

# North American New Machine Warranty

Effective on all products shipped *AFTER* March 31, 2010



Bold Innovation. Expert Results.

## Limited Warranty

Windsor warrants new machines against defects in material and workmanship under normal use and service to the original purchaser. Any statutory implied warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this written warranty. Windsor will not be liable for any other damages, including but not limited to indirect or special consequential damages arising out of or in connection with the furnishing, performance, use or inability to use the machine. This remedy shall be the exclusive remedy of the buyer. The warranty period is subject to the conditions stated below.

## 10 / 3 Warranty: 10 Years Polyethylene (PE) Housings, 3 Years Parts, and Service Labor

Subject to conditions outlined below, Windsor warrants rotationally molded PE housings and parts on all of its machines to be free from defects in material and workmanship, under normal use and service for ten (10) years to the original owner.

Under this warranty we guarantee the performance of non-polyethylene parts and components to be free from defects for up to three (3) years to the original end user. Parts replaced or repaired under this warranty are guaranteed for the remainder of the original warranty period. (See table below)

Service labor charges are covered for up to three (3) years from the date of purchase through authorized Windsor service provider. No travel coverage is extended for cord-electric models. See table below for each general product model warranty coverage.

## Upright Vacuums:

Product	Non- PE Parts	Service Labor
Versamatic®/Flexamatic®/Axxess	Belts	Lifetime
	Vacuum Motor, Swivel Neck and Chassis	3 years
	Brush Motor, and Bag Housing	5 years
Sensor®	Belts	Lifetime
	Vacuum Motor and Chassis	2 years
	Bag Housing	5 years

## 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.

## All Other Products:

Product	PE Housing & Parts	Non- PE Parts	Service Labor	Travel
Rider / Stand up Scrubbers	10 years	3 years or 2000 hours	3 years or 2000 hours	6 Months
Rider Sweepers	10 years	3 years	3 years	6 Months
Walk Behind Scrubbers	10 years	3 years or 2500 hours	3 years or 2500 hours	6 Months
Walk Behind Sweepers	10 years	3 years	3 years	6 Months
Battery Burnishers	10 years	3 years	3 years	6 Months
Extractors / Compass	10 years	3 years	3 years	-
Polishers / Elec. Burnishers / GH/iCapsol Mini	10 years	3 years	3 years	-
Wide Areas Vacuums	10 years	3 years	3 years	-
VacPac Vacuums	10 years	1 year	1 year	-
Tracer/Flex Sweepers/ Scrubbers	10 years	3 year	3 months	90 days
Air Movers/Dri-matic/ TITAN™/Rombus/Priza	1 year	1 year	1 year	-
Canister Vacuum	1 year	1 year	1 year	-
Wet/Dry Vacuum	1 year	1 year	1 year	-
Broom	1 year	1 year	1 year	-
Steamer	1 year	1 year	1 year	-
Propane Burnishers / Strippers	-	2 year	1 year	-

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

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## Product exceptions and Exclusions:

- Extractor brush motors, **ALL** pump motors, **ALL** PC boards and electronics, **ALL** Vacuum motors, **ALL** pumps, and diaphragms/Tank bags carry a one (1) year parts and service labor warranty.
- The Eagle-Robin® engines have three (3) year manufacturer's warranty. The Honda® and Kawasaki® engines have two (2) year manufacturer's warranty. **NOTE:** The engine warranty is administered through the engine manufacturer and must be repaired at an authorized service center.

Normal wear items and accessories including, but not limited to, belts, brushes, carbon brushes, clutches, cords, filters, finishes, gaskets, hoses, light bulbs, squeegees, bearings, actuating cables, tires, and propane tanks will be warranted for manufacturing defects for 90-days from the purchase date.

The warranty commences on the purchase date by the original end user from an authorized Windsor agent, subject to proof of purchase. The Machine Registration Card must be completed and returned immediately at the time of purchase. If proof of purchase cannot be identified, the warranty start date is 90 days after the date of sale to an authorized Windsor distributor. Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period.

## 90 Day Warranty Extension Available

Upon receipt of the Machine Registration Card, Windsor will extend by 90 days, from the date of purchase, all items included under the one-year provision. This applies only to one-year items and does not include 90-day wear items.

## This Warranty Shall Not Apply To:

1. Any product that has been subject to abuse, misuse, neglect or unauthorized alteration (including the use of incompatible or corrosive chemicals or overloading of capacity).
2. Products that have experienced shipping or freight damage.
3. Repairs necessary to correct any failure due to improper pre-delivery service and inspection by the selling dealer.
4. Excessive time for cleaning units in preparation for repair.
5. Any repairs resulting from poor initial service work or improper diagnosis.
6. Tune-up parts such as plugs, plug wires and condensers.
7. Any design alterations performed by an organization not authorized or specified by Windsor.
8. Battery and charger warranties are handled directly with the manufacturer (Trojan® batteries and Lester® chargers).
9. High-pressure washing.
10. Electrical components exposed to moisture.

If difficulty develops during the warranty period, contact the authorized Windsor agent from whom the product was purchased. Windsor Industries may elect to require the return of components to validate a claim. Any defective part to be returned must be shipped freight prepaid to an authorized Windsor Distributor/Service Center or to the Windsor factory.

## Use Of Parts Not Approved By Windsor Will Void All Warranties

This warranty is valid only for all products Shipped/Sold **AFTER** March 31, 2010. A product sold before that date shall be covered by the limited warranty in effect at the date of sale to the original purchaser.

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