



United States and Canada Warranty Policy

July 01, 2024

The information contained herein is confidential and is intended to be used by NaceCare Solutions authorized distributors and sales representatives only.

NaceCare Solutions warrants its products according to the terms outlined below. There are no other warranties expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will NaceCare Solutions or the seller be liable for any loss, damage, expense or consequential damages arising in connection with the use or inability to use these products. If a component fails to meet the term of the warranty due to defects in workmanship or materials, NaceCare Solutions will repair or replace the defective component free of charge, including labor according to our flat rate schedule and the NaceCare Solutions Warranty Procedures.

All warranties implied below are subject to the Exceptions and Exclusions clause in this policy located on page 4 of this document.

| Product Category | Polyethylene and Structural Foam | Steel Frames | Switches, Motors, Electrical Parts | Labor Paid | Travel Time | Travel time Max Hours |
|--|----------------------------------|--------------|--|------------|-------------|-----------------------|
| | Years | Years | Years | Years | Days | Hours |
| Twintec Electric Scrubbers | 10 | 5 | 3 | 2 | - | - |
| Twintec Battery Walk Behind Scrubbers ⁽⁵⁾ | 10 | 5 | 3 | 2 | 180 | 2 |
| Twintec TTB1840 / TTB516 | 5 | 2 | 2 | 1 | - | - |
| Twintec Ride-on Scrubbers | 10 | 5 | 2 | 2 | 180 | 2 |
| Gel Batteries ^{(3) (4)} | - | - | 12 Months Full Coverage ^{(3) (4)} | - | - | - |
| NUC 244NX Compact Scrubber | 2 | 2 | 2 years, Motor- 2 years | 1 | - | - |
| Canister Vacuums ⁽¹⁾ | 10 | - | 2 Years, Motors - 5 Years ⁽¹⁾ | 2 | - | - |
| Backpack Vacuums ⁽¹⁾ | 10 | - | 2 Years, Motors - 5 Years ⁽¹⁾ | 2 | - | - |
| Upright Vacuums | | | 1 year, Motors - 2 Years | 1 | - | - |
| Battery Vacuums | 10 | - | 2 Years, Motors - 2 Years | 2 | - | - |
| NX300 Lithium-Ion Battery | - | - | 4 Years Pro-Rated (Jan 2023) 2 years exchange, then 2 years pro rated | - | - | - |
| NX1K Battery | - | - | 5 Years | - | - | - |
| Wet Dry Vacuums ⁽¹⁾ | 10 | - | 2 Years, Motors - 2 Years ⁽¹⁾ | 2 | - | - |
| Carpet Extractors and Fabric Care | 10 | - | 2 | 2 | - | - |
| Rest-Room Care Equipment | 10 | - | 2 | 2 | - | - |
| Structural Foam Floor Machines | 10 | - | 2 | 2 | - | - |
| Steel Floor Machines | - | 5 | 2 | 2 | - | - |
| Pressure Washers ⁽²⁾ | 2 | - | 2 | 2 | - | - |
| Duplex Hydro washers | 1 | - | 1 | 1 | - | - |
| Vapor Cleaning Machines | 1 | - | 1 | 1 | - | - |
| Janitorial Carts | 10 | 5 | - | - | - | - |
| Quick Vacuum (Red Domestic) | - | - | 2 Years | - | - | - |
| Quick Vacuum (Graphite Commercial) | - | - | 1 Year | - | - | - |
| Quick Battery (Domestic/Commercial) | - | - | 1 Year | - | - | - |

1. Vacuum(s) must be used with a NaceCare HepaFlo vacuum bag to qualify for the 5-year motor warranty. If the vacuum is used bagless or with another manufacturer's vacuum bag, the warranty is 2 years.
2. Subject to the Pressure washer accessory warranty listed on page 4 of this document.
3. Subject to the Gel Battery exception and exclusion paragraph located on page 4 of this document
4. Subject to the Gel Battery Warranty Coverage explained on page 3 of this document.
5. Except TTB1840 / TTB516

Warranty Commencement

Warranty shall commence six (6) months from the purchase date by the NaceCare Solutions distributor, or on the purchase date by the original end user. Whichever comes first.

Labor Allowance

Labor Rate

NaceCare Solutions will allow \$ 75.00 per hour for warranty labor work. All warranty labor charges will be paid on this basis. Any repair that requires less than fifteen minutes of labor will not be eligible for reimbursement. This labor allowance does not take into consideration troubleshooting or diagnosis time taken for the repair. All repair times are subject to the flat rate schedule enclosed in this document.

If any operation is not covered in this flat rate schedule, NaceCare Solutions will determine a labor rate when a claim is made based on actual repair times by our own service technicians.

Please note: Situations may arise that require special consideration. In these cases, to request special consideration, please contact your Regional Sales Manager.

