

# CLARKE COMMERCIAL U.S. LIMITED WARRANTY

Nilfisk, Inc. warrants to the original end user, each new machine, new accessories and genuine replacement parts against defects in material and workmanship under normal use and service. Our obligation under this warranty is limited to repair of the defective item by an Authorized Service Center. Warranty coverage shall begin on the date the machine was shipped from the factory to the Authorized Dealer. By registering the machine online, warranty coverage can be adjusted to begin up to six months from date of shipment from the factory with a proof of sale from Authorized Dealer to its End User. Warranty claims must be submitted within 30 days of service date. All warranty registrations and claims are completed online, 24 hours a day, via [www.clarkeus.com](http://www.clarkeus.com). The coverage period is specified below:

CLARKE GROUP	Parts <sup>1,2</sup>	Labor <sup>2</sup>	Travel <sup>2,3</sup>
<b>Carpet Dryers</b>	1 Year	1 Year	-
<b>Wet/Dry Vacuums and All-Purpose Cleaners</b>	3 Years	2 Years	180 Days
<b>Floor Machines</b>	3 Years	2 Years	180 Days
<b>Vacuums</b>			
<i>Exposed Bag<sup>9</sup></i>	1 Year	1 Year	-
<i>Enclosed Upright, Canister, Back Vacuums<sup>6,8</sup></i>	3 Years	1 Year	-
<i>Wide Area</i>	3 Years	2 Years	180 Days
<b>Burnishers</b>			
<i>Propane<sup>7</sup></i>	2 Years	2 Years	-
<i>Cord-Electric</i>	3 Years	2 Years	180 Days
<i>Battery Walk-Behind</i>	5 Years	2 Years	180 Days
<b>Commercial Sweepers</b>			
<i>Manual and Battery (Walk-Behind and Rider)</i>	5 Years	2 Years	180 Days
<b>Extractors</b>			
<i>Cord, Battery and Rider</i>	5 Years	2 Years	180 Days
<b>Commercial Scrubbers</b>			
<i>Cord, Battery Walk-Behind</i>	5 Years	2 Years	180 Days
<i>Commercial Rider</i>	5 Years	2 Years	180 Days
US PRODUCTS GROUP	Parts	Labor	Travel
<b>Dual-Surface Machines</b>	2 Years	2 Years	-
<b>Extractors</b>	2 Years	2 Years	-
<i>HydraPort<sup>®</sup> models</i>	1 Year	1 Year	-
<b>TreadMaster<sup>™</sup></b>	1 Year	1 Year	-
<b>Ozone (Electrodes carry lifetime warranty)</b>	3 Years	3 Years	-
EXCEPTIONS	Parts	Labor	Travel
<i>Accessories/Replacement Parts<sup>4</sup></i>	90 Days	-	-
<i>Batteries<sup>10</sup></i>	6 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	See Note 5
<i>Internal Combustion Engines</i>	As offered by manufacturer		
<i>External Battery Chargers</i>	As offered by manufacturer		
<b>NOTES:</b>			
1 – Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period.	6 – Brush motors and belts carry 2 years parts and labor.		
2 – Coverage only applicable to products sold and used in the United States. Parts used for repair must be purchased through Nilfisk, Inc.	7 – Engine warranty repairs are through engine OEM. If not adhered to warranty is null and void.		
3 – Travel warranty coverage limited to 3 hours of round trip travel time to remedy a defective product or part.	8 – Backplates are warranted for the life of the machine.		
4 – Applies to replacement parts only after machine warranty coverage has expired.	9 – Green fan is warranted for the life of the machine against breakage.		
5 – Labor and travel follows warranty offered on original machine.	10 – Battery warranty effective the original ship date of the machine.		

This warranty shall not apply to repairs resulting from accidents or misuse, damage in transit, overloading the capacity of the machine, failure due to lack of proper maintenance or care as described in the operating and maintenance instructions. Minor adjustments, such as tightening of screws or bolts not connected with the replacement of parts, are not covered. Replacement of expendable wear items such as scrub brushes, pad holders, carbon motor brushes, bulbs, bags, filters and various rubber/plastic parts are also not covered. Repairs or alterations by an organization other than the factory or an Authorized Service Center are not covered and will void any Nilfisk, Inc. warranty as to the parts or systems repaired or altered by a non-authorized organization.

**THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTIES STATED WITHIN. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS MADE EXCEPT AS EXPRESSLY STATED HEREIN. ANY STATUTORY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT ARE IMPOSED BY LAW DESPITE THE EXPRESS LIMITATION OR WARRANTIES ABOVE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE WRITTEN WARRANTY. BUYER UNDERSTANDS, ACKNOWLEDGES AND AGREES THAT THE REMEDIES PROVIDED UNDER THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE BUYER. NILFISK, INC. WILL NOT BE LIABLE FOR ANY OTHER OR ADDITIONAL DAMAGES, INCLUDING BUT NOT LIMITED TO INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE FURNISHING, PERFORMANCE, USE OF OR INABILITY TO USE THE MACHINE. ANY EXTENSIONS OF OR MODIFICATIONS MADE TO THIS WARRANTY BY A DEALER/DISTRIBUTOR OF NILFISK, INC. ARE THE SOLE RESPONSIBILITY OF THE DEALER/DISTRIBUTOR.**

All transportation or shipping charges resulting from the return of machines, parts, or accessories shall be the responsibility of the end-user. When returning, please provide an explanation of the problem and include the serial number of the machine as well as the name of the selling organization. The Technical Service department of the authorized Dealer Service Center or the factory will investigate and then contact you.

For cleaning hazardous substances of any type, *do not* use standard cleaning equipment. Use only specially rated and tested equipment that has been specifically approved for the substance you are cleaning (speak to your Nilfisk equipment specialist to learn more). If your hazardous substance rated machines/parts/accessories require service, special requirements must be followed before shipping machines to a Nilfisk Authorized Service Center: (a) the end user must certify in writing that the machines/parts/accessories being returned have not been used for handling, clean up, or disposal of hazardous waste/materials; (b) if machines/parts/accessories being returned *have* been used for handling, clean up, or disposal of hazardous waste/materials, then the end user must have the machines/parts/accessories decontaminated by licensed and qualified decontamination professionals and provide written certification of this decontamination signed by the licensed professionals (must be returned only to the local Nilfisk, Inc. Authorized Service Center for Warranty service along with decontamination certification).

NILFISK, INC. Reserves the right to change its warranty policy without notice.



9435 Winnetka Avenue North  
Brooklyn Park, MN 55445  
[www.clarkeus.com](http://www.clarkeus.com)  
[uswarranty@nilfisk.com](mailto:uswarranty@nilfisk.com)  
Phone: 800-253-0367  
Fax: 800-340-6035