

Kärcher North America, Inc. Machine Warranty



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

Limited Warranty

Kärcher 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.

10/3/3 Kärcher Warranty (Commercial Scrubbers, Sweepers, Extractors, Floor Machines & Burnishers)

10 Years 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 ten (10) years to the original purchaser.

3-Years Parts

Under this warranty we guarantee the performance of parts and components to be free from defects for up to three (3) years to the original purchaser. Parts replaced or repaired under this warranty are guaranteed for the remainder of the original warranty period. (See table 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.

Upright Vacuums

Exceptions and Exclusions: Normal wear items including but not limited to brushes, foot pedal, cords, clutches, filters, gaskets, hoses, and bearings will be warranted for manufacturing defects for ninety (90) days from the original purchase date. See table below for specific part coverage. All other items are warranted for one (1) year for parts and labor.

Product	Parts	Labor
Versamatic®, Sensor®Xp/Sensor S	Belt (as long as the original purchaser owns the product)	Lifetime
	Vacuum Motor, Swivel Neck and Chassis	2 Years
	Brush Motor, Bag Housing & Control Electronics	3 Years

Product	Parts	Labor
Sensor 2, CVU 30/1, 36/1, 46/1	Belt (as long as the original purchaser owns the product)	Lifetime
	Vacuum motor and chassis	2 Years
	Bag housing	3 Years

Product	Parts	Labor
Ranger	Belt (as long as the original purchaser owns the product)	1 Year
	Bag housing and chassis	1 Year

Product	Parts	Labor
Sensor Bp	Belt (as long as the original purchaser owns the product)	2 Years
	Bag housing and chassis	2 Years
	Lithium Battery	2 Years

*To ensure a valid vacuum warranty, optimal performances, and improved indoor air quality, use genuine Kärcher Professional filters and bags.

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

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Tel (800) 444-7654 email: kna.warranty@karcher.com

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All Other Products:

Product	Roto Molded Housings	Parts	Labor	Travel
Ride-on / Stand-up Scrubbers & Sweepers	10 Years	3 Years	3 Years	6 Months
Walk Behind Scrubbers & Sweepers	10 Years	3 Years	3 Years	6 Months
Escalator Cleaners	10 Years	3 Years	3 Years	None
Burnishers and Floor Machines	10 Years	3 Years	3 Years	None
Extractors, AP100/50, T11 Vac Cart, Interim	10 Years	3 Years	3 Years	None
Wide Area Vacuums	10 Years	3 Years	3 Years	None
Air Blowers, Backpack Vacs, Wet/Dry & Canister Vacuums	1 Year	1 Year	1 Year	None
Compact Scrubbers	3 Years	3 Years	3 Years	None
Electric Broom, Steamer, Gum Remover, Spotter Extractor	1 Year	1 Year	1 Year	None
Propane Burnishers	N/A	1 Year	1 Year	None
Kira B50, B100, B200 & CV60	10 Years	3 Years	3 Years	3 Months
Kira CV50	2 Years	2 Years	2 Years	None

Selection of a Full Service Program will extend coverage for up to five years on Kira Autonomous models!

Product Exceptions & Exclusions

- BRC 30/15 brush motors- one year coverage.
- Pump & pump motors- one year coverage.
- Battery chargers- one year coverage.
- All switches, contactors, relays, circuit breakers, pulleys, solenoid valves, and brackets have one year coverage.
- All vacuum motors have 1-year coverage unless stated otherwise in the tables above.
- Discover™ Lithium-ion batteries are warranted for five (5) years non-pro-rated or 2000 charge cycles (whichever comes first).
- Karcher compact Lithium-ion batteries are warranted for 2-years.
- Lead-acid (WET/AGM) battery warranty requests are handled directly with the manufacturer.
- Combustion engine warranty is administered through the engine manufacturer and must be repaired at an authorized service center.

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

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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 Kärcher 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 Kärcher 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 Kärcher 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.

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