



## LIMITED WARRANTY POLICY & PROCEDURE

### TO QUALIFY FOR WARRANTY CONSIDERATION:

1. Product must be registered at time of purchase via the Onyx website at [www.onyxolutions.store/warranty-registration](http://www.onyxolutions.store/warranty-registration). or by providing the service center with The Proof of Purchase (i.e. purchase receipt).
2. The machine must have been purchased from Onyx or an authorized Onyx distributor.
3. This warranty extends to the end purchaser only and is not transferrable to subsequent owners.
4. **ANY WARRANTY REPAIRS TOTALING OVER \$300.00 MUST BE PRE-AUTHORIZED BY CALLING TECHNICAL SUPPORT AT ONYX AT 800-858-3533, OR THE CLAIM WILL BE DENIED.**

### WARRANTY TIME PERIODS:

#### X-SERIES ONE (1) YEAR OR 1000 HOURS MACHINE WARRANTY, whichever occurs first.

The machine is warrantied to be free from defects in material and workmanship from date of purchase by original end user. (See Exclusions) This includes: Propane components (except what is listed under the 90 days), Regulator, Fuel Lock-off, Carburetor, Clutch, Frame, Deck, and Handle.

#### X-SERIES NINETY (90) DAYS OR ONE HUNDRED TWENTY-FIVE (125) HOURS WARRANTY – WEARABLE PARTS

Belts, Decks Skirts, Pad Drivers, Front Spindle Assembly Bearings, Wheels and Wheel Bearings, Hoses, Clutch Trigger Assembly, Battery, Starting Solenoid, Throttle and Choke Cables, Rego Fitting to Cylinder, and Cylinder.

#### THREE (3) YEAR ENGINE WARRANTY

Kawasaki engines are warranted by engine manufacturer through a certified Kawasaki Service Center, unless it is diagnosed and determined to be a result of a wearable failure regarding Onyx's fuel system or workmanship, which would then result in Onyx taking the responsibility of the warranty compensation. (See Engine Manual for Kawasaki warranty policy and procedures).

NOTE: The engine warranty is administered through the engine manufacturer and must be repaired at an authorized service center.

#### RIDE-ON & WALK-BEHIND AUTOSCRUBBERS

3 Year Warranty: 3 Years Parts, and Service Labor Subject to conditions outlined below, ONYX warrants rotationally molded polyethylene (PE) housings and parts on all of its machines to be free from defects in material and workmanship, under normal use and service for three (3) years to the original end user. Under this warranty we guarantee the performance of non-polyethylene parts and components to be free from defects for up to three (3) years to the original end user. Parts replaced or repaired under this warranty are guaranteed for the remainder of the original warranty period. (See table below) Service labor charges are covered for up to three (3) years from the date of purchase through authorized service provider. See table below for each general product model warranty coverage.

Product	Parts	Service Labor
Riding / Walk Behind Scrubbers	3 years or 2500 hours	3 years or 2500 hours
Propane X-Series Machines	1 year or 1000 hours machine; 3 years on engine	1 year or 1000 hours machine; 3 years on engine

### PRODUCT EXCEPTIONS & EXCLUSIONS

- All electric brush motors, one year coverage
- Pump & pump motors one year coverage (excludes non-electric pumps which have three year coverage)
- Vacuum motors: Scrubbers/extractors/wet & dry machines one year coverage
- ONYX Battery's one year coverage
- ONYX battery charger one year coverage
- Kawasaki® engines; NOTE: The engine warranty is administered through the engine manufacturer and must be repaired at an authorized service center.

• Normal wear items and accessories including, but not limited to, belts, brushes, bypass valve, carbon brushes, clutches, cords, filters, finishes, gaskets, hoses, light bulbs, squeegees, bearings, actuating cables, tires, any part considered to be a consumable part, and propane tanks will be warranted for manufacturing defects for 90- days from the purchase date. The warranty commences on the purchase date by the original end user from an authorized agent, subject to proof of purchase. If proof of purchase cannot be identified, the warranty start date is 90 days after the date of sale to an authorized ONYX distributor. Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period.

**EXCLUSIONS – NOT COVERED BY WARRANTY:**

1. Travel Expenses: The end user is responsible for transporting the machine to a repair facility or for paying travel expenses.
2. Parts that fail through normal wear by reason of their characteristics pads, brushes, bumpers, body molding, skirting, spark plugs, filters, or any other consumable parts.
3. This warranty does NOT extend to parts effected by misuses, neglect, abuse, improper maintenance, or unauthorized alteration (including the use of incompatible or corrosive chemicals or overloading of capacity). All defective parts MUST be returned to Onyx for credit, unless instructed otherwise.
4. Products that have experienced shipping or freight damage.
5. Repairs necessary to correct any failure due to improper pre-delivery service and inspection by the selling dealer.
6. Any repairs resulting from poor initial service work or improper diagnosis.
7. Tune-up parts such as plugs, plug wires and condensers.
8. Any design alterations performed by an organization not authorized or specified by ONYX.
9. Electrical components exposed to moisture.

Use of Parts Not Approved By ONYX **Will Void All Warranties.**

If difficulty develops during the warranty period, contact the authorized agent from whom the product was purchased. If direct purchase or in need of alternate support, submit Help Ticket on ONYX website under the Contact page.

**THE OBLIGATION OF ONYX:**

1. The obligation of Onyx under this WARRANTY is limited to repairing or replacing, at its option, any part which is proven to be defective in material or workmanship under normal use for the applicable period stated above.
2. Warranty repairs will be made by your local Onyx distributor, without charge for parts, and labor.
3. Parts repaired or replaced under this Warranty are warranted only during the balance of the original warranty period. All defective parts replaced under these warranties become the property of ONYX and must be returned to Onyx, (unless otherwise advised)

**WARRANTY SERVICE:** To obtain Warranty service, take your machine and your proof of purchase to any authorized ONYX Distributor. Onyx will NOT reimburse for service calls or travel. To locate a distributor in your area, Call Onyx customer support at 1-800-858-3533 or 1-704-827-9368. If you are dissatisfied with the service you receive, please call or write Onyx Customer Service for further assistance or submit Help Ticket on ONYX website under the Contact page.

**ONYX DEALERS AND DISTRIBUTORS** YOUR COMPANY WILL BE BILLED FOR THE WARRANTY REPLACEMENT PART(S) INITIALLY. YOUR ACCOUNT WILL BE CREDITED UPON ONYX RECEIVING THE DEFECTIVE PART(S) IF AND WHEN DEEMED WARRANTABLE. IF QUESTIONS PLEASE CALL ONYX TECHNICAL SUPPORT FOR AUTHORIZATION AT 1-800-858-3533.

**ONYX SYSTEMS LLC DISCLAIMS ANY RESPONSIBILITY FOR LOSS OF USER TIME OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE EXCEPT AS STATED IN THE WARRANTY.**

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