

# **EASY-KLEEN**

## **PRESSURE SYSTEMS LTD.**

MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

## **MANUFACTURER'S WARRANTY**



Thank you for your purchase of an Easy-Kleen pressure cleaning system.

All original equipment are warranted for a specific period and on the conditions set forth, that the product is free from defect in materials and workmanship as follows:

[service@easykleen.com](mailto:service@easykleen.com)

1-800-315-5533

[www.easykleen.com](http://www.easykleen.com)

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WARRANTY TIME LINE	DESCRIPTION	FROM PURCHASE
<b>Electric Motors</b>	1 Phase	18 Months
	3 Phase	24 Months
	For warranty of these items, manufacturer needs to be contacted	
<b>Oil Burners</b>	Ignitors, Fuel Solenoid, Burner Motor, Fuel Assembly, Drive Shaft, Electrodes, Blower, Wheel Fuel Pump	1 Year for Parts
<b>Propane/Natural Gas Burners</b>	Burner Rings, Gas Valves, Gas Valve Control Board	1 Year
<b>Fitting</b>	All Fittings, Brass, Stainless Steel, Steel, Etc.	30 Days
<b>Heating Coils</b>	*Damage due to neglect, freezing or hardwater is not covered	5 years - limited
<b>Gas Motors</b>	Must contact Honda/Kohler for Warranty	
<b>Lifan Motor</b>	Contact Easy-Kleen for Warranty	1 Year (for commercial use)
<b>Frames</b>	Contact Easy-Kleen for Warranty *Paint is not covered under the manufacturer's warranty due to aggressive environment or natural wear.	7 Years
<b>Plastic Tanks</b>	Water or Fuel	1 Year
<b>Accessories /Wear Items</b>	Unloader, Regulating Valves, Safety Valves, Jetter Valves, Check Valves, Foot Valves, Pulsation Dampeners, Trigger Guns, Rotary Nozzles, Chemical Injectors, Hose (Jetter Hose Not Included), Hose Reels, Sandblast Kits, Surface Cleaner, Water Broom, Water Strainer, Belts, Ball Valves, Swivels, Balanced Relief Valves, Accumulator Lances	90 Days
<b>Electrical Components</b>	Switches, Time Over Loads, Contactors, Transformer, Thermostat, Vacuum Switches, Flow and Pressure Switches, Relays, Primary Controls	90 Days
<b>Non-Warranty Items</b>	Fuel Filters, Nozzles, O- Rings, Thermo Relief Valves (Pump Seals, Valves, Plungers)	
ANY PARTS NOT LISTED ABOVE PLEASE CALL FOR WARRANTY INFO.		

PUMP WARRANTY TIME LINE	DESCRIPTION	FROM PURCHASE
<b>Cat Pumps</b>	Direct Drive Pumps	2 Years
	Car Wash Pumps (Including all models used in Car Wash or Portable Fresh Water Pressure Cleaning applications)	5 Years
	All other pumps not listed above	1 Year
<b>Giant Pumps</b>	Pressure Washer and Self- Serve Car Wash Applications	5 Years
	All other Giant Pumps, Industrial and Consumer Pumps	1 Year
	Lifetime on Manifolds due to Manufacture defects	
<b>AR Pumps</b>	Plunger Pumps	5 Years
	Axial Pumps	1 Year
	AR Accessories	90 Days
<b>General Pumps</b>	Manifolds	5 Years
	Pressure Washer Pumps	5 Years
<b>EK Pumps</b>	Manifolds	5 Years
	Pumps	1 Year
	Accessories	90 Days
<b>Hawk Pumps</b>	Manifolds	5 Years
	Pressure Washer Pumps	5 Years
<b>Manufacturer does not cover wet end of Pump Seals, Valves, and Plungers</b>		

**NOTE: ANY MODIFICATIONS OR MANIPULATIONS OF PARTS VOIDS WARRANTY.**

**What is a Limited Warranty?**

Warranty is a written guarantee by the manufacturer of a product, promising to repair or replace parts which have a defect in material or workmanship. "Limited" means that the Warranty is for a specified period of time, and has certain other restrictions. Parts will be warranted for the time periods specified in this published warranty. Any exceptions must be approved by Easy-Kleen service / warranty department.

