



makes a difference

**KÄRCHER NORTH AMERICA  
HOME & GARDEN CONSUMER PRODUCTS DIVISION**

**FULL CIRCLE PRODUCT COVERAGE PLAN**

As the world's largest cleaning equipment manufacturer, KÄRCHER is the international benchmark and will continue to distinguish itself in the future with its inventive spirit, top-class performance and innovative solutions. We set standards in technology, service and design to provide optimum benefit for our customers and to satisfy our customers' requirements. Experience how Kärcher makes a difference.

**30- Day Satisfaction Guaranteed:**

KÄRCHER is proud to offer the highest standard of Satisfaction Guaranteed. *If you are not completely satisfied*, return your purchase within 30 days from the date of purchase with the original receipt and receive a full refund.

**Return and Warranty Support Policy:**

Kärcher is pleased to provide support to any residential consumer who experiences issues following their purchase of a new residential Kärcher pressure washer or accessory from any of our authorized distributors or retailers. During the first 30 days, you may return it to the place of purchase for a refund or exchange. Returned items must be complete. Before returning items purchased online, first check with the retailer.

If the Kärcher residential pressure washer or accessory has been opened and used or if past 30 days since purchase, Kärcher will continue to provide support during the warranty period to include, at our option, the repair or replacement of the item. Consumers may at any point of ownership contact Kärcher North America's Home & Garden Customer Care line at 800-537-4129 for any type of help including replacement of missing or broken parts, location assistance for authorized service centers, participation in our industry leading **Rapid Exchange Program**, the purchase of accessories or obtain technical support. Additional information and support for residential products is available online at [www.karcherresidential.com](http://www.karcherresidential.com) to include warranty registration, online help, frequently asked questions (FAQs), owner's manuals (view or download), service center location lookup, listings of popular accessories and where to buy, and the history of the Kärcher brand.



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## **Kärcher North America - Home & Garden Consumer Products Division**

### **New Product Warranty - High Pressure Washers and Vacuums**

New Kärcher Home & Garden products are warranted by Kärcher to the original purchasing consumer to be free of defects in workmanship and materials under normal use for the periods specified below. This Limited Warranty is calculated from the date of the original purchase and is subject to the exclusions below.

General warranty applies to:

- Electric pressure washers (Kärcher K-Series) – parts and labor - 1 year
- Cold water gasoline pressure washers (Kärcher G-Series) – parts and labor - 2 years engine, 1 year pump
- Cold water gasoline pressure washers (Kärcher Expert Series) – parts and labor - 2 years engine, 2 years pump
- Vacuums – wet/dry and window vacs - parts and labor - 1 year

Specific warranty applies to:

- Frames, handles and other structural components are warranted for 1 year parts and labor.
- Standard accessories, attachments and consumables are warranted for ninety (90) days for defects in workmanship and materials, but not for wear and tear.
- Any commercial, industrial or rental use of this equipment will reduce the warranty for:
  - Electric pressure washers and window vacs to thirty (30) days.
  - Cold water gasoline pressure washers to ninety (90) days.
  - Vacuums – wet/dry to ninety (90) days.
- Honda gasoline engines are warranted and serviced at a Honda authorized service center.

In order to verify a warranty situation, the machine must be evaluated by Kärcher Customer Support by calling 1-800-537-4129 or taking the product to an authorized Kärcher Service Center. A copy of the original purchase receipt or gift receipt from the original retailer must also accompany the warranty claim. To learn more about Kärcher's warranty programs, please visit [www.karcherresidential.com](http://www.karcherresidential.com).

Kärcher's obligation under this warranty shall be strictly limited, at Kärcher's option, either to repair or exchange through Kärcher's Rapid Exchange Program, during the warranty period any product which, in the opinion of the manufacturer, shows defect in workmanship or material. To learn more about the Rapid Exchange Program, please visit [www.karcher-warranty.com](http://www.karcher-warranty.com). All decisions of Kärcher with regard to this limited warranty shall be final.

This warranty does not cover:

- Merchandise sold as used or reconditioned.
- Damage caused by misuse, neglect, accident, abuse, improper handling, freezing, normal wear and tear, non-compliance with operator's manual, or use other than the intended purpose of the product model.
- Damage caused by water sediment, contaminated water supply or use of chemicals and detergents not approved by or recommended by Kärcher.
- Damage caused by acts of nature such as floods, fires, earthquakes, lightning strikes, etc.
- Devices or accessories not distributed or approved by Kärcher. Any use of such said devices or accessories will void implied warranty.
- Repairs made by the end user or any service center not authorized by Kärcher. Any such tampering with Kärcher equipment or accessories will void the implied warranty.
- Transportation costs relating to servicing the product, rental of replacement equipment or loss of income during the repair period.

This warranty is **non-transferable** and applies only to products purchased through a Kärcher authorized dealer in the United States and Canada. This warranty gives you specific legal rights. You may have other rights, which vary by country and state/province.