

KÄRCHER



2023 Kärcher Canada Warranty Policy

PROFESSIONAL | Warranty Policy 2023

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1. Introduction

Kärcher Floor Care equipment and Pressure Washers are warranted for a specific period and on the conditions set forth in the applicable warranty for each product, that the product is free from defects in materials and workmanship if used, maintained and managed in accordance with the instructions contained in the Operator's Manual provided with each product.

2. What is a Limited Warranty?

Warranty is a written guarantee by the manufacturer of a product, promising to repair or replace parts which have a defect in material or workmanship. "Limited" means that the Warranty is for a specified period and has certain other restrictions.

Parts will be warranted for the time periods specified in the published warranty. Any exceptions must be approved by the manufacturer's Warranty Department. Warranty parts will be credited to the Service Center's account. Kärcher Canada Inc. will only cover equipment that have been invoiced from Kärcher Canada Inc. under warranty.

3. Warranty Start Date

The warranty coverage begins on the date of original purchase and applies to the original components only. Usually, the warranty period will be determined from the serial plate date code. If the machine's warranty time period falls outside of the serial date, proof of sale, such as a customer invoice, is required to receive warranty credit.

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 Canada distributor. Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period. If machine sold to dealer has not been sold to end user within 12 months, warranty starts at sale date to the dealer.

4. Kärcher Canada Floor Care Warranty Policy 2023

Machine	Parts	Labor	Rotationally Molded Solution & Recovery Tanks	Batteries & Chargers
Air Blowers (AB)	1 yr	1 yr		
Upright Carpet Vacuums	2 yrs	2 yrs		
Canister Vacuums & Wet/Dry Vacuums	3 yrs	2 yrs		
Battery-Powered Vacuums	3 yrs	2 yrs		Lithium 3yrs P/1yrs L BV 5/1 1yr
CartVac (ECO!T11)	3 yrs	3 yrs		6 months
Puzzi Extractors / Spotters	3 yrs	2 yrs		
Pull Behind & Walk Behind Extractors	3 yrs	2 yrs		
Interim Cleaning Equipment (iCap)	3 yrs	2yrs		
Floor Machines & Electric Burnishers	3 yrs	3 yrs		
Corded Floor Scrubbers	3 yrs	2 yrs	10 yrs	
Battery-Powered Compact Floor Scrubbers	3 yrs	2 yrs	10 yrs	Lithium 3yrsP/1yrs L
Battery-Powered Floor Scrubbers (Walk-Behind & Ride-On)	3 yrs	2 yrs	10 yrs	Manufacturer
Combustion Engine Floor Scrubbers & Sweepers (Ride-On)	3 yrs	2 yrs		
Battery Electric Broom (EB)	1 yr	1 yr		Lithium 3yrs P/1yrs L
Manual Floor Sweepers	3 yrs	2 yrs	10 yrs	
Battery Powered Scrubbers (Compact, Walk-Behind, Ride-On)	3 yrs	2 yrs	10 yrs	Manufacturer
All Chariots (iScrub, iExtract, iVac, iGloss)	3 yrs	2 yrs	10 yrs	Manufacturer
All Purpose Cleaner (AP 100/50 M)	3 yrs	3 yrs		
Window Vacuum (WVP 10)	1 yr	1 yr		Lithium 3yrs P/1yrs L
Steamers, Gum Remover	1 yr	1 yr		
Specialty misting system (PS 4/7 Bp)	3 yrs	3 yrs		6 months
Industrial Vacuums	3 yrs	2 yrs		
Ice Blasting Systems (IB 7/40 Adv)	3 yrs	2 yrs		

- Floor Care Equipment is warranted to the original end-user under normal operation for up to 10 years or as specified above. Labor warranty up to 2 years or 1200 hours of operation, whichever comes first, or as specified below.
- “Wear Items” such as accessories, motor carbon brushes, squeegees, brushes, brooms, filters, tires, wheels, casters, hoses, floor tools, hand tools, sealing strips, belts, bearings, etc. are excluded.
- Ninety day on site labor (labor and travel to a maximum of 3 hours combined) for BD43/25 C, BD50/50C, BD50/55W, B40W, B 60 W Bp, BD 70/75 Bp, B 80 W Bp, BD 80/100 Bp, B 110 R Bp, B 150 R Bp, B 250 R, B 300 R, KM 85/50 W, KM 90/60 R Bp, KM 100/100 R Bp models, KM 105/110 R, KM 125/130 R, KM 130/300 R, KM 150/500 R. Excluded is impact damage, removal of foreign matter around brooms or brushes, minor adjustments such as broom or brush replacements, improper pressure settings, fuse replacement, squeegee blade angle adjustments, suction path blockage, machine or filter cleaning, failure to observe daily, weekly, monthly machine and battery maintenance procedures as prescribed in the supplied operator manual

- Upright Carpet Vacuum: "Wear Items" such as accessories, floor tools, hand tools, belts, brushes, cords, foot pedals, casters, wheels, filters, gaskets, hoses and bearings etc. are excluded.

