



## Limited Warranty - New Equipment

USA-CLEAN by Jon-Don warrants to the original end user that each new machine, accessory, and genuine replacement part is free from defects in material and workmanship under normal use. Our obligation is limited to repair by an Authorized Service Center. Warranty coverage starts on the shipment date from the factory to the Authorized Dealer. It can be adjusted to start up to six months later with proof of sale from the Authorized Dealer to the end user. Claims must be submitted within 30 days of service via [nationalaccounts@usaclean.com](mailto:nationalaccounts@usaclean.com).

Coverage periods are as follows:

floorcare.biz Labeled Products	Parts <sup>1,2</sup>	Labor <sup>1,2</sup>	Travel <sup>2,3</sup>
Carpet Dryers	1 year	1 year	-
<b>Vacuums</b>			
<i>Wide Area</i> <sup>6</sup>	3 years	2 years	180 days
<i>Wet/Dry</i>	3 years	2 years	180 days
Floor Machines	3 years	2 years	180 days
Burnishers	3 years	2 years	180 days
Extractors and Spotters	5 years	2 years	180 days
<b>Commercial Scrubbers</b>			
<i>Cord, Battery Walk-Behind and Rider</i> <sup>7</sup>	5 years	2 years	180 days
<b>EXCEPTIONS</b>			
<i>Accessories/Replacement Parts</i> <sup>4</sup>	90 days	-	-
<i>Batteries</i> <sup>7,8</sup>	Manufacturer Defect 12 months 100% coverage, prorated up to 18 months		
<i>Vacuum Motors and Rectifiers</i>	1 year	1 year	180 days
<i>Roto-mold Components</i>	8 years	See note 5	
<i>External Battery Chargers</i>	As offered by manufacturer		

<sup>1</sup> Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period.

<sup>2</sup> Coverage only applicable to products sold and used in the United States. Parts used for repair must be purchased through USA-CLEAN by Jon-Don.

<sup>3</sup> Travel warranty coverage limited to 3 hours of round-trip travel time to remedy a defective product or part.

<sup>4</sup> Applies to replacement parts only after machine warranty coverage has expired.

<sup>5</sup> Labor and travel follows warranty offered on original machine.

<sup>6</sup> Brush motors and belts carry 2 years parts and labor.

<sup>7</sup> Battery warranty effective the original ship date of the machine.

<sup>8</sup> Battery warranty terms require well-maintained batteries, including:

- Charging the batteries to full at least once a month to prevent complete discharge
- Disconnecting battery cables to prevent damage before placing machine into long-term storage



## **Exclusions**

This warranty does not cover:

- Repairs resulting from misuse, accidents, transit damage, overloading, or lack of maintenance as described in the operating instructions.
- Minor adjustments such as tightening screws or bolts not connected with the replacement of parts.
- Replacement of expendable wear items such as scrub brushes, pad holders, carbon motor brushes, bulbs, bags, filters, and various rubber/plastic parts.
- Repairs or alterations by non-authorized organizations, which void the warranty.

## **Disclaimer of Warranties and Limitation of Remedies**

There are no warranties beyond those stated herein. Any implied warranties, including merchantability or fitness for a particular purpose, are limited to the duration of this warranty. The buyer's sole remedy is repair or replacement as provided herein. USA-CLEAN by Jon-Don is not liable for indirect, special, or consequential damages.

## **Return and Service Instructions**

The end user is responsible for transportation or shipping charges when returning items. Include a problem explanation, machine serial number, and selling organization's name. The Technical Service department of the Authorized Service Center or factory will investigate and contact you.

## **Hazardous Substances**

For cleaning hazardous substances, use only specially rated equipment. If such equipment requires service, special decontamination procedures must be followed before shipping to an Authorized Service Center. Contact your USA-CLEAN by Jon-Don equipment specialist for details.

**For warranty service, email**  
nationalaccounts@usaclean.com