

Warranty Request Instructions



Dear Kaivac Customer,

We are sorry to discover you have experienced a failure with our equipment. We will be happy to consider a warranty request from your company upon receipt of a completed Warranty Request Claim (WRC) form. To make sure that your claim is processed promptly, please follow these easy steps:

1. Fill out the attached WRC form completely. All information must be supplied for warranty consideration.
2. Package parts carefully to avoid additional damage that may hinder our inspection for warranty. Please make copies of the WRC form for your records and return a copy with the failed parts to:

Kaivac, Inc.
Attn: Warranty Department
2605 Zimmerman Ave
Hamilton, Ohio 45015

3. To qualify for the Extended Kaivac Chemical Warranty (see below)*, please provide two copies of recent invoices to confirm that Kaivac chemicals have been purchased for this machine. NOTE: If desired, prices may be blacked out.

Determination of credit will be made after the returned parts are evaluated. Kaivac will reimburse parts, freight and labor (when applicable). Travel time will not be reimbursed.

KAIVAC LIMITED WARRANTY PROTECTION PLAN

Kaivac warrants the following components to be free from defects in materials and workmanship for these time periods:

1. Standard Warranty (when Kaivac chemicals are not used)
 - One year parts and labor
 - Maximum warranty period allowed for sale of machine is two years from the time that machine is sold to the Kaivac distributor.
1. *Extended Kaivac Chemical Warranty (when only Kaivac chemicals are used for the life of the machine)
 - 10 years on rotationally molded parts.
 - Three years on other parts (excluding wear items)
 - One year on labor

If we can be of further assistance, please contact the Kaivac Warranty Department at 1-800-287-1136, option 2.

WARRANTY REQUEST CLAIM

Kaivac, Inc.
Warranty Department
2605 Zimmerman Ave
Hamilton, Ohio 45015



Return Authorization Number:

Date of Service:

Original Purchase Order #:

COMPANY INFORMATION		DISTRIBUTOR / SERVICE CENTER	
Name:		Name:	
Address:		Address:	
City, State Zip:		City, State Zip:	
Phone:	Fax:	Phone:	Fax:
		Contact Name:	
Model-Serial Number:			
Vacuum Hours:		Pump Hours:	Purchase Date:
Parts Being Returned	Reason for Return		Company Use Warranty Approved ✓
<input type="checkbox"/> Claim Approved Explanation:			
<input type="checkbox"/> Claim Denied Explanation:			

Warranty Technician: _____

KaiVac Replacement Parts Warranty Chart

Warranty Item	Time Allowed Per Repair	Repair Reimbursement @ \$50.00 Per Hour	Return Part
Chem. Injector 1200 & 1700 Series	.25 Hours	12.50	Yes
Chem. Injector 2100 Series	.75 Hours	37.50	Yes
Rocker Switch	.25 Hours	12.50	Yes
Check Valve/Unloader	.50 Hours	25.00	Yes
Vacuum Motor	.50 Hours	25.00	Yes
Chemical Valve 1200 & 1700 Series	.50 Hours	25.00	Yes
Chemical Valve 2100 Series	.75 Hours	37.50	Yes
Pulse Hose	.25 Hours	12.50	Yes
Hercules Hose 2100 Series Only	.75 Hours	37.50	Yes
Vacuum Tank 1200 & 1700 Series	.50 Hours	25.00	Yes
Vacuum Tank 2100 Series	1.50 Hours	75.00	Yes
Water Tank 1200 & 1700 Series	.50 Hours	25.00	Yes
Water Tank 2100 Series	1.50 Hours	75.00	Yes
Pump Motor Only/Pump Head Only *	.75 Hours	37.50	Yes
Pump and Motor Assembly *	.75 Hours	37.50	Yes

*Effective 5/6/2013