



Dear Valued Customer,

Thank you for choosing **Karcher** as your trusted cleaning equipment.

At Karcher Malaysia, we are dedicated to delivering products/services that not only meet but exceed your expectations.

The following Terms & Conditions of Warranty shall apply to all **Karcher** products sold in Malaysia:-

General Terms and Conditions

1. The Product shall be used for domestic or household only and warranted against manufacturing defects in material and workmanship including its parts for the warranty period stated below commencing from the date of purchase of the product.

Product Category (Household, Non-Commercial)	Warranty Period
High-Pressure Cleaner	2 years
Multi-purpose Vacuum Cleaner	1 year
Vacuum Cleaner	1 year
Steam and Steam Vacuum Cleaner	1 year
Carpet and Upholstery Cleaner	1 year
Floor Cleaner	1 year
Cordless Electrical Broom	1 year
Submersible Pump	1 year
Premium CR 7.220 Automatic Hose Reel	3 years
Air Purifier	2 years

2. This warranty shall be applicable for Product purchased and operated in Malaysia only. If the Product is shipped and operated outside Malaysia, the warranty becomes void.
3. To make a warranty claim, you have to produce proof of purchase (e.g. relevant receipt/tax invoice) and/or warranty card to our customer service personnel. In case of loss of proof of purchase or purchased date is not show on the relevant proof of purchase, we reserve right to use manufacturing date (i.e. the serial no.) of the Product as purchased date.
4. Upon received the warranty claim, Karcher or its Authorized Service Centre shall at its discretion to determine whether to repair or to make direct replacement of the product.

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5. For High Pressure Cleaners, the warranty covers the replacement of Motor (Max 1 time) and Pump (Max 2 times) within 2 years Warranty Period.
6. The undertaking and/or completion of repair, service or replacement of Product or its parts shall in no circumstances extend the warranty period of the Product and it shall thereafter continue to apply only for the remaining warranty period of the Product.
7. For all warranty claims which require repair or service, it must be delivered or sent to or collected from our customer service centre at your own costs.
8. If you require any assistance on the Product Warranty Claim, feel free to contact our [Customer Care Centre at 1-300-22-3188](tel:1-300-22-3188) or email to service.my@karcher.com.
9. This warranty is Non-Transferrable and only applies to Karcher Malaysia.

Exclusion of Warranty

The Warranty does not cover the following:

1. Machine Damaged caused by
 - Natural Disasters (Flood, landslide, wildfires etc).
 - Misuse, abuse, or neglects of the machine.
 - Commercial use (multi-user organisations), public rental, use for profit, communal use for multi-family housing in housing areas, hotel/hostel, restaurants or laundry shop.
 - Improper storage of the machine.
 - Unauthorized modification or repairs.
 - Use of non-approved accessories or replacement parts.
 - Failure to follow the product's operating and maintenance instructions.
 - Accidentals and transportations or courier's damages.
 - Wrongly installation process, modifications or mishandling.
 - Low or high voltage, the use of an incorrectly sized extension leads or a coiled electrical extension lead.
 - Impurities in the water supply to the product and/or debris found contaminating the pump and motor.
 - Usage of Non-Approved Chemicals.
2. Wear and tear parts (filters, brushes, high pressure hose or any other hoses, seals, o-rings, batteries, cloth sets, etc).
3. The product was purchased from outside Malaysia / Brunei.