Travel Allowance

Travel allowance charges are covered for 180 days from date of purchase to the original end-user for all **battery equipment except the TGB516, NUC 244NX, Backpack/Canister Vacs, Carpet Extractors, Quick Vac, and Duplex Machines** . NaceCare Solutions will pay \$75.00 per hour to a maximum of 2 hours. Travel allowance for other products is not covered under the warranty policy. It is the purchasers' responsibility to bring equipment to the dealer for warranty repair.

Repair of any components or machines by independent service stations is not allowed except by prior authorization. If unauthorized service is performed by a third party, any debts incurred are the responsibility of the distributor.

Replacement Parts

Replacement parts for machines exceeding the original warranty period are covered for ninety (90) days. Replacement parts that are considered wear items carry no warranty.

Clearance and Demo Products

Clearance and demo products are covered for the remainder of the original warranty period or six (6) months from the date of sale to the original end user, whichever is greater. This excludes gel batteries.

Warranty Parts Shipping Policy

All parts ordered for warranty replacement will be shipped standard ground service. Any requests for expedited delivery will be at the expense of the distributor.

Gel Battery Warranty Coverage

Batteries used in NaceCare equipment are warranted by their original equipment manufacturers. All warranty claims on batteries will be referred to their original OEM by NaceCare Solutions for inspection. Under no circumstances will NaceCare Solutions or the seller be liable for any loss, damage, expense or consequential damages arising in connection with the use or inability to use these products.

If you have a defective gel battery within its respective warranty period, please follow the instructions below:

1. Contact the NaceCare Solutions warranty department with the machine information (Serial number, Date of Purchase etc.)
2. If the battery is deemed to be within the warranty period, NaceCare Solutions will arrange a date to pick up and inspect the battery with the OEM.
3. The OEM will pick-up and test/inspect the battery to determine the defect.
4. If the battery is deemed to be defective by manufacturers defect, the OEM will replace the battery with a new battery. If the defect was caused by the user (i.e. undercharging, left in a discharged state etc.), the battery manufacturer will deliver the defective battery back to you with a report explaining why the warranty coverage was denied.

NaceCare Solutions is not responsible for labor, freight, travel, or installation charges associated with battery diagnosis or replacement when the warranty coverage is denied by the OEM.

All warranties implied above are subject to the Exceptions and Exclusions clause in this policy.

Exceptions and Exclusions

Gel Batteries:

Our warranty does not cover batteries that have suffered damage due to over or under charging or batteries that have suffered sulphation due to being left in an uncharged state for any period of time. Warranty will not be allowed under any circumstances if there has been any tampering with the vent covers. Transit or storage damage is also not covered.

Warranty coverage does not apply to parts which fail due to the following conditions:

- Improper or low voltage
 - Improper extension cord selection
 - Dirty or inefficient water supply
 - Inappropriate chemical use
 - Improper or insufficient service or maintenance
 - Used with clogged or damaged filters
 - Used without a filter
 - Use of a machine in excess of design duration or any conditions damaging to the normal operation of the equipment.
 - Disassembly of any components, such as motors, may result in the refusal of warranty coverage.
1. Any parts replaced under warranty are only covered for the remainder of the original warranty period.
 2. Warranty service can only be performed by authorized distributors or approved warranty repair centers.
 3. Compensation for repairs is determined by the flat rate schedule enclosed in this document.
 4. Components that have become defective through wear or abuse are not covered by this warranty.

Wear Items

Numerous items wear out under normal usage conditions. These items are not eligible for warranty coverage. These include: vacuum hoses, hose cuffs, hose fittings, brushes, belts, filters, filter screens, grips, skirts, pad drivers or brushes, Clutches, Castors, Pulleys, Wheels, Tires, Light Bulbs, Gaskets, battery cables and connectors, carbon brushes, filters, fuses, drain hoses, power cords, squeegee blades, bearings, o-rings, armatures, floor tools, and vacuum bags.

This is only a partial listing of wearable items. Please contact the NaceCare Solutions warranty department for clarification of wearable items not listed in this document.

Freight Damage:

Freight damage is not covered under the NaceCare Solutions warranty policy.

Replacement Parts:

NaceCare Solutions will not honor any warranty claims for parts, labor, or travel if the replacement part was not purchased through NaceCare solutions.

Pressure Washer Accessories:

High pressure hoses are not covered. The factory applied high pressure crimps are covered for 30 days. Dirt killer and turbo nozzles are warranted for 30 days. Rubber parts, pressure washer guns, couplers, spray nozzles, pump and unloader packing's, and valves are warranted for 90 days. O-rings are not covered under this warranty. All other high pressure accessories are warranted for a period of thirty (30) days.

General Conditions for the flat Rate warranty Schedule:

Any items not covered in the flat rate schedule will be evaluated by the NaceCare Solutions Warranty Department at the time of claim submission. At that time a fair decision will be made regarding labor allowance based on actual repair times by our own service technicians.

