD	WHEEL	Assembled Wheel Weight (kg)		2.93	
		Tyre and Inner Tube Dimensions		400-8 Heavy Duty Tread	
		Wheel Centre		Steel	
		Axle Bearing Type		20mm Roller Bearing	
		GRIP32B	HANDLE GRIP	Material	
Weight (g)				40	
Dimensions	Diameter (mm)			32	
	Overall Length (mm)			115	