4.1 Manufacturer's Warranties

Items or parts such as gasoline, propane & diesel engines, batteries and chargers not manufactured by Kärcher are supplied with the appropriate manufacturer's warranty. Consult individual models for warranties.

Parts replaced or repaired under warranty are guaranteed for the remainder of the original equipment warranty period or 90 days which-ever is greater.

The warranty on New equipment commences on the purchase date by the original end user from an authorized Kärcher dealer, subject to proof of purchase (The Bill of Sale).

The warranty on used or Demo equipment will be determined based on a reduction of 1 month for every 3 months from the Kärcher invoice date.

All warranty claims must be submitted on-line within 60 days of completion of the warranty work.

4.2 After Warranty Expiration

All "Non-Wear Item" parts purchased after warranty expiration are warranted for 90 days. "Wear Items" such as: motor carbon brushes, squeegees, brushes, brooms, filters, tires, wheels, casters, hoses, floor tools, hand tools, sealing strips, belts, bearings etc. are excluded from warranty unless found to be defective by Kärcher Canada Inc.

4.3 This Warranty Shall Not Apply To:

1. Any repairs performed by a non-authorized Kärcher Canada Dealer
2. Any product that has been subject to abuse, neglect, alteration, use of incompatible chemical, or overload
3. Products that have experienced shipping or freight damage. This would be handled and addressed by Customer care
4. Repairs needed to correct any failure due to improper pre delivery service and inspection by selling dealer
5. Excessive time for cleaning units in preparation for warranty repair and placing back in service.
6. Any repairs resulting from poor initial service work or improper diagnosis

Tune up parts such as plugs, plug wires, and condensers

Battery and charger warranties are handled directly with the manufacturer

4.5 Kärcher's Obligation

Under these warranties Kärcher's obligation shall strictly be limited at Kärcher's option, to repair or replace by Kärcher, or an authorized Kärcher Service Dealer, without charge during the warranty period of any part, which in the opinion of the manufacturer, shows defects in material or workmanship. These warranties shall not apply to any defect caused by misuse, neglect, accident, abuse, improper handling, impact, frost damage, alteration, worn parts, non-Kärcher parts, or not complying with the operator's manual. Refer to the unit's manual for further details.

With the exception of the limited warranties expressed in this policy, to the maximum extent permitted by law, Kärcher expressly disclaims any representations, warranties or conditions, express, statutory or implied, with respect to its products, including any implied or statutory warranties or conditions of merchantability, title, non-infringement or fitness for a particular purpose. Kärcher does not warrant that its products will meet an end-user's requirements or that it will function uninterrupted, error free or that defects will be corrected.

- BRC 30/15 Brush motor warranty is 1 year, Part & Labor
- Trojan & Discover Battery warranty is handled directly through each supplier
- Vulcan & Delta Q Chargers warranty is handled directly through these companies
- Lithium Batteries are covered for 3 years excluding BV 5/1 & SG1 BP - 1 Year, covered by Kärcher Canada
- Spare parts 90-day warranty - part coverage on equipment that is past its warranty coverage

5. Kärcher Canada Warranty Policy Power Washers 2022

5.1 Kärcher Pump Warranty

Unless otherwise specifically stated, Warranties are limited to the following:

Kärcher warrants each pump manufactured by Kärcher to be free of defects in material or workmanship in normal service for a period of seven (7) years from the date of purchase, except for Xpert Series, warranted for one (1) year. Liability under this warranty is on all non-wear parts and limited to the repair or replacement of any pump returned to Kärcher which upon inspection, is judged to be defective due to workmanship or material failure. The sole and only warranty made by Kärcher is the limited warranty described above. Kärcher makes no other warranty or warranties of any kind, express or implied, including any implied warranty or merchantability or of fitness for a particular use or purpose. Products which are repaired or replaced by Kärcher or authorized service center under the provisions of these limited warranty terms will continue to be covered by Kärcher warranty only through the remainder of the original warranty period set forth by the original purchase date.

