

Dear Valued Customer,

Thank you for choosing Karcher. We are dedicated to delivering high-quality cleaning solutions that exceed your expectations. The following Terms & Conditions apply to all Karcher consumer products sold within Malaysia.

1. General Terms and Conditions

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.

Warranty Period	Product Category
1 Year	<ul style="list-style-type: none">● Wet & Dry Vacuum Cleaners● Submersible Pumps
2 Years	<ul style="list-style-type: none">● High-Pressure Washers● Indoor White Range<ul style="list-style-type: none">○ Air Purifiers○ Carpet & Upholstery Cleaners○ Electric Brooms○ Floor Cleaners○ Steam Cleaners○ Steam Vacuum Cleaners○ Vacuum Cleaners
5 Years	<ul style="list-style-type: none">● Hose Box Range
12 Years	<ul style="list-style-type: none">● Hose Primoflex 1/2" -15m● Hose Primoflex 5/8" -15m● Hose PrimoFlex 5/8" - 25m● Hose PrimoFlex 3/4" - 25m
15 Years	<ul style="list-style-type: none">● Hose Performance Plus 1/2"- 20m● Hose Performance Plus 5/8"- 25m
18 Years	<ul style="list-style-type: none">● Hose Performance Premium 1/2"- 20m● Hose Performance Premium 5/8"- 25m
No warranty	<ul style="list-style-type: none">● Automatic Watering● Nozzles, Spray Lances● Sprinkles● Hose Connection Systems

Note:

- For **Indoor White Range products**, the 2-year warranty period is applicable only for purchases made from **1 January 2026** onwards.

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- The **hose box range** warranty (a total of 2+3 years) only covers functionality issues. Online registration is required to activate the additional 3 years of coverage; otherwise, the product will only be entitled to 2 years.

2. Geographic Limitation

This warranty is valid only for products purchased and operated within **Malaysia and Brunei**. This warranty becomes void if the product is shipped or operated outside of these territories.

3. Claiming Your Warranty

To initiate a claim, you must present a valid **proof of purchase** (e.g., official receipt or tax invoice).

- In the event the proof of purchase is lost or the purchase date is illegible, Karcher reserves the right to use the **manufacturing date** (encoded in the serial number) as the effective start of the warranty period.
- Karcher Malaysia or its Authorized Service Centres reserve the sole discretion to determine whether to **repair** or **replace** the product.

4. Component-Specific Coverage Limits

To ensure the longevity of your machine, the following limits apply during the warranty period:

- **High-Pressure Cleaners:** Coverage includes the replacement of the Motor (maximum 1 time) and the Pump (maximum 2 times).
- **Indoor White Range Products:** Coverage includes the replacement of the Motor (maximum 1 time). **Batteries** are covered for a maximum of 1 replacement within the first year of the warranty period only.

5. Repair Terms

The repair or replacement of a product/part does **not** extend or restart the original warranty period. The remaining balance of the original warranty will continue to apply.

6. Logistics and Costs

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All products requiring warranty service must be delivered to and collected from an authorized Karcher Service Centre at the **customer's own expense** (including transportation, postage, and insurance).

Exclusions of Warranty

The warranty does **not** cover damage resulting from:

- **Commercial Use:** Any use in multi-user organizations, public rentals, profit-making ventures, communal housing areas, hotels, restaurants, or laundry shops.
- **Environmental Factors:** Natural disasters (floods, landslides, wildfires, etc.) or improper storage.
- **Misuse & Mishandling:** Abuse, neglect, unauthorized modifications, or repairs performed by non-authorized parties.
- **Incorrect Setup:** Failure to follow operating instructions, use of non-approved accessories/parts, or incorrect installation.
- **Electrical Issues:** Connection to unstable voltage, use of incorrectly sized extension leads, or use of coiled electrical leads.
- **Water Quality:** Impurities in the water supply or debris contaminating the pump and motor.
- **Chemicals:** Usage of non-approved or corrosive cleaning agents.
- **Wear and Tear:** Consumable parts including, but not limited to, filters, brushes, hoses (high-pressure or otherwise), seals, O-rings, and cloth sets.

For Inquiry, please contact:

Customer Care Centre

 **1-300-22-3188**

 **service.my@karcher.com**

This warranty is non-transferable