**Warranty Start Date**

The warranty coverage begins on the date of original purchase and applies to the original components only.

**Right to Inspect**

Easy-Kleen and its service centers reserve the right to inspect the customer's Easy-Kleen products to determine if a defect in materials or workmanship exists prior to the commencement of any covered repair. It is the customer's responsibility to contact the Easy-Kleen authorized service center and make the arrangements for inspection and/or repair.

**Limitations Of Liability**

Easy-Kleen liability for special, incidental, or consequential damages is expressly disclaimed. In no event shall Easy-Kleen's liability exceed the purchase price of the product in question. Easy-Kleen makes every effort to ensure that all illustrations and specifications are correct, however, these do not imply a warranty that the product is merchantable or fit for a particular purpose, or that the product will actually conform to the illustrations or specifications. Our obligation under this warranty is expressly limited at our option to the replacement or repair at our manufacturer location, if such part or parts at inspection shall disclose to have been defective. Easy-Kleen does not authorize any other party, to make any representation or promise on behalf of Easy-Kleen or to modify the terms, conditions, or limitations in any way. It is the buyer's responsibility to ensure that the installation and use of Easy-Kleen products conform to local codes. While Easy-Kleen attempts to ensure that its products meet national codes, it cannot be responsible for how the customer chooses to use or install the product. **THE WARRANTY CONTAINED HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.**

**Customer Responsibility**

It is the customer's responsibility to maintain the equipment in accordance with the instructions provided in the manual provided at the time of purchase. Easy-Kleen recommends that you keep records and receipts; you may be asked to prove that the maintenance instructions have been followed. It is also the customer's responsibility to operate the equipment in a safe manner, and for the use for which it was designed. If a defect in materials or workmanship occurs, it is the customer's responsibility to cease operating the equipment until repairs are made. Damage which occurs from continued operation after a defect is identified may not be covered by this warranty. Your authorized service center should be contacted immediately so that repairs can be made in a timely manner.

**Repair at an Authorized Service Center**

To obtain warranty service under the terms and conditions of the Easy-Kleen Limited Warranty, you must deliver portable equipment to an authorized Easy-Kleen service center. For stationary models or instances when delivery is not possible, the customer should make arrangements for a service call from the service center. At the time of repair, you must provide proof of purchase. Easy-Kleen recommends that the service center from whom the machine was purchased be contacted for the warranty repair. If that is inconvenient, any authorized Easy-Kleen service center may complete the repairs. If the service center is requested to complete repairs at the customer's location, please note that the service center may charge for pickup & delivery, or for travel time and mileage. These charges are not covered under the Easy-Kleen Limited Warranty and are the customer's responsibility.

**Changes in this Policy**

Easy-Kleen reserves the right to make any changes to an Easy-Kleen product at any time without incurring any obligation with respect to any product previously, ordered, sold, or shipped.

**Warranty Repairs**

Repairs covered under the conditions of this warranty must be performed by an authorized Easy-Kleen service center. Warranty claims must first contact Easy-Kleen's Service Department to be issued a preauthorized repair number (PARN). You will need a copy of your invoice and the equipment serial number.

If new parts are needed, they will be invoiced to you as normal. Defective parts are to be sent to us **PREPAID** for warranty consideration. If a part is found to be defective, a credit will be issued to cover the costs of parts. All work is to be performed at the manufacturer's place of business when returned **PREPAID**. This warranty will not cover labor if warranty work is conducted at the customer's place of business. Road service will be charged at the normal rate in these situations.

**Installations, Including OEM**

Easy-Kleen equipment/components are occasionally installed on mobile equipment. Easy-Kleen is in NO WAY responsible or do they warranty/guarantee that the equipment/components will withstand the customer's application or installation requirement. OEM or Installer are responsible for securing the equipment.

