



## **United States and Canada Warranty Policy**

**February 01, 2024**

The information contained herein is confidential and is intended to be used by NaceCare Solutions authorized distributors and sales representatives only.

NaceCare Solutions warrants its products according to the terms outlined below. There are no other warranties expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will NaceCare Solutions or the seller be liable for any loss, damage, expense or consequential damages arising in connection with the use or inability to use these products. If a component fails to meet the term of the warranty due to defects in workmanship or materials, NaceCare Solutions will repair or replace the defective component free of charge, including labor according to our flat rate schedule and the NaceCare Solutions Warranty Procedures.

**All warranties implied below are subject to the Exceptions and Exclusions clause in this policy located on page 4 of this document.**

Product Category	Polyethylene and Structural Foam	Steel Frames	Switches, Motors, Electrical Parts	Labor Paid	Travel Time	Travel time Max Hours
	Years	Years	Years	Years	Days	Hours
Twintec Electric Scrubbers	10	5	3	2	-	-
Twintec Battery Walk Behind Scrubbers <sup>(5)</sup>	10	5	3	2	180	2
Twintec TTB1840 / TTB516	5	2	2	1	-	-
Twintec Ride-on Scrubbers	10	5	2	2	180	2
Gel Batteries <sup>(3) (4)</sup>	-	-	12 Months Full Coverage <sup>(3) (4)</sup>	-	-	-
NUC 244NX Compact Scrubber	2	2	2 years, Motor- 2 years	1	-	-
Canister Vacuums <sup>(1)</sup>	10	-	2 Years, Motors - 5 Years <sup>(1)</sup>	2	-	-
Backpack Vacuums <sup>(1)</sup>	10	-	2 Years, Motors - 5 Years <sup>(1)</sup>	2	-	-
Upright Vacuums			1 year, Motors - 2 Years	1	-	-
Battery Vacuums	10	-	2 Years, Motors - 2 Years	2	-	-
NX300 Lithium-Ion Battery	-	-	4 Years Pro-Rated (Jan 2023) 2 years exchange, then 2 years pro rated	-	-	-
NX1K Battery	-	-	5 Years	-	-	-
Wet Dry Vacuums <sup>(1)</sup>	10	-	2 Years, Motors - 2 Years <sup>(1)</sup>	2	-	-
Carpet Extractors and Fabric Care	10	-	2	2	-	-
Rest-Room Care Equipment	10	-	2	2	-	-
Structural Foam Floor Machines	10	-	2	2	-	-
Steel Floor Machines	-	5	2	2	-	-
Pressure Washers <sup>(2)</sup>	2	-	2	2	-	-
Duplex Hydro washers	1	-	1	1	-	-
Vapor Cleaning Machines	1	-	1	1	-	-
Janitorial Carts	10	5	-	-	-	-
Quick Vacuum (Red Domestic)	-	-	2 Years	-	-	-
Quick Vacuum (Graphite Commercial)	-	-	1 Year	-	-	-
Quick Battery (Domestic/Commercial)	-	-	1 Year	-	-	-

1. Vacuum(s) must be used with a NaceCare HepaFlo vacuum bag to qualify for the 5-year motor warranty. If the vacuum is used bagless or with another manufacturer's vacuum bag, the warranty is 2 years.
2. Subject to the Pressure washer accessory warranty listed on page 4 of this document.
3. Subject to the Gel Battery exception and exclusion paragraph located on page 4 of this document
4. Subject to the Gel Battery Warranty Coverage explained on page 3 of this document.
5. Except TTB1840 / TTB516

## Warranty Commencement

Warranty shall commence six (6) months from the purchase date by the NaceCare Solutions distributor, or on the purchase date by the original end user. Whichever comes first.

## Labor Allowance

### **Labor Rate**

NaceCare Solutions will allow \$ 54.00 per hour for warranty labor work. All warranty labor charges will be paid on this basis. Any repair that requires less than fifteen minutes of labor will not be eligible for reimbursement. This labor allowance does not take into consideration troubleshooting or diagnosis time taken for the repair. All repair times are subject to the flat rate schedule enclosed in this document.

If any operation is not covered in this flat rate schedule, NaceCare Solutions will determine a labor rate when a claim is made based on actual repair times by our own service technicians.

**Please note:** Situations may arise that require special consideration. In these cases, to request special consideration, please contact your Regional Sales Manager.

