



CUDA[®]

AQUEOUS PARTS WASHERS

Warranty Policy

**The Safe, No-Solvent Solution
to Cleaning Parts Automatically.**

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Introduction

Thank you for your purchase of a CUDA parts washer. We are dedicated to deliver the best and safest product available. Our products are certified to the national safety standards and our company has been registered to the international ISO 9001 standard for quality and ISO 14000 environmental standard—an indication of our dedication for producing safe reliable products while at the same time taking responsibility for the environment.

Our parts washers are warranted for a specific period and on the conditions set forth in the applicable warranty for each product, that the product is free from defects in materials and workmanship if used, maintained and managed in accordance with the instructions contained in the Operator's Manual provided with each product.

What is a Limited Warranty?

Warranty is a written guarantee by the manufacturer of a product, promising to repair or replace parts which have a defect in material or workmanship. "Limited" means that the Warranty is for a specified period of time, and has certain other restrictions.

Parts will be warranted for the time periods specified in this published warranty. Any exceptions must be approved by CUDA's Warranty Department.

Warranty Start Date

The warranty coverage begins on the date of original purchase and applies to the original components only. Usually, the warranty period will be determined from the serial plate date code.

The CUDA Limited Warranty

CUDA will, through its authorized service centers, repair or replace any originally installed parts which are found to be defective in material or workmanship. The defect must occur during normal use of the product and within the length of warranty coverage. The repair or replacement of that part will be provided according to the time limits of the warranty policy. Repairs must be completed using only CUDA approved parts.

CUDA's Right to Inspect

CUDA Cleaning Systems and its service centers reserve the right to inspect the customer's CUDA products to determine if a defect in materials or workmanship exists prior to the commencement of any covered repair. It is the customer's responsibility to contact the CUDA authorized service center and make the arrangements for inspection and/or repair.

Warranty Repairs

Repairs covered under the conditions of this warranty must be performed by an authorized CUDA service center.

Limitation of Liability

CUDA's liability for special, incidental, or consequential damages is expressly disclaimed. In no event shall CUDA's liability exceed the purchase price of the product in question. CUDA makes every effort to ensure that all illustrations and specifications are correct, however, these do not imply a warranty that the product is merchantable or fit for a particular purpose, or that the product will actually conform to the illustrations and specifications. Our obligation under this warranty is expressly limited at our option to the replacement or repair at a service facility or factory designated by us, if such part or parts at inspection shall disclose to have been defective. CUDA does not authorize any other party, including authorized CUDA Dealers, to make any representation or promise on behalf of CUDA, or to modify the terms, conditions, or limitations in any way. It is the buyer's responsibility to ensure that the installation and use of CUDA products conforms to local codes. While CUDA attempts to assure that its products meet national codes, it cannot be responsible for how the customer chooses to use or install the product. Some states do not allow limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state-to-state. **THE WARRANTY CONTAINED HEREIN IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.**

Customer Responsibility

It is the customer's responsibility to maintain the equipment in accordance with the instructions provided in the Operator's Manual. CUDA recommends that you keep records and receipts; you may be asked to prove that the maintenance instructions have been followed.

It is also the customer's responsibility to operate the equipment in a safe manner, and for the use for which it was designed. If a defect in materials or workmanship occurs, it is the customer's responsibility to cease operating the equipment until repairs are made. **Damage which occurs from continued operation after a defect is identified may not be covered by this warranty.**

Your authorized service center should be contacted immediately so that repairs can be made in a timely manner.

Repair at an Authorized Dealer

To obtain warranty service under the terms and conditions of the CUDA Limited Warranty, you must make arrangements for a service call from an authorized CUDA service center. At the time of repair, you must provide proof of purchase. CUDA recommends that the service center from whom the machine was purchased be contacted for the warranty repair. If that is inconvenient, any authorized CUDA service center may complete the repairs.

Please note that the service center may charge for travel time and mileage. These charges are not covered under the CUDA Limited Warranty and are the customer's responsibility.

Transferability

If you decide to sell your CUDA machine, any remaining warranty coverage may be transferred to the new owner. Contact your CUDA service center for details.

Changes in this Policy

CUDA reserves the right to make any changes to a CUDA product at any time without incurring any obligation with respect to any product previously, ordered, sold, or shipped.

Length of Warranty Coverage

Service Parts Warranty

Service parts are warranted for 90 days from date of purchase. However, if the part is installed on a unit which has more than 90 days remaining on the original warranty, the part is covered according to the chart on the next page.

WHAT THIS WARRANTY COVERS:

COMPONENT(S)	LENGTH OF WARRANTY
Wear items: filters; nozzles; pump seals; gaskets; debris screen; O-rings; fuses; lights; oil skimmer disk; scraper blade; door handle; hose; struts	90-day, Manufacturing Defect
Accessories: power brush, air regulator, solenoid valve	1 Year Parts 1 Year Labor
Electrical components: proximity switch; capacitor; thermostats; transformers; turntable motor; skimmer motor; timers; float switch assembly	1 Year Parts 1 Year Labor
Fabricated items, standard: door; frame; plumbing; chassis; solution tanks; turntable	2 Year Parts 1 Year Labor
Fabricated items, stainless steel: frame; door; solution tank	5 Year Parts 1 Year Labor
Heating Element	1 Year Parts 1 Year Labor
Pump: Pump and motor	1 Year Parts 1 Year Labor
Turntable: bearing; chain	1 Year Parts 1 Year Labor

All parts replaced under warranty will assume the original equipment warranty time period.

What This Warranty Does Not Cover:

<ul style="list-style-type: none"> • Abnormal wear-and-tear: Our warranty covers <u>material and manufacturing defects only</u> • Pickup and/or delivery of the equipment • Rental of replacement equipment during the repair period • Overtime labor charges 	<ul style="list-style-type: none"> • Freight charges for replacement parts • Mileage • Service calls • Transportation of equipment to service center from customer's location • Repairs performed by non-CUDA service centers
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This Warranty Does Not Cover Defects Caused By:

- Improper or negligent operation or installation, accident, abuse, misuse, neglect, unauthorized modifications, including, but not limited to, the failure of the customer to comply with recommended product maintenance schedules
- Natural calamities or disasters including, but not limited to, floods, fires, wind, freezing*, earthquakes, tornadoes, hurricanes and lightning strikes
- Use of non-CUDA approved parts and detergents
- Improper repairs
- Neglected maintenance/incorrect operation (specified in the Owner's Manual)
- Unapproved devices or attachments
- Water sediments, rust corrosion, scale deposits or a contaminated water supply or use of chemicals not approved or recommended by CUDA
- Improper voltage, sudden voltage spikes or power transients in the electrical supply
- Usage which is contrary to the intended purpose of the equipment

**Includes damage done to components that come in contact with water as a result of freezing in a non-winterized machine*

Resolving Warranty Concerns

Normally, warranty concerns can be resolved by your service center's service department. If the problem is not resolved to your satisfaction, you may want to speak with either the owner or general manager of the service center.

You may also contact the CUDA office for assistance. The phone number and address are located on the back cover. Before calling or writing, please have the following information ready:

1. Your name, address and phone
2. Model number and serial number
3. Date of purchase
4. Name of company from where the machine was purchased
5. Estimated hours of operation
6. Detailed description of the problem



Contact Us:

CUDA Warranty Returns:
Kärcher North America
Attn: Warranty Department
4275 NW Pacific Rim Blvd.
Camas, WA 98607
www.cudausa.com
Main: 1-888-319-0882