**Note: Due to original equipment manufacturer's requirements, Easy-Kleen is not permitted to perform warranty repairs or claims for electrical motors, gas, or diesel engines. Please contact Easy-Kleen service department for a local warranty representative.**

### **Warranty Does Not Cover:**

- The warranty time frame never restarts and is always based on original purchase date, even if parts are issued on warranty.
- Warranty freight cost will be covered by Easy-Kleen for the first 30 days of sale of the machine due to manufacture defect or workmanship.
- Neglect of the periodic maintenance as specified in the owner's manual.
- Improper repair or maintenance.
- Operating methods other than those indicated in the owner's manual.
- The use of non-genuine Easy-Kleen parts or accessories other than those approved by Easy-Kleen.
- Exposure of chemical agents, such as: Sea Water, Sea Breeze, Salt, or other environmental phenomena.
- Collision, fuel contamination or deterioration, neglect, unauthorized alteration or misuse.
- Warranty does not cover travel or time if a service call is needed.
- Warranty does not apply when pump or accessory is altered or used in excess of recommended speeds, pressure, temperatures, or handling fluids not suitable for pump or accessory material.
- Construction warranty does not apply to normal wear.
- Warranty does not apply to normal wear (such as but not limited to seals, packing valves, plungers and sealing O-Rings), freight damage, freezing damage or damage caused by parts or accessories not supplied by Easy-Kleen.
- After 30 days freight will become chargeable.
- Warranty covers In-House Labour and Parts if manufacture defect is repaired at an Easy-Kleen approved Service Center.

### **Warranty Does Not Cover Defects Caused By:**

- Improper or negligent operation or installation, accident, abuse, misuse, neglect, unauthorized modifications, including, but not limited to, the failure of the customer to comply with recommended product maintenance schedules.
- Improper repair
- Neglected maintenance/incorrect operation (specified in the Owner/Operator's Manual)
- Unapproved devices or attachments
- Water sediments, rust corrosion, thermal expansion, scale deposits or a contaminated water supply or use of chemicals not approved or recommended by Easy-Kleen Pressure Systems Ltd.
- Improper voltage, sudden voltage spikes or power transients in the electrical supply
- Usage which is contrary to the intended purpose of the equipment
- Natural calamities or disasters including, but not limited to, floods, fires, wind, freezing\*, earthquakes, tornados, etc.  
\* includes damage caused to components that come in contact with water as a result of freezing in a non-winterized machine.

### **Shipping Claims**

**Freight Damage** – is defined by product arriving with observable damage to package and/or product.

- 1.1 Freight damages MUST be reported immediately
- 1.2 Damaged packaging must be photographed immediately for records
- 1.3 If freight company is arranged by dealer, then it is incumbent on them to contact their own freight company and file a claim directly with them. If freight was arranged by Easy-Kleen, then contact Easy-Kleen Pressure Systems Ltd. with the following information (regardless of receipt or refusal of shipment).
  - 1.4.1 Purchase order of product
  - 1.4.2 Pictures of damage
  - 1.4.3 List of products affected
    - 1.4.3.1 Model Number of Product
    - 1.4.3.2 Serial Number of Product

**Hidden Damage** - is defined by product arriving and the package having no visible signs of damage. Upon opening the packing damage is noted on the product.

- 2.1 Hidden damage MUST be reported immediately.
- 2.2 Hidden damage claims cannot be reported on items received more than 6 months prior.
- 2.3 When hidden damage is discovered, contact Easy-Kleen Pressure Systems Ltd. with the following information.
  - 2.3.1 Purchase Order of product
  - 2.3.2 Pictures of damage
  - 2.3.3 Model number of product
  - 2.3.4 Serial Number of product

### **Missing Part Claims**

1. Items missing from Purchase Order MUST be reported immediately.
  - 1a. When missing products are noticed, contact Easy-Kleen Pressure Systems Ltd. with the following information
    - i. Purchase Order of product
    - ii. Model number of products that are believed to be missing from shipment

*Easy-Kleen Pressure Systems Ltd., will advise on course of action to remedy situation.*
2. Items missing from inside box of product
  - 2a. When missing products are noticed, contact Easy-Kleen Pressure Systems Ltd. with the following information
    - i. Purchase Order of product
    - ii. Model and Serial number of products
    - iii. Items missing from package

*Easy-Kleen Pressure Systems Ltd., will advise on course of action to remedy situation.*