

WARRANTY PROGRAM
SOFT FLOORCARE SERIES



by HILLYARD

CUSTOMER DATA

Customer Name _____

Address _____

_____ No _____

City _____

State _____

Zip Code _____ Country _____

SUMMARY OF THE WARRANTY CONDITIONS FOR THE MACHINES

Category	Model	Belts	Motor & Chasis	Bag Housing	Labor
Upright Vacuums	V12S	Lifetime*	2 Years	2 Years	2 Years
	V12XP				
	V14D	Lifetime*	3 Years	2 Years	2 Years
	V18D				

Category	Model	Tanks	Parts	Labor	Travel
Extractors	EX7	10 Years	3 Years	3 Years	6 Months
	EX8				
	EX12				
	EX20				

Category	Model	Tank(s)	Parts	Labor	Travel
Spotter	MS2	1 Year	1 Year	1 Year	n/a
Interim Cleaner	ICS17	10 Years	3 Years	3 Years	n/a

* Original owner of vacuum.

WARRANTY TERMS

NEW MACHINE WARRANTY

Hillyard Company warrants to the original purchaser, for the above-stated periods (whichever occurs first), that machines will be free from defects in workmanship and material, provided that machines are installed, operated, and maintained in accordance with Hillyard written manuals or other instructions.

This warranty does not apply to damage or failure caused by accident, freight damage, misuse, negligence, abuse, improper repair, or maintenance of the machines. Please refer to the Operator Manual for proper machine operation and maintenance instructions.

The warranty period begins on the installation date at the end-user site. A Machine Installation/Warranty Report form included with the Operator Manual must be completed and returned immediately at the time of purchase. If proof of purchase is unavailable, the warranty begins ninety (90) days after original sale to an Authorized Hillyard dealer.

Demonstrator machines purchased from Hillyard carry the same warranty as a new machine.

LABOR AND TRAVEL WARRANTY

Hillyard will, at its option, provide labor and travel or pay for outside repair for the above-stated periods.

PARTS WARRANTY

Parts replaced or repaired under this warranty are guaranteed for the remainder of the warranty period. Consumable parts, expected to wear from normal use, are not covered under the parts warranty. These consumable parts include, but are not limited to: belts, drive chains, brushes, filters, power cords, cord restraints, external hoses, vacuum bags, fuses and carbon brushes.

REPAIR PARTS WARRANTY

After the warranty period expires, repair parts supplied by Hillyard are warranted against defects for ninety (90) days. The repair parts warranty only covers parts, not labor or travel (see service labor section for terms).

SERVICE LABOR WARRANTY

Labor and travel performed by a Hillyard service representative are warranted for thirty (30) days from the date the repairs are completed. This policy does not cover work performed by any service company other than Hillyard and is restricted to the specific repair operation or component for which a claim is made.

PARTS RETURNS

All transportation or shipping charges resulting from the return of parts, or accessories shall be the full responsibility of the servicing dealer. When returning, please provide a full explanation of the problem, include the serial number of the machine along with the name of the selling organization. The technical service department of the authorized dealer service center will investigate and contact you.

DISCLAIMER

HILLYARD COMPANY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HILLYARD SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER DIRECT OR INDIRECT, INCLUDING, BUT NOT LIMITED TO, BUYER'S LOSS OF MATERIAL OR PROFITS, INCREASED EXPENSE OF OPERATION, BODILY INJURY, LOSS OF USE OF PROPERTY OR DOWNTIME.

UPRIGHT VACUUMS EXCEPTIONS AND EXCLUSIONS

Normal wear items not limited to brushes, foot pedal, cords, clutches, filters, gaskets, hoses, and bearings will be warranted for manufacturing defects for 90 days from the purchase date. All other items are 1 year parts and labor.

Hillyard reserves the right to change its warranty policy without notice.



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