### **Travel Allowance**

Travel allowance charges are covered for 180 days from date of purchase to the original end-user for all **battery equipment except the TGB516, NUC 244NX, Backpack/Canister Vacs, Carpet Extractors, Quick Vac, and Duplex Machines** . NaceCare Solutions will pay \$54.00 per hour to a maximum of 2 hours. Travel allowance for other products is not covered under the warranty policy. It is the purchasers' responsibility to bring equipment to the dealer for warranty repair.

Repair of any components or machines by independent service stations is not allowed except by prior authorization. If unauthorized service is performed by a third party, any debts incurred are the responsibility of the distributor.

### **Replacement Parts**

Replacement parts for machines exceeding the original warranty period are covered for ninety (90) days. Replacement parts that are considered wear items carry no warranty.

### **Clearance and Demo Products**

Clearance and demo products are covered for the remainder of the original warranty period or six (6) months from the date of sale to the original end user, whichever is greater. This excludes gel batteries.

### **Warranty Parts Shipping Policy**

All parts ordered for warranty replacement will be shipped standard ground service. Any requests for expedited delivery will be at the expense of the distributor.

## Gel Battery Warranty Coverage

Batteries used in NaceCare equipment are warranted by their original equipment manufacturers. All warranty claims on batteries will be referred to their original OEM by NaceCare Solutions for inspection. Under no circumstances will NaceCare Solutions or the seller be liable for any loss, damage, expense or consequential damages arising in connection with the use or inability to use these products.

If you have a defective gel battery within its respective warranty period, please follow the instructions below:

1. Contact the NaceCare Solutions warranty department with the machine information (Serial number, Date of Purchase etc.)
2. If the battery is deemed to be within the warranty period, NaceCare Solutions will arrange a date to pick up and inspect the battery with the OEM.
3. The OEM will pick-up and test/inspect the battery to determine the defect.
4. If the battery is deemed to be defective by manufacturers defect, the OEM will replace the battery with a new battery. If the defect was caused by the user (i.e. undercharging, left in a discharged state etc.), the battery manufacturer will deliver the defective battery back to you with a report explaining why the warranty coverage was denied.

NaceCare Solutions is not responsible for labor, freight, travel, or installation charges associated with battery diagnosis or replacement when the warranty coverage is denied by the OEM.

**All warranties implied above are subject to the Exceptions and Exclusions clause in this policy.**

## Exceptions and Exclusions

### **Gel Batteries:**

Our warranty does not cover batteries that have suffered damage due to over or under charging or batteries that have suffered sulphation due to being left in an uncharged state for any period of time. Warranty will not be allowed under any circumstances if there has been any tampering with the vent covers. Transit or storage damage is also not covered.

Warranty coverage does not apply to parts which fail due to the following conditions:

- Improper or low voltage
  - Improper extension cord selection
  - Dirty or inefficient water supply
  - Inappropriate chemical use
  - Improper or insufficient service or maintenance
  - Used with clogged or damaged filters
  - Used without a filter
  - Use of a machine in excess of design duration or any conditions damaging to the normal operation of the equipment.
  - Disassembly of any components, such as motors, may result in the refusal of warranty coverage.
1. Any parts replaced under warranty are only covered for the remainder of the original warranty period.
  2. Warranty service can only be performed by authorized distributors or approved warranty repair centers.
  3. Compensation for repairs is determined by the flat rate schedule enclosed in this document.
  4. Components that have become defective through wear or abuse are not covered by this warranty.

### **Wear Items**

Numerous items wear out under normal usage conditions. These items are not eligible for warranty coverage. These include: vacuum hoses, hose cuffs, hose fittings, brushes, belts, filters, filter screens, grips, skirts, pad drivers or brushes, Clutches, Castors, Pulleys, Wheels, Tires, Light Bulbs, Gaskets, battery cables and connectors, carbon brushes, filters, fuses, drain hoses, power cords, squeegee blades, bearings, o-rings, armatures, floor tools, and vacuum bags.

This is only a partial listing of wearable items. Please contact the NaceCare Solutions warranty department for clarification of wearable items not listed in this document.

### **Freight Damage:**

Freight damage is not covered under the NaceCare Solutions warranty policy.

### **Replacement Parts:**

NaceCare Solutions will not honor any warranty claims for parts, labor, or travel if the replacement part was not purchased through NaceCare solutions.

