

Warranty & Service

At CleanSpin, we stand behind the quality and reliability of our professional laundry equipment. To ensure peace of mind for our customers, all machines are delivered with a **standard 1-year warranty** available in the European countries that our company has shipped the product to.

Extended warranty and customized service contracts are also available upon request. Please contact our team for details tailored to your operation.

Documentation & Guidance

Every CleanSpin machine is delivered with a **manual for installation, operation, and maintenance**. This manual provides clear instructions to ensure correct setup, safe handling, and long-term reliable use of the product.

What's Covered

- **Parts and manufacturing defects** during the warranty period.
- **Remote support and diagnostics:** our specialists provide fast assistance via video calls, WhatsApp messaging, or email to identify the cause of an issue, provide repair steps to be followed. We guide your staff step-by-step to detect problems quickly and minimize downtime.
- **Assessment of required parts** for repair and supply directly from our stock when possible.
- **Fast response time** to ensure your business can continue operations smoothly.
- **Motor rewinding costs:** if agreed with the customer, we may cover local motor rewinding when this represents a faster and more economical solution to resolve a motor issue.
- **Transportation Costs** For parts up to **6 kg** (virtually all parts except motors, machine bodies, and metal frames), we cover shipping.

What's Not Covered

- **Consumables and wear parts** (e.g. belts, gaskets) that are subject to normal use.
- **Misuse, improper handling, or installation** not performed according to the provided manual.
- For parts above **6kg**, the *transport, freight, eventual duties* are normally **borne by the customer**, unless agreed otherwise.
- **On-site service and travel costs**, unless covered by an extended service contract.
- **Damage caused by external factors** such as electrical surges, water damage, or unauthorized modifications.

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Contact Us

For warranty claims, service inquiries, or to learn more about our extended support packages, please contact our service team: office@cleanspin.eu / Whatsapp/ Phone: +40 735 844 713

