



KÄRCHER FULL CIRCLE PRODUCT COVERAGE PLAN

As *the world's largest cleaning equipment manufacturer*, Kärcher is the international benchmark. We set the standards in technology, design and service with one goal in mind to exceed our customer's expectations.

It is with that philosophy we offer one of the most comprehensive product Guaranty and Warranty support programs available in the industry. Our **Full Circle Product Coverage Plan** guarantees your satisfaction and provides the highest level of service and support available throughout the time you own a Kärcher pressure washer.

30- Day Satisfaction Guarantee:

Kärcher is proud to offer the highest standard of Satisfaction Guaranteed. If you are not completely satisfied with your Kärcher **electric pressure washer** within the first 30 days you may return it to the place of purchase for a refund or exchange. All returns and exchanges must have a copy of the original purchase receipt when submitted for processing.

****All customers with electric pressure washer returns past 30 days from date of purchase must be forwarded to our Rapid Exchange Program (1-800-537-4129) or they can process their request online at www.karcherresidential.com.***

**All Pressure Washers returned or exchanged must be complete and have the original accessories, components and parts.*

**Any pressure washer that has been tampered with or has external damage must be referred to our Customer Care department at 800-537-4129.*

In-Warranty Exchange and Repair Policy:

Kärcher pressure washers come with a **One Year Warranty** from date of purchase. We will provide support during the one year warranty period to include at our option the repair or replacement of the pressure washer in accordance with our warranty programs and policies. Consumers may at any point of ownership contact **Kärcher's 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, direction for obtaining technical support or participate in our industry leading **Rapid Exchange Program (Please see Rapid Exchange Program guidelines sheet)**. Additional information and support for residential products is available online at www.karcherresidential.com to include warranty registration, online help, frequently asked questions (FAQs), owner's manuals (view or download), listings of popular accessories and where to buy, and the history of the Kärcher brand.

Non-Warranty Repair Policy:

Repairs required on Kärcher pressure washers after the **One Year Warranty** period has expired will be referred to our national network of Kärcher Authorized Service Centers. Additional information and support is also available online at www.karcherresidential.com to include Authorized Service Center look up by area code and a wide variety of service related support.



KÄRCHER NORTH AMERICA LIMITED WARRANTY & RETURN POLICY FOR PRESSURE WASHERS AND ACCESSORIES

Kärcher warrants all our residential pressure washers and supporting accessories purchased new from our authorized dealer network within the United States and Canada shall be covered under this warranty as free from defects in material and workmanship. Products covered under this warranty include cold water pressure washers, both electric and gasoline powered, provided they are used within residential consumer applications. The following specific warranty periods apply;

Electric Pressure Washer Policy & Procedures:

1-YEAR, Limited warranty on new K-series electric pressure washers used in consumer applications (i.e. personal residential household usage only) purchased from an authorized Kärcher dealer. ***Model numbers must begin with K2, K3 or K5 (example: K2.97M, K3.99M, and K5.85M)***

90-DAY, Limited warranty on new accessories and attachments for new K-series electric pressure washers used in consumer applications (i.e. personal residential household usage only) purchased from an authorized Kärcher dealer whether included as part of a new pressure washer or purchased separately.

**Warranty service for most Kärcher electric pressure washers is supported through our proprietary Rapid Exchange Program which provides a quick and free replacement unit to the consumer. This is a free service offered to our customers and participation can be completed in one phone call to our customer care line. Warranty service for new Kärcher accessories shall be resolved via our customer care line. Warranty periods commence on the date of purchase by the original residential consumer who should present a copy of the original receipt when requesting warranty support.*

Gasoline Powered Pressure Washers (G models) Policy and Procedures:

1- YEAR, Limited warranty on new G-series gasoline powered pressure washers used in consumer applications (i.e. personal residential household usage only) purchased from an authorized Kärcher dealer.

90-DAY, Limited warranty on new accessories and attachments for new G-series gasoline powered pressure washers used in consumer applications (i.e. personal residential household usage only) purchased from an authorized Kärcher dealer whether included as part of a new pressure washer or purchased separately.

90-DAY, A reduced limited warranty on new consumer G-series gasoline powered pressure washers purchased by and/or used in commercial applications (income producing), industrial or rental use of this equipment.

**Warranty service for Kärcher consumer gasoline pressure washers is provided through our network of authorized service centers in North America. Service will be performed according to the normal work flow and business hours at an authorized service center location and the availability of replacement parts. Kärcher, through its authorized network, reserves the right to inspect the customer's product to determine if a defect in materials or workmanship exists prior to authorizing and performing any covered repair. It is the customer's responsibility to deliver the product to an authorized Kärcher service center for this inspection. Warranty periods commence on the date of purchase by the original residential consumer who should present a copy of the original receipt when requesting warranty support.*

**Merchandise sold by Kärcher, but which has been manufactured by and identified as the product of another company, such as gasoline engines, shall be covered by the warranty of their respective manufacturers who may provide, at their discretion, different warranty lengths or requirements and may require support through their authorized service centers during their warranty period.*

What is not covered?

- Delivery or pickup charges to the service center (Kärcher will pay for the shipping of the Rapid Exchange replacement unit to the customer).
- Electric pressure washers used in commercial applications (income producing), industrial or rental use.
- Merchandise purchased as used, reconditioned, or from other than an authorized Kärcher dealer.
- Products which have been declared a total loss and subsequently salvaged.
- Rental of replacement equipment during the repair period.
- Onsite service.
- Any product that has been tampered with or worked on by anyone other than a Kärcher authorized repair technician.

Failures that are a result of:

- Abusive operation including but not limited to use without supplied water, or use with improper chemicals.
- Usage which does not match the intended purpose of a product.
- Neglected maintenance (specified in Operator's Manual).
- Use of non Kärcher parts or accessories.
- Unauthorized modifications.
- Natural calamities.
- Improper repairs.

**This warranty gives you specific legal rights, and you may also have other rights which vary from state, providence and or country purchased.*

**Kärcher reserves the option to repair or replace components or products which need support during the warranty period.*

**Warranty periods commence on the date of purchase by the original residential consumer and are not transferable.*

**All decisions of Kärcher with regard to this limited warranty shall be final.*