

# Karcher North America, Inc. Machine Warranty



Effective on select products shipped *AFTER* July 1, 2025

## Limited Warranty

Karcher North America, Inc. (hereinafter "KNA") warrants new machines against defects in material and workmanship under normal use and service to the original purchaser. KNA will not be liable for any other damages, including but not limited to indirect, special or 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 original purchaser. This warranty gives the original purchaser specific legal rights and the original purchaser may also have other rights which vary from state-to-state. The warranty period is subject to the conditions stated below.

## 3-Years Labor

Service labor charges are covered for up to three (3) years from the date of purchase through an authorized service provider. (See table below)

## Travel Coverage

Up to three (3) hours Travel round trip on machines repaired in the field. No travel coverage for cord-electric models or mobile equipment. "Travel" refers to the technician's time traveling to the jobsite to work on the machine. See table below for each general product model warranty coverage. Travel Coverage, as seen in the table below, refers to how long after the purchase date we will cover the cost of Travel.

## Lifetime Karcher Warranty\*<sup>1</sup>

### Lifetime Polyethylene (PE) Housings

Subject to conditions outlined below, KNA 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 the lifetime of the machine to the original purchaser.

### Lifetime Parts

Under this warranty we guarantee the performance of parts and components to be free from defects for the lifetime of the machine to the original purchaser. This includes Discover™ & Inventus™ Lithium-ion batteries.

## Products:

Product/Machine	Roto Molded Housings	Parts	Labor	Travel Coverage
Ride-on Scrubber B 75/110 R BP	Lifetime	Lifetime	3 Years	6 Months
Walk Behind Classic Scrubbers (BD 50/50, BD 50/55, BD 70/75, BR 75/75, BD 80/100, BR 85/100)	Lifetime	Lifetime	3 Years	6 Months
Stand-up Scrubbers (Chariot 2 iScrub 20 & Chariot 3 iScrub 26 model platforms only)	Lifetime	Lifetime	3 Years	6 Months

## Product Exceptions & Exclusions

- Lead-acid (WET/AGM) battery warranty requests are handled directly with the manufacturer.

**Normal wear items and accessories including, but not limited to, belts, brushes, pad driver, carbon brushes, clutches, cords, filters, finishes, gaskets, hoses, light bulbs, squeegees, bearings, bushings, actuating cables and tires will be warranted for manufacturing defects for ninety (90) days from the original purchase date.**

The warranty commences on the purchase date by the original purchaser from an authorized agent, subject to proof of purchase. If proof of purchase cannot be identified, the warranty start date is ninety (90) days after the date of sale to the authorized KNA distributor/dealer that the product was purchased from. Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period.

<sup>1</sup> Lifetime warranty coverage is defined as the typical machine life of five (5) years from the date of purchase.

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## **This Warranty shall not apply to:**

1. Any product that has been subject to abuse, physical damage, 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 conducted by original purchaser or a third-party (i.e. any other entity or individual that is not a KNA technician).
6. Tune-up parts such as plugs, plug wires and condensers.
7. Any design alterations performed by an organization not authorized or specified by Karcher North America, Inc.
8. High-pressure washing of machines.
9. Electrical components exposed to moisture.
10. Batteries not being properly maintained, charged or stored.

If an issue arises during the warranty period, contact the authorized agent from whom the product was purchased. If directly purchased or if alternate support is required, contact an authorized dealer/service center to have warranty work performed. Warranty claims must be submitted by an authorized Karcher warranty repair center within forty-five (45) days of repair date.

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

**Use of parts not approved by Karcher North America, Inc. will void all warranties.**

**Any product sold before July 1st, 2025 shall be covered by the limited warranty in effect at the date of sale to the original purchase.**

**DISCLAIMER OF WARRANTY. EXCEPT FOR THE WARRANTIES EXPRESSLY SET FORTH IN THIS AGREEMENT, EACH PARTY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS AND IMPLIED WITH RESPECT TO THE DISTRIBUTION PRODUCTS, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.**

**Karcher North America, Inc. reserves the right to change its warranty policy at any time without notice.**