



Warranty Policy



NSS machines are built and tested to meet the highest quality standards.

For over a century, the NSS brand has been synonymous with durability, efficiency, and proven performance. Our machines are built to last, offering the resilience and dependability your business needs to handle rigorous cleaning tasks. Everything we do is designed with the customer in mind.

NSS machines are manufactured and rigorously tested, from the design and components to final quality control testing, before being given a quality certification approval.

All new NSS machines include a warranty from the date of sale to the customer. Our warranty promise to the customer is that all products are free of defects in design, material and workmanship for the period shown below.

The NSS warranty period includes parts, labor and travel as outlined below.

NSS Machine category	Warranty Period
Auto scrubbers	7 years parts / 2 years labor and travel
Burnishers (battery and corded)	7 years parts / 2 years labor and travel
Carpet extractors	7 years parts / 2 years labor and travel
Single discs	7 years parts / 2 years labor and travel
Sweepers	1 year parts, labor and travel
Vacuums (excluding Model M-1 "PIG" and Pacer 12/15 UE) (uprights, backpacks & wet/dry vacuums)	1 year parts, labor and travel
Model M-1 "PIG" Vacuum	7 years parts / 2 years labor and travel
Pacer 12/15 UE Vacuums	2 years parts including belts / 1 year labor and travel
Roto-molded tanks	10 years
GEL, AGM and Wet Batteries	1 year
Compact Lithium Batteries 43.2 V	1 year
NSS Spare Parts Regardless of whether the machine is under warranty or not, the spare part is covered for 6 months after the date of purchase.	6 months



Warranty Terms

1. The warranty period commences from the date the goods are purchased by the original customer against defects in materials and workmanship when maintained and operated in accordance with instructions provided with the equipment.
2. All warranty claims must be processed through an authorized service provider.
3. No service or parts replacement will be given unless appropriate evidence of the validity of the claim has been provided to the satisfaction of Solenis, the owner of NSS brand machines.
4. Solenis reserves the right to charge for any necessary corrective work carried out as a result of an invalid claim.
5. Solenis does not take responsibility for repairs and damages resulting from repairs carried out by unauthorized persons/companies.
6. To validate if a battery is covered under warranty, a proper evaluation must be performed and recorded on the [TASKI battery form](#) and submitted for approval.

Exclusions from Warranty Coverage

This warranty does not cover accidental damage, damage in transit, improper use (including use of unauthorized products) or lack of care.

This warranty excludes items that are considered consumable wear and tear items such as, but not limited to, squeegee blades, belts, power cords, floor brushes, pads etc. which will be consumed during the normal working life of the machine. This does not include belts for the Pacer 12/15 UE; these belts have a two-year warranty.

Using non-NSS consumables such as non-NSS vacuum bags and/or non-OEM parts can be detrimental to both machine performance and machine longevity and will void this warranty.

Excluded from this warranty are short and/or incorrect shipments and unauthorized repairs / modifications.

Solenis is specifically not liable for any consequential or incidental damages.

THERE IS NO OTHER WARRANTY EXPRESSED OR IMPLIED EXCEPT AS PROVIDED HEREIN, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

Solenis reserves the right to update this document at any time.



nss Where **robust**
meets **reliable**



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