



Carpet Extractors Warranty

Dustbane Products Ltd.

(PowerClean Series: PowerClean 1200 XT-100, PowerClean 1200 XT-500, PowerClean Mini Spotter)

Limited Warranty

Your new PowerClean Series product from Dustbane Products Limited is covered by a full warranty from the date of purchase. This includes all new units and accessories manufactured or supplied by Dustbane Products Limited and delivered to the original retail purchaser by an authorized Dustbane distributor.

Should your product have a defect in material or workmanship under normal use and care within the warranty period outlined below, Dustbane shall arrange to have the original product returned to our head office or to an authorized service center for repair, replacement or refund.

All warranty claims are subject to review and approval by Dustbane Technical Services.

WHAT IS COVERED

Tanks

TEN (10) YEAR warranty polyethylene tanks and housings against defects in material and workmanship under normal use and care, if approved by Dustbane Technical Services team.

Parts & Vac Motor

THREE (3) YEAR warranty on major equipment parts against defects in material and workmanship under normal use and care.

THREE (3) YEAR OR UP TO 2,000 HOURS warranty, whichever comes first, on vacuum motors under normal use and care, if approved by Dustbane Technical Services.

Pumps

ONE (1) YEAR warranty on pumps against defects in material and workmanship under normal use and care.

Wheels and Casters

ONE (1) YEAR warranty on equipment wheels and casters under normal use and care.

Parts replaced or repaired are warranted for the remainder of the original warranty period. Dustbane will not be responsible for damage to, or defects in, equipment resulting from the use of non-manufacturer-approved replacement parts.

WHAT IS NOT COVERED

The provisions of this Warranty shall not apply to:

- Any unit of Dustbane Equipment which has been subject to misuse, negligence, accident, use of inappropriate accessories, parts or chemicals, or service by an unauthorized Dustbane repair depot.
- Normal maintenance services and replacement of service items required during normal equipment maintenance.

The following parts and/or accessories are not covered under the warranty:

Carbon brushes
Electric cords
Gaskets
Switches
Brass fittings

Dustbane will furnish and charge for replacement parts, including transportation, to the original owner through a Dustbane authorized service center. If the part is returned within 30 days and is found defective, the owner will be credited for the cost of the replacement part including shipping and handling.

Labor & Travel Coverage

- **Labor charges** are covered for one (1) year from the date of purchase when service is provided by an authorized Dustbane service center and approved by Dustbane Technical Services.
- **Travel coverage** is provided for ninety (90) days for battery-operated equipment only within a reasonable service distance and is limited to a maximum of three (3) hours.

LIABILITY

Neither Dustbane Products Limited nor any authorized Dustbane distributor shall be liable for any claims or damage (including but not limited to consequential damage and loss of income) resulting from any failure of Dustbane Equipment, whether caused by negligence or otherwise.

Dustbane Products Limited is not responsible for claims or damages resulting from service delays while in performance of the obligations under this Warranty; nor for any loss or damages while the product is in transit.

This warranty shall not apply to **failures caused by misuse or abuse, improper maintenance** as stated in the operation manuals, use of unauthorized repair parts, repairs by other than a Dustbane authorized service center and damage in transit.

Dustbane disclaims and denies any liability for any direct, indirect, special incidental or consequential damage including but not limited to sale, delivery, servicing, use, loss of any product, loss of income, loss of productivity, equipment downtime, labor, freight or transportation cost, or other charges not expressly included herein.

WARRANTY CLAIM PROCESS

If a product or one of its parts qualifies for replacement or service during the warranty period, contact Dustbane Products Limited directly for further instructions on how to proceed. You will need the product model number, serial number and date of purchase. If proof of purchase is not available, the warranty period begins 1 month after the sale of the product to an authorized Dustbane distributor. If the product is eligible, Dustbane Products Limited will send you a pre-paid shipping label for merchandise return. Upon receipt of the return, Dustbane may:

- Ship a replacement
- Contact you directly with information regarding the repair of the product
- Issue a refund

Register your product today!

There are many benefits to registering your Dustbane equipment including faster support and customized service reminders to ensure you get the most out of your equipment.



SCAN HERE FOR WARRANTY REGISTRATION