Kärcher will not be liable for damage or wear to pumps caused by abnormal operating conditions, accident, abuse, misuse and unauthorized alteration or repair.

Any pump replaced under the original equipment warranty will assume the time period of the warranty for that original equipment.

Kärcher disclaims and denies any liability for any direct, indirect, special, incidental or consequential damages which may be suffered as a result of sale, delivery, servicing, and use, loss of any product, downtime, labor, freight or other charges not expressly included herein. The only liability and the total liability of Kärcher under this limited warranty or in any claim regarding or involving Kärcher is expressly limited to the replacement of or purchase price of the pump and upon the expiration of the seven years, all such liability shall terminate.

EXCLUSIONS:

The following items are not warranted, due to matters beyond Kärcher's control.

1. Normal wear and tear to parts that are considered standard wear parts, such as; packings, check valves, plungers, oil seals, and O-rings;
2. Defects caused by the fault or negligence of the buyer or third party;
3. Use of unauthorized repair parts;
4. Modifications made by the customer;
5. Labor is covered for one (1) year from date of purchase on items not excluded from this warranty.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages and some jurisdictions do not allow limitations on how long implied warranties may last. Therefore, the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON FACE HEREOF. KÄRCHER, INC. SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS AS WELL AS LIABILITY FOR ANY AND ALL CONSEQUENTIAL DAMAGES. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS WHICH MAY VARY FROM PROVINCE TO PROVINCE.

COMPONENT(S)	LENGTH OF WARRANTY
Wear items: Belts; check valves; chemical injectors; fuel filters; high pressure discharge hose; nozzles; O-rings; quick couplers, packings and seals on wet-end of pump; seals, lights, gaskets; trigger guns, wands; water strainers & filters	90-day, Manufacturing Defect
Burners fuel pumps, igniter, fuel solenoid coil, burner motor, gas valve	1 Year Parts 1 Year Labor
Chemical valves	1 Year Parts 1 Year Labor
Heating Coils	5 Year 1 Year Labor
Electrical components i.e., switches, GFCI, thermostats, transformers, flow & pressure switch	1 Year Parts 1 Year Labor
Fabricated items: <u>Xpert Series</u>	3-year limited
Fabricated items: All others frames, handles, chassis, fuel tanks, float tanks, belt guards, etc.	7 Year Parts 1 Year Labor
Pump: crankshaft, manifold, crankcase, bearings, connecting rods, axial	7 Year Parts 1 Year Labor
Pump, Axial: <u>Xpert Series Pump</u>, Booster: 12v	1 Year Parts 1 Year Labor
Pump, Axial All others	7 Year Parts 1 Year Labor
Pulleys	1 Year Parts 1 Year Labor
Unloaders	1 Year Parts 1 Year Labor
Travel compensation	1 hour for permanent installed machines

All parts replaced under warranty will assume the original equipment warranty time period.

Electric Motor & Generators	1 Year Warranty from individual manufacturer of component
Gasoline/Diesel Engines	2 year or as otherwise stated by the engine manufacturer warranty policy

5.2 What This Warranty Does Not Cover:

- Abnormal wear-and-tear: Our warranty covers material and manufacturing defects only.
- Engines, generators and motors are all warranted by local service centers of the manufacturer of that component. (If you have any problems dealing with the manufacturer's service center on a warranty issue, Kärcher may be able to mediate if necessary.)
- Components or other devices not manufactured by Kärcher including, but not limited to, gasoline engines, electric motors, generators, pumps, etc.
- Defects caused by improper or negligent operation or installation, accident, abuse, misuse, neglect, unauthorized modifications, repair or maintenance of the product by persons other than authorized representatives of Kärcher, including, but not limited to, the failure of the customer to comply with recommended product maintenance schedules
- Defects caused by acts of nature and disaster including, but not limited to, floods, fires, wind, freezing*, earthquakes, tornadoes, hurricanes and lightning strikes
- Defects caused by water sediments, rust corrosion, thermal expansion, scale deposits or a contaminated water supply
- Defects caused by improper voltage, voltage spikes or power transients in the electrical supply
- Defects caused by use of non-Kärcher approved parts and detergents
- Devices or accessories not distributed or approved by Kärcher
- Any cost of labor arising from the removal and reinstallation of the alleged defective part by customer

**Includes damage done to components that come in contact with water and freeze in a non-winterized machine.*

Please contact us for more information:

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