

# **KÄRCHER**

## **Pressure Washer**

# **Warranty Policy**



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## Introduction

Thank you for your purchase of a Kärcher North America pressure washer. We are part of a global conglomerate producing high quality cleaning equipment. Our products are certified to the national safety standards. Additionally, our company has been certified to the international ISO 9001 standard for quality and ISO 14000 environmental standard—which indicates our dedication for producing safe reliable products while at the same time taking responsibility for the environment.

Our 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.

## 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 of time, and has certain other restrictions.

Parts will be warranted for the time periods specified in this published warranty. Any exceptions must be approved by Kärcher's Warranty Department.

## 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

## The Kärcher Limited Warranty

Kärcher will, through its authorized service centers, repair or replace any originally installed parts which are found to be defective in material or workmanship. The defect must occur during normal use of the product and within the length of warranty coverage. The repair or replacement of that part will be provided according to the time limits of the warranty policy. Repairs must be completed using only Kärcher approved parts.

## Kärcher's Right to Inspect

Kärcher Corporation and its service centers reserve the right to inspect the customer's Kärcher products to determine if a defect in materials or workmanship exists prior to the commencement of any covered repair. It is the customer's responsibility to contact the Kärcher authorized service center and make the arrangements for inspection and/or repair.

## Warranty Repairs

Repairs covered under the conditions of this Warranty must be performed by an authorized Kärcher service center.

## Limitation of Liability

Kärcher's liability for special, incidental, or consequential damages is expressly disclaimed. In no event shall Kärcher's liability exceed the purchase price of the product in question. Kärcher makes every effort to ensure that all illustrations and specifications are correct, however, these do not imply a warranty that the product is merchantable or fit for a particular purpose, or that the product will actually conform to the illustrations and specifications. Our obligation under this warranty is expressly limited at our option to the replacement or repair at a service facility or factory designated by us, if such part or parts at inspection shall disclose to have been defective. Kärcher does not authorize any other party, including authorized Kärcher Dealers, to make any representation or promise on behalf of Kärcher, or to modify the terms, conditions, or limitations in any way. It is the buyer's responsibility to ensure that the installation and use of Kärcher products conforms to local codes. While Kärcher attempts to assure that its products meet national codes, it cannot be responsible for how the customer chooses to use or install the product. Some states do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state-to-state. **THE WARRANTY CONTAINED HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.**

## Customer Responsibility

It is the customer's responsibility to maintain the equipment in accordance with the instructions provided in the Operator's Manual. Kärcher recommends that you keep records and receipts; you may be asked to prove that the maintenance instructions have been followed.

It is also the customer's responsibility to operate the equipment in a safe manner, and for the use for which it was designed. If a defect in materials or workmanship occurs, it is the customer's responsibility to cease operating the equipment until repairs are made. **Damage which occurs from continued operation after a defect is identified may not be covered by this warranty.** An authorized service center should be contacted immediately so that repairs can be made in a timely manner.

## Repair at an Authorized Dealer

To obtain warranty service under the terms and conditions of the Kärcher Limited Warranty, you must deliver portable equipment to an authorized Kärcher service center. For stationary models or instances when delivery is not possible, the customer should make arrangements for a service call from the service center. At the time of repair, you must provide proof of purchase. Kärcher recommends that the service center from whom the machine was purchased be contacted for the warranty repair. If that is inconvenient, any authorized Kärcher service center may complete the repairs.

**If the service center is requested to complete repairs at the customer's location, please note that the service center may charge for pickup & delivery, or for travel time and mileage. These charges are not covered under the Kärcher Limited Warranty and are the customer's responsibility.**

## Transferability

If you decide to sell your Kärcher machine, any remaining warranty coverage may be transferred to the new owner. Contact your Kärcher service center for details.

## Changes in this Policy

Kärcher reserves the right to make any changes to a Kärcher product at any time without incurring any obligation with respect to any product previously, ordered, sold, or shipped.

## Length of Warranty Coverage

### Machine Warranty

The length of warranty coverage is not the same for all models. Some models coverage may be of shorter duration than others, based on model type. (see chart on the next page for details)

### Service Parts Warranty

Service parts are warranted for 90 days from date of purchase. However, if the part is installed on a unit which has more than 90 days remaining on the original warranty, the part is covered according to the chart on the next page.

