



NORTH AMERICAN CERTIFIED WARRANTY
EFFECTIVE JUNE 12, 2023

NEW EQUIPMENT WARRANTY

Pacific Floorcare equipment has been manufactured, tested, and inspected in accordance with specific engineering requirements. These machines are warranted to be free from defects in workmanship and materials for the durations outlined in the tables below. This warranty extends to the original user/purchaser only when used, operated, and maintained in accordance with Pacific Floorcare operating and maintenance instructions. Only a Pacific Floorcare Authorized Service Provider with a written factory service agreement may evaluate and/or repair Pacific Floorcare equipment. This warranty does not extend to damage or equipment failure caused by improper use, abuse, neglect, freezing, modifications to the equipment, or the use of non-authorized replacement parts. This warranty does not extend to freight damaged equipment deemed to be a total loss.

SCRUBBERS

Group	Model	Roto Molded PE Components	Parts	Labor	Battery, LA with Batteryshield*	Battery, LA Without Batteryshield	Battery, Other	Isolator	Travel
Auto Scrubber, Orbital	S-20	10 years	5 years	3 years	3 years	1 year	2 years, AGM	5 years / 5,000 hours	90 days
	S-28	10 years	5 years	3 years	3 years	1 year	2 years, AGM	5 years / 5,000 hours	90 days
	RS28	10 years	5 years	3 years	3 years	1 year	2 years, AGM	5 years / 5,000 hours	90 days
Auto Scrubber, Disk	S-20	10 years	5 years	3 years	3 years	1 year	2 years, AGM	N/A	90 days
	S-24XM	10 years	5 years	3 years	3 years	1 year	2 years, AGM	N/A	90 days
	S-28	10 years	5 years	3 years	3 years	1 year	2 years, AGM	N/A	90 days
	S-32	10 years	5 years	3 years	3 years	1 year	2 years, AGM	N/A	90 days
	RS28	10 years	5 years	3 years	3 years	1 year	2 years, AGM	N/A	90 days
Scrubber, Quick Scrub	QS-12	10 years	3 years	1 year	N/A	N/A	2 years, TPPL	N/A	N/A
Scrubber, Upright	VS-15 L-ion	N/A	1 year	1 year	N/A	N/A	1 year, Lithium-ion	N/A	N/A

*Batteryshield® available on select auto scrubber machines.

FLOOR MACHINES / BURNISHER / EXTRACTOR

Group	Model	Roto Molded PE Components	Parts	Labor	Travel
Floor Machine, Orbital	FM-20ORB	10 years	3 years	1 year	N/A
	FM-28ORB	10 years	3 years	1 year	N/A
Floor Machine, Disk	FM-17DS	10 years	3 years	1 year	N/A
	FM-20DS	10 years	3 years	1 year	N/A
	FM-17HD	10 years	3 years	1 year	N/A
	FM-20HD	10 years	3 years	1 year	N/A
	FM-20EHD	10 years	3 years	1 year	N/A
Burnisher	B-1500	10 years	3 years	1 year	N/A
Extractor	SCE-20	10 years	3 years	1 year	N/A

MULTI-SURFACE

Group	Model	Parts	Labor	Battery	Travel
Multi-Surface, Orbital	MSB-11 ORB	1 year	1 year	1 year	N/A
	MSB-19 ORB	1 year	1 year	1 year	N/A
	MSE-19 ORB	1 year	1 year	N/A	N/A

VACUUMS / SWEEPERS / SPRAYER

Group	Model	Roto Molded PE Components	Parts	Labor	Battery	Travel
Vacuum	WDV-18	10 years	3 years	1 year	N/A	N/A
	SW-20B	N/A	1 year	1 year	1 year	N/A
	BPV L-ION	N/A	1 year	1 year	1 year	N/A
	V12ES	N/A	1 year	1 year	N/A	N/A
	V15ED	N/A	1 year	1 year	N/A	N/A
	SW16B L-ION	N/A	1 year	1 year	1 year	N/A
Vacuum, Sweeper	SW26	N/A	3 years	1 year	2 years	N/A
	RSW28	N/A	3 years	1 year	2 years	90 Days
Sprayer	AM-15	N/A	1 year	1 year	N/A	N/A

ROTATIONALLY MOLDED COMPONENTS

Rotationally molded components determined to be defective as a result of workmanship or material failure are covered for the period, as noted in the warranty chart, following the date of sale to the end