

# 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>	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	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.

**See reverse side for Canada warranty**



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

©2016 Nilfisk, Inc.  
Form L3123C 7-25-16

**CLARKE COMMERCIAL CANADA LIMITED WARRANTY**

Nilfisk Canada 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 or replacement of the defective item at our factory or by an Authorized Service Center. Warranty coverage shall begin on the date of purchase by the original end user (as evidenced by your invoice from the factory or Authorized Dealer) or twelve (12) months from the date the machine was shipped from Nilfisk Canada, whichever is earlier. The warranty registration card must be completed and kept by the dealer; new machine warranty registration has to be submitted within 30 days of purchase through our customer zone site: [www.advance-ca.com/customerzone/signin.aspx](http://www.advance-ca.com/customerzone/signin.aspx) or [www.clarke-ca.com/CustomerZone/SignIn.aspx](http://www.clarke-ca.com/CustomerZone/SignIn.aspx). The warranty coverage period is specified below:

GROUP	Parts <sup>1,2</sup>	Labour <sup>2</sup>	Travel <sup>3,3</sup>
All Battery Rider Scrubber	3 years	2 years	180 days
Advance Sweeper Terra 4300B	2 years	6 months	180 days
Stand On Advance Scrubbers	3 years	2 years	180 days
All Battery Walk-Behind	3 years	2 years	180 days
All Cord Electric Scrubbers	3 years	2 years	180 days
All Cord Floor Machines and Polishers (see note #10)	3 years	2 years	180 days
Canister Vacuums and Backpack Vacuums. (see note	3 years	2 years	180 days
Cord Burnishers	3 years	2 years	180 days
Cord Carpet Extractors	3 years	2 years	180 days
Large Area Vacuums	3 years	2 years	180 days
Wet/Dry & All Purpose Vacuums	3 years	2 years	180 days
VP300, Saltix 10 Canister Vacuum	1 year	1 year	180 days
Upright Vacuums (Dual motor #6)	2 Year	2 year	180 days
Upright Vacuums (Single Motor #6)	1 year	1 year	180 days
Single Motor (Exposed Bag) #9	1 Year	1 year	0 days
Carpet Dryers / Air Mover	3 years	2 years	180 days
PBU 21, PBU 27 (Propane Burnishers)	2 years	2 years	0 days
Accessories/Replacement Parts <sup>4</sup>	90 days		
<b>EXCEPTIONS</b>			
Roto-mold Components	8 years	See Note 5	See Note 5
Vacuum motors and rectifiers	1 year		
Hot Water Extractor Heater Element Coil	Life time part only warranty		
Batteries	As offered by Battery manufacturer. Canadian		
Internal Combustion Engines	As offered by Kawasaki manufacture.		
<b>NOTES:</b>			
1-Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period.			
2-Coverage only applicable to products sold and used in Canada.			
3-Travel warranty coverage limited to 3 hours of round trip travel time to remedy a defective product or part.			
4-Applies to replacement parts only after machine warranty coverage has expired.			
5-Follows warranty offered on original machine.			
6-Except on belts & motors which are 2 yr parts & labor			
7-except for engine repair which is through engine OEM			
8-Backplates are warranted for the life of the machine			
11- Green fan is warranted for the life of the machine against breakage			
12- Motor & gear have 5 years warranty only			

This warranty shall not apply to repairs resulting from accidents or misuse, damage in transit, overloading the capacity of the machine or 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-Canada, 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-CANADA, 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-CANADA 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. Transportation of hazardous waste or contaminated equipment is subject to various laws and regulations. In returning machines, parts, or accessories under this limited warranty, the end user must certify in writing that the machines, parts or accessories being returned have not been used for handling, clean up, or disposal of hazardous waste or hazardous materials including but not limited to such things as asbestos, anthrax etc. or if the machines, parts or accessories being returned have been used for handling, clean up, or disposal of hazardous waste or hazardous materials, then the end user must have the machines, parts or accessories decontaminated by licensed and qualified decontamination professionals and provide written certification of this decontamination signed by the decontamination professionals. These machines, parts or accessories are to be returned only to the local Nilfisk-Canada, Inc. Authorized Service Center for Warranty service along with decontamination certification.

Nilfisk Canada reserves the right to alter the Warranty Program at its sole discretion with appropriate notice (30 days).



See reverse side for US warranty

Nilfisk Canada