## WHAT THIS WARRANTY COVERS:

COMPONENT(S)	LENGTH OF WARRANTY
<b>*Wear items:</b> check valves; chemical injectors; high pressure discharge hose; packings and seals on wet-end of pump; oil seals, lights, gaskets; trigger guns, & wands	90-day, Manufacturing Defect
<b>Burners:</b> fuel pumps, igniter, fuel solenoid coil, burner motor, gas valve	1 Year Parts 1 Year Labor
<b>Chemical valves</b>	1 Year Parts 1 Year Labor
<b>Heating Coils</b>	5 Year 1 Year Labor
<b>Electrical components</b> switches, GFCI, thermostats, transformers, flow & pressure switch	1 Year Parts 1 Year Labor
<b>Fabricated items: <u>X-pert Series</u></b>	3-year limited
<b>Fabricated items: All others</b> frames, handles, chassis, fuel tanks, float tanks, belt guards, etc.	7 Year Parts 1 Year Labor
<b>Pump:</b> crankshaft, manifold, crankcase, bearings, connecting rods	7 Year Parts 1 Year Labor
<b>Pump, Axial: <u>X-pert Series</u></b> <b>Pump, Booster: 12v</b>	1 Year Parts 1 Year Labor
<b>Pump, Axial All others</b>	7 Year Parts 1 Year Labor
<b>Pulleys</b>	1 Year Parts 1 Year Labor
<b>Unloaders</b>	1 Year Parts 1 Year Labor

*\*Wear items not covered: Quick couplers, drive belts, nozzle wear, gauges, clogged filters, O-rings, gaskets, soot removal, failures due to contaminated fuel or water, or chemical damage. See page 7 for further restrictions.*

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

**NOTE:** Karcher does not warranty electric motors, generators or engines. Contact the original manufacturers for warranty information on those products.

## What This Warranty Does Not Cover:

- Abnormal wear-and-tear: Our warranty covers material and manufacturing defects only
- Components or other devices not manufactured by Kärcher including, but not limited to gasoline/diesel engines, electric motors, generators, pumps, etc.
- Pickup and/or delivery of the equipment
- Rental of replacement equipment during the repair period
- Overtime labor charges
- Freight charges for replacement parts (customer responsibility)
- Travel time or mileage
- Service calls
- Transportation of equipment to service center from customer's home or other location
- Repairs performed by non-Kärcher service centers

## This Warranty Does Not Cover Defects Caused By:

- Improper or negligent operation or installation, accident, abuse, misuse, neglect, unauthorized modifications, including, but not limited to, the failure of the customer to comply with recommended product maintenance schedules.
- Natural calamities or disasters including, but not limited to, floods, fires, wind, freezing\*, earthquakes, tornadoes, hurricanes and lightning strikes.
- Use of non-Kärcher approved parts and detergents
- Improper repairs
- Neglected maintenance/incorrect operation (specified in the Owner's Manual)
- Unapproved devices or attachments
- Water sediments, rust corrosion, thermal expansion, scale deposits or a contaminated water supply or use of chemicals not approved or recommended by Kärcher.
- Improper voltage, sudden voltage spikes or power transients in the electrical supply.
- Usage which is contrary to the intended purpose of the equipment.

*\*Includes damage done to components that come in contact with water as a result of freezing in a non-winterized machine*

## Resolving Warranty Concerns

Normally, warranty concerns can be resolved by your service center's service department. If the problem is not resolved to your satisfaction, you may want to speak with either the owner or general manager of the service center.

You may also contact the Kärcher office for assistance. The phone number and address are located on the back cover. Before calling or writing, please have the following information ready:

1. Your name, address and phone
2. Model number and serial number
3. Date of purchase
4. Name of company from where the machine was purchased
5. Estimated hours of operation
6. Detailed description of the problem

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## CALIFORNIA EVAPORATIVE EMISSIONS CONTROL WARRANTY STATEMENT

### Your Warranty Rights and Obligations

The California Air Resources Board and Kärcher Corporation are pleased to explain the evaporative emission control system's warranty on your 2015 pressure washer. In California, new pressure washers that use small-off road engines must be designed, built, and equipped to meet the State's stringent anti-smog standards. Kärcher must warrant the evaporative emission control system on your pressure washer for the period listed below, provided there has been no abuse, neglect or improper maintenance of your pressure washer.

Your evaporative emission control system may include parts such as: carburetors, fuel tanks, fuel lines, fuel caps, valves, canisters, filters, vapor hoses, clamps, connectors, and other associated components. Where a warrantable condition exists, Kärcher will repair your pressure washer at no cost to you including diagnosis, parts and labor.

### Manufacturer's Warranty Coverage:

This evaporative emission control system is warranted for two years. If any evaporative emission-related part on your equipment is



defective, the part will be repaired or replaced by Kärcher Corporation.

