



# HOME AND GARDEN

## WARRANTY POLICY AND PROCEDURE

**PLEASE NOTE** that the procedures for warranty claims and returns are not the same. Always determine if a warranty claim is valid based on the criteria below before the machine is returned to Kärcher (Pty) Ltd as a warranty claim. .

### CUSTOMER CARE CONTACT DETAILS:

**Telephone number:** +27 860 527 2437 (KÄRCHER)  
**Customer care e-mail:** [customercare.za@karcher.com](mailto:customercare.za@karcher.com)  
**Service e-mail:** [service.za@karcher.com](mailto:service.za@karcher.com)  
**Website:** [www.karcher.co.za](http://www.karcher.co.za)

### WARRANTY CONDITIONS

#### 1.) Content and scope of the warranty

Kärcher (Pty) Ltd hereby warrant that the appliance is free from defects in material and workmanship under normal use and service for a period of 12 or 24 months\* depending on the model purchased. An extended warranty of 3 years is applicable on all pressure washers on the condition that the machine is registered online at [www.karcher.com/za/warranty](http://www.karcher.com/za/warranty)

The warranty period is valid from the date of purchase subject to the following conditions:

- This warranty shall not affect those rights vis-à-vis the seller, secured by law and by contract, which belong to the customer in his identity as consumer and purchaser.
- Any faults of material or manufacture which emerge within the warranty period shall (except in cases of the sort specified under point 4.) be corrected by the Kärcher service department, or by an authorized service partner of Kärcher, free of charge – either by repair or by replacement of the machine or parts of the machine in question, whichever Kärcher shall deem to be appropriate.
- Any machines or components of machines which are replaced by new components shall become the property of Kärcher.
- The present warranty comprises no right to claims for damages against Kärcher which extend beyond the rights specified therein.
- The present warranty constitutes no basis for a right of rescission from the purchasing agreement and/or sales contract or for a reduction of the purchase price.
- All payments, services, and other benefits which the purchaser shall have received from the seller as a consequence of the latter's liability under the product guarantee shall be imputed to the warranty.
- The removal of the serial number sticker from the product will render this undertaking null and void. The machine needs to be sent complete with all its accessories to ensure proper testing and troubleshooting.
- Please note that our repair turnaround time for chain stores is twenty-one working days from the date that the customer returns the machine on condition that the store notifies Kärcher within one working day that a customer's machine needs to be collected under warranty.

#### 2.) Term and period of warranty

- The period of warranty shall begin from the date of invoice.
- Neither the delivery of new machines, or parts of machines, in fulfilment of warranty commitments, nor improvements to machines made free of charge during the warranty period, shall have as a consequence an extension of the original warranty period nor a recommencement of said warranty period from the time of said delivery and or improvement.
- The following warranty validity period is applicable per product category and specified models as per the below table:

High Pressure Cleaners: K1 to K3	12 months*
High Pressure Cleaners: K4 to K7 & G7.180	24 months*
Wet and Dry Vacuum Cleaners: WD1 to WD6	12 months
Wet and Dry Vacuum Cleaner: WD6	24 months
Floor Cleaners: FC3 to FC7	24 months
Dry vacuum Cleaners: VC3 to VC6	24 months
Steam Cleaners: SC1 to SC5	12 months
Steam Vacuum Cleaner: SV7	24 months
General repairs	3 months

- \*Register your high pressure cleaner online at [www.karcher.com/za/warranty](http://www.karcher.com/za/warranty) and automatically upgrade your warranty to three years'. This upgrade is only applicable to pressure washers.

### 3.) Necessary preconditions for claims made under warranty

- a) Original proof of purchase to be presented.

### 4.) Warranty exclusions:

In cases where the following examples are found, or where signs are detectable on the machine that one or more of the following might have been the case, no rights or claims exist under the present warranty:

- a) The use of the machine for a purpose contrary to its intended purpose.
- b) Improper operation of the machine.
- c) The setting-up of the machine in an improper position or its installation by an unauthorized third party.
- d) External influences exerted on the machine, such as vandalism, natural catastrophes, environmental influences, fire, weather-related influences, or other natural phenomena.
- e) Contact with materials against which the machine is not resistant.
- f) The use of the machine with attachments not manufactured by Kärcher or previously authorized by Kärcher, and/or the installation of spare parts not manufactured or authorized by Kärcher.
- g) Insufficient maintenance.
- h) The following wear and tear components and attachments are not covered by the warranty:
  - i) High pressure and low pressure seals in the high-pressure pump.
  - ii) Oil seals.
  - iii) Trigger guns, high-pressure hoses and nozzles.
  - iv) Pump sets.
  - v) Non-return valves, low-pressure valves and high-pressure valves.
  - vi) Chemical injectors and strainers used in foaming attachments.
  - vii) Vacuum cleaner hoses and attachments
  - viii) Vacuum motors are not covered if debris, hair or foreign objects are found lodged in the turbine.
  - ix) Electrical components such as micro switches, electric motors and switches.
- i) The carrying-out of installations, repairs, or refurbishing on the machine in question by a third party not authorized for such work by Kärcher.
- j) The use of the machine with cleaning agents which have not been approved for use by Kärcher.
- k) Improper voltage, sudden voltage spikes or power fluctuations in the electrical supply.
- l) Not adhering to the correct extension cable requirements such as maximum length and correct cross section.

### 5.) Transfer of warranty rights and period of limitation thereon

- a) If a Kärcher machine is sold within the warranty period, the warranty rights in question, in the form in which they exist (as per No. 2 b) of the present conditions at the point in time of the sale, shall pass over along with the right of property in the machine, to the new owner thereof.
- b) Claims under the present warranty in respect of a fault or defect discovered during the warranty period may only be asserted up to, and not after, the point in time when the warranty period ends.

## WARRANTY PROCEDURE

- a) The store must arrange for the collection of the machine via e-mail within one working day after the claim is submitted by the customer.
- b) The store must copy the relevant Kärcher sales representative in the pick-up request via e-mail.
- c) The following documentation should accompany the warranty claim and should be e-mailed to [collections.za@karcher.com](mailto:collections.za@karcher.com)
  - i) A duly completed Kärcher pick-up request form. Please ensure the correct information is completed to ensure no delays in processing. For example: Tick all relevant tick boxes for accessories, filter and filter bags that are handed in with the machine.
  - ii) The store repair document
- d) Kärcher will log the machine for pick-up within 1 day of receipt of the e-mail request.
- e) The machine will be collected within five working days. Sales representatives are not permitted to collect machines.
- f) Kärcher will forward a copy of the official courier waybill to the store via email.
- g) The courier waybill and store repair document must be attached to the box before the machine is handed over to the courier at the store.
- h) Only the machines specified on the waybill must be handed over to the courier for collection when the courier presents the waybill.
- i) No additional machines will be accepted by the courier for collection if the above mentioned procedure is not followed.
- j) Due to different waybill procedures normal stock deliveries and stock pick-up for repairs cannot be done simultaneously.
- k) The customer must be informed that he will be responsible for a strip and quote fee if the machine is no longer within its warranty period.