NaceCare Solutions reserves' the right to review or modify the above document at any time without specific written or prior notice. This warranty policy precedes all other warranty policies previously published.



Flat Rate Warranty Schedule

| NaceCare Commercial Dry Vacuums | |
|---------------------------------|------------|
| Switches | 15 Minutes |
| Handle | 15 Minutes |
| Motor | 45 Minutes |

| Nacecare Commercial Wet/Dry Vacuums | |
|-------------------------------------|------------|
| Switches | 15 Minutes |
| Speed Control Board | 45 Minutes |
| Thermal Protector | 45 Minutes |
| Motor | 45 Minutes |
| Sump Pump | 1 Hour |
| Start Delay Module | 45 Minutes |

| Nacecare Floor Machines | |
|--------------------------------|------------|
| Switches | 15 Minutes |
| Bearing Assembly (NA1520/2020) | 1.75 Hours |
| Rectifier | 45 Minutes |
| Triac | 45 Minutes |
| Motor | 1.25 Hours |
| Microswitch | 45 Minutes |
| Capacitors | 30 Minutes |
| Handle Levers | 45 Minutes |

| Duplex Hydrowashers | |
|---------------------|------------|
| Microswitch | 30 Minutes |
| Circuit Breaker | 15 Minutes |
| Capacitor | 15 Minutes |
| Motor | 2 Hours |
| Drive Gear | 1.5 Hours |
| Conveyer Rollers | 45 Minutes |

| NUC 244NX | |
|-----------------------------|------------|
| Vacuum Motor | 1 Hour |
| Brush Motor (Left or Right) | 1 Hour |
| Battery Control PCB | 30 Minutes |
| Handle PCB | 20 Minutes |
| Solenoid | 45 Minutes |

| Battery Backpack Vacuums | |
|--------------------------|------------|
| Vacuum Motor | 45 Minutes |
| PCB | 45 Minutes |
| Switch | 15 Minutes |

| Box Extractors | |
|----------------|------------|
| Switches | 15 Minutes |
| Vacuum Motor | 45 Minutes |
| Solution Pump | 45 Minutes |
| Wiring Harness | 30 Minutes |

| Twintec Walk-behind Floor Scrubbers | |
|-------------------------------------|------------|
| Switches | 15 Minutes |
| Microswitches | 15 Minutes |
| Capacitors | 30 Minutes |
| Solution Valve | 30 Minutes |
| 24V Brush Drive Motor | 1.5 Hours |
| 120V Brush Drive Motor | 1.5 Hours |
| Charger | 45 Minutes |
| Current PCB Board | 45 Minutes |
| LED Panel | 30 Minutes |
| Vacuum Motor | 45 Minutes |
| Gearbox | 45 Minutes |
| Traction Drive Assembly | 45 Minutes |
| Traction Drive Motor | 2.5 Hours |
| Drive Motor Controller | 45 Minutes |

| Twintec Vario (Ride-on Floor Scrubbers) | |
|---|------------|
| Display Control Board | 30 Minutes |
| Charger | 1 Hour |
| Brake | 1 Hour |
| Brush Motor | 1.5 Hours |
| Water Pump | 1 Hour |
| Chemical Dosing Pump | 1 Hour |
| Water and Chemical Pump | 1.25 Hours |
| Water Pump or Chemical Dosing Pump | 30 Minutes |
| Vacuum Motor | 45 Minutes |
| Main Drive Wheel | 2.5 Hours |
| Surge Arrestor | 30 Minutes |

| Vapor Machines (Steamers) | |
|---------------------------|------------|
| Switch | 15 Minutes |
| Solenoid | 45 Minutes |
| Pressure Switch | 45 Minutes |
| Circuit Board | 45 Minutes |
| Control Thermostat | 30 Minutes |
| High Limit Thermostat | 45 Minutes |
| Reset Thermostat | 30 Minutes |
| Power Relay | 30 Minutes |
| Diode | 30 Minutes |
| Pump | 30 Minutes |
| Heating Element | 30 Minutes |
| Boiler | 1 Hour |
| Boiler Float | 45 Minutes |
| Water Tank Float | 30 Minutes |

| Automatic Carpet Extractors | |
|-----------------------------|------------|
| Switches | 15 Minutes |
| Vacuum Motor | 45 Minutes |
| Solution Pump | 45 Minutes |
| Brush Motor | 1 Hour |
| Drive Motor | 1 Hour |
| Traction Drive Assembly | 1.5 Hours |
| Traction Control (AV18AX) | 45 Minutes |
| Wiring Harness | 30 Minutes |

Any items not covered in the flat rate schedule will be evaluated by the NaceCare Solutions Warranty Department at the time of claim submission. At that time a fair decision will be made for the labor allowance based on actual repair times by our service department.