Kärcher North America Machine Warranty

Effective on all products shipped *AFTER* February 8, 2021

Limited Warranty

Kärcher North America warrants new machines against defects in material and workmanship under normal use and service to the original purchaser. Any statutory implied warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this written warranty. Kärcher North America will not be liable for any other damages, including but not limited to indirect or special consequential damages arising out of or in connection with the furnishing, performance, use or inability to use the machine. This remedy shall be the exclusive remedy of the buyer. This warranty gives you specific legal rights and you may also have other rights which vary from state-to-state. The warranty period is subject to the conditions stated below.

10 / 3 Warranty: 10 Years Polyethylene (PE) Housings, 3 Years Parts, and Service Labor

Subject to conditions outlined below, Kärcher North America warrants rotationally molded PE housings and parts on all of its machines to be free from defects in material and workmanship, under normal use and service for ten (10) years to the original owner.

Under this warranty we guarantee the performance of non-polyethylene parts and components to be free from defects for up to three (3) years to the original end user. Parts replaced or repaired under this warranty are guaranteed for the remainder of the original warranty period. (See table below)

Service labor charges are covered for up to three (3) years from the date of purchase through authorized service provider. No travel coverage for cord-electric models. See table below for each general product model warranty coverage.

Upright Vacuums:

Exceptions and Exclusions:

Normal wear items not limited to brushes, foot pedal, cords, clutches, filters, gaskets, hoses, and bearings will be warranted for manufacturing defects for 90 days from the purchase date. All other items are 1 year parts and labor.

Product	Non- PE Parts		Service Labor
Versamatic®/Axcess	Belts (as long as the original user owns the product)	Lifetime	1 year
	Vacuum Motor, Swivel Neck and Chassis	3 years	3 years
	Brush Motor, and Bag Housing	5 years	5 years
Sensor®Xp/Sensor S/UPV12	Belts (as long as the original user owns the product)	Lifetime	1 year
	Vacuum Motor and Chassis	2 years	2 years
	Bag Housing	5 years	5 years

Product	Non-PE Parts		Service Labor
CV300/CV380	Belts (as long as the original user owns the product)	1 year	1 year
	Vacuum Motor, Swivel Neck and Chassis	1 year	1 year
	Brush Motor, and Bag Housing	1 year	1 year

Product	Non-PE Parts		Service Labor
Sensor 2, CVU 30/1, 36/1, 46/1**	Belts	Lifetime	1 year
	Vacuum motor and chassis	3 years	3 years
	Bag housing	5 years	5 years

**All other parts 3 years except: Brush strip, cord, filter & gaskets.

All Other Products:

Product	PE Housing & Parts	Non- PE Parts	Service Labor	Travel
Rider / Stand up Scrubbers, Extractors	10 years	3 years or 2500 hours	3 years or 2500 hours	6 Months
Rider / Stand-up Vacuum, Burnishers	10 years	3 years or 2500 hours	3 years or 2500 hours	6 Months
Rider Sweepers	10 years	3 years	3 years	6 Months
Walk Behind Scrubbers / Escalator Cleaner	10 years	3 years or 2500 hours	3 years or 2500 hours	6 Months
Walk Behind Sweepers	10 years	3 years	3 years	6 Months
Battery / Burnishers / Extractors (EcoT11)	10 years	3 years	3 years	6 Months
Extractors / Compass / Hybrid Cleaning Cart	10 years	3 years	3 years	-
Interim Cleaners	10 years	3 years	3 years	-
Wide Areas Vacuums	10 years	3 years	3 years	-
Auto Mop (Cricket)	10 years	3 years	3 years	-
Air Movers / Vac Pac / Wet/Dry Vacuum	10 years	1 year	1 year	-

Kärcher North America reserves the right to change its warranty policy without notice.

Kärcher North America ● 6398 North Karcher Way ● Aurora, CO 80119 USA
Tel (800) 444-7654 email: kna.warranty@karcherna.com

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Product	PE Housing & Parts	Non- PE Parts	Service Labor	Travel
Microscrubbers	3 years	3 years	3 years	-
Trek Vac / Radiant	1 year	1 year	1year	-
Spotter Extractors	1 year	1 year	1 year	-
Electric Broom/Steamer/Gum Remover	1 year	1 year	1 year	-
Propane Burnishers / Strippers	-	2 years	1 year	-

Product Exceptions & Exclusions

- Mini Pro & BRC 30/15 brush motors, one year coverage
- Pump & pump motors one year coverage (excludes non-electric pumps which have three year coverage)
- Tank bags carry a one year parts and service labor warranty.
- Vacuum motors: Scrubbers/extractors/compass/wet & dry machines one year.
- Trojan and Discover Battery's warranty requests are handled directly with the manufacturer.
- Lester Electrical and Delta Q charger's warranty requests are handled directly with the manufacturer.
- Kawasaki® engines have two (2) year manufacturer's warranty. ***NOTE:*** The engine warranty is administered through the engine manufacturer and must be repaired at an authorized service center.

Normal wear items and accessories including, but not limited to, belts, brushes, bypass valve, carbon brushes, clutches, cords, filters, finishes, gaskets, hoses, light bulbs, squeegees, bearings, actuating cables, tires, and propane tanks will be warranted for manufacturing defects for 90-days from the purchase date.

The warranty commences on the purchase date by the original end user from an authorized agent, subject to proof of purchase. If proof of purchase cannot be identified, the warranty start date is 90 days after the date of sale to an authorized Kärcher North America distributor. Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period.

90 Day Warranty Extension Available

Upon receipt of the Machine Registration, Kärcher North America will extend by 90 days, from the date of purchase, by the original end user, all items included under the one-year provision. This applies only to one-year items and does not include 90-day wear items.
http://windsorkarchergroup.com/WarrantyRegistration.aspx

This Warranty Shall Not Apply To:

1. Any product that has been subject to abuse, misuse, neglect or unauthorized alteration (including the use of incompatible or corrosive chemicals or overloading of capacity).
2. Products that have experienced shipping or freight damage.
3. Repairs necessary to correct any failure due to improper pre-delivery service and inspection by the selling dealer.
4. Excessive time for cleaning units in preparation for repair.
5. Any repairs resulting from poor initial service work or improper diagnosis.
6. Tune-up parts such as plugs, plug wires and condensers.
7. Any design alterations performed by an organization not authorized or specified by Kärcher North America.
8. Trojan and Discover batteries; Lester Electrical and Delta Q chargers are handled directly with the manufacturer.
9. High-pressure washing.
10. Electrical components exposed to moisture.

If difficulty develops during the warranty period, contact the authorized agent from whom the product was purchased. If direct purchase or in need of alternate support, contact an authorized dealer/service center or have warranty work performed.

Kärcher North America may elect to require the return of components to validate a claim. Any defective part to be returned must be shipped freight prepaid to Returns department.

Use of Parts Not Approved By Kärcher North America Will Void All Warranties

To insure a valid vacuum warranty, optimal performances, and improved indoor air quality, use genuine Windsor Kärcher group/ Kärcher Professional filters and bags.

A product sold before February 8th, 2021 shall be covered by the limited warranty in effect at the date of sale to the original purchaser.

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