### **Pressure Washer Accessories:**

High pressure hoses are not covered. The factory applied high pressure crimps are covered for 30 days. Dirt killer and turbo nozzles are warranted for 30 days. Rubber parts, pressure washer guns, couplers, spray nozzles, pump and unloader packing's, and valves are warranted for 90 days. O-rings are not covered under this warranty. All other high pressure accessories are warranted for a period of thirty (30) days.

### **General Conditions for the flat Rate warranty Schedule:**

Any items not covered in the flat rate schedule will be evaluated by the NaceCare Solutions Warranty Department at the time of claim submission. At that time a fair decision will be made regarding labor allowance based on actual repair times by our own service technicians.

**NaceCare Solutions reserves' the right to review or modify the above document at any time without specific written or prior notice. This warranty policy precedes all other warranty policies previously published.**



# Flat Rate Warranty Schedule

NaceCare Commercial Dry Vacuums	
Switches	15 Minutes
Handle	15 Minutes
Motor	45 Minutes

Nacecare Commercial Wet/Dry Vacuums	
Switches	15 Minutes
Speed Control Board	45 Minutes
Thermal Protector	45 Minutes
Motor	45 Minutes
Sump Pump	1 Hour
Start Delay Module	45 Minutes

Nacecare Floor Machines	
Switches	15 Minutes
Bearing Assembly (NA1520/2020)	1.75 Hours
Rectifier	45 Minutes
Triac	45 Minutes
Motor	1.25 Hours
Microswitch	45 Minutes
Capacitors	30 Minutes
Handle Levers	45 Minutes

Duplex Hydrowashers	
Microswitch	30 Minutes
Circuit Breaker	15 Minutes
Capacitor	15 Minutes
Motor	2 Hours
Drive Gear	1.5 Hours
Conveyer Rollers	45 Minutes

NUC 244NX	
Vacuum Motor	1 Hour
Brush Motor (Left or Right)	1 Hour
Battery Control PCB	30 Minutes
Handle PCB	20 Minutes
Solenoid	45 Minutes

Battery Backpack Vacuums	
Vacuum Motor	45 Minutes
PCB	45 Minutes
Switch	15 Minutes

Box Extractors	
Switches	15 Minutes
Vacuum Motor	45 Minutes
Solution Pump	45 Minutes
Wiring Harness	30 Minutes

Twintec Walk-behind Floor Scrubbers	
Switches	15 Minutes
Microswitches	15 Minutes
Capacitors	30 Minutes
Solution Valve	30 Minutes
24V Brush Drive Motor	1.5 Hours
120V Brush Drive Motor	1.5 Hours
Charger	45 Minutes
Current PCB Board	45 Minutes
LED Panel	30 Minutes
Vacuum Motor	45 Minutes
Gearbox	45 Minutes
Traction Drive Assembly	45 Minutes
Traction Drive Motor	2.5 Hours
Drive Motor Controller	45 Minutes

Twintec Vario (Ride-on Floor Scrubbers)	
Display Control Board	30 Minutes
Charger	1 Hour
Brake	1 Hour
Brush Motor	1.5 Hours
Water Pump	1 Hour
Chemical Dosing Pump	1 Hour
Water and Chemical Pump	1.25 Hours
Water Pump or Chemical Dosing Pump	30 Minutes
Vacuum Motor	45 Minutes
Main Drive Wheel	2.5 Hours
Surge Arrestor	30 Minutes

Vapor Machines (Steamers)	
Switch	15 Minutes
Solenoid	45 Minutes
Pressure Switch	45 Minutes
Circuit Board	45 Minutes
Control Thermostat	30 Minutes
High Limit Thermostat	45 Minutes
Reset Thermostat	30 Minutes
Power Relay	30 Minutes
Diode	30 Minutes
Pump	30 Minutes
Heating Element	30 Minutes
Boiler	1 Hour
Boiler Float	45 Minutes
Water Tank Float	30 Minutes

Automatic Carpet Extractors	
Switches	15 Minutes
Vacuum Motor	45 Minutes
Solution Pump	45 Minutes
Brush Motor	1 Hour
Drive Motor	1 Hour
Traction Drive Assembly	1.5 Hours
Traction Control (AV18AX)	45 Minutes
Wiring Harness	30 Minutes

Any items not covered in the flat rate schedule will be evaluated by the NaceCare Solutions Warranty Department at the time of claim submission. At that time a fair decision will be made for the labor allowance based on actual repair times by our service department.