## **Evaporative Emissions Owner's Responsibilities:**

As the pressure washer owner, you are responsible for performance of the required maintenance listed in your owner's manual. Kärcher recommends that you retain all receipts covering maintenance on your pressure washer, but Kärcher cannot deny warranty solely for lack of receipts.

As the pressure washer owner, you should however be aware that Kärcher may deny you warranty coverage if your pressure washer or a part has failed due to abuse, neglect or improper maintenance or unapproved modifications.

You are responsible for presenting your pressure washer to Kärcher distribution center or service center as soon as the problem exists. The warranty repairs should be completed in a responsible amount of time, not to exceed 30 days. If you have a question regarding your warranty coverage, you should contact Kärcher at 1-888-805-9852

## **General Emissions Warranty Coverage:**

Kärcher warrants to the ultimate purchaser and each subsequent purchaser that the pressure washer is:

Designed, built and equipped so as to conform to all applicable regulations; free from defects in material and workmanship that cause failure of a warranted part; and identical in all material respects to that part as described in Kärcher's application for certification.

The warranty period begins on the date the pressure washer is delivered to an ultimate purchaser or first placed into service. The warranty period is two years.

Subject to certain conditions and exclusions as stated below, the warranty on emission-related parts is as follows:

(1) Any warranted part that is not scheduled for replacement as required maintenance in the written instructions must be warranted for the warranty period stated above. If any such part fails during the period of warranty coverage, it must be repaired or replaced by the manufacturer issuing the warranty. Any such part repaired or replaced under the warranty must be warranted for a time not less than the remaining warranty period.

(2) Any warranted part that is scheduled only for regular inspection in the written instructions must be warranted for the warranty period stated above. A statement in such written instructions to the effect of repair or replace as necessary will not reduce the period of warranty coverage. Any such part repaired or replaced under the warranty must be warranted for a time not less than the remaining warranty period.

(3) Any warranted part that is scheduled for replacement as required maintenance in the written instructions must be warranted for the period before the first scheduled replacement date for that part. If the part fails before the first scheduled replacement, the part must be repaired or replaced by Kärcher according to subsection (4) below.. Any such part repaired or replaced under warranty will be warranted for the remainder of the period prior to the first scheduled replacement point for the part.

(4) Repair or replacement of any warranted part under the warranty provisions herein must be performed at a warranty station at no charge to the owner.

(5) Notwithstanding the provisions herein, warranty services or repairs will be provided at all of our distribution centers that service the subject equipment.

(6) The pressure washer owner will not be charged for diagnostic labor that is directly associated with diagnosis of a defective, emission-related warranted part, provided that such diagnostic work is performed at a warranty station.

(7) Kärcher is liable for damages to other engine or equipment components proximately caused by a failure under warranty of any warranted part.

(8) Throughout the pressure washer warranty period stated above, Kärcher will maintain a supply of warranted parts sufficient to meet the expected demand for such parts.

(9) Any replacement part may be used in the performance of any warranty maintenance or repairs and must be provided without charge to the owner. Such use will not reduce the warranty obligations of Kärcher Corporation.

(10) Add-on or modified parts that are not exempted by the Air Resources Board may not be used. The use of any non-exempted add-on or modified parts by the ultimate purchaser will be grounds for disallowing a warranty claim. Kärcher will not be liable to warrant failures of warranted parts caused by the use of a non-exempted add-on or modified part.

## **Evaporative Emissions Warranted Parts:**

The repair or replacement of any warranted part otherwise eligible for warranty coverage may be excluded from such warranty coverage if Kärcher demonstrates that the pressure washer has

## PRESSURE WASHER WARRANTY POLICY

been abused, neglected, or improperly maintained, and that such abuse, neglect, or improper maintenance was the direct cause of the need for repair or replacement of the part. That notwithstanding, any adjustment of a component that has a factory installed, and properly operating, adjustment limiting device is still eligible for warranty coverage. The following emission warranty parts list is covered for your pressure washer:

- 1) Fuel Line
- 2) Fuel Line Clamps
- 3) Fuel Line Fittings
- 4) Fuel Tank
- 5) Carbon Canister
- 6) Canister Mounting Brackets
- 7) Fuel Cap
- 8) Vapor Hoses





## Contact Us:

Kärcher North America:

4275 NW Pacific Rim Blvd.

Camas, WA 98607

[www.karchercommercial.com](http://www.karchercommercial.com)

Support: [www.karcher-help.com](http://www.karcher-help.com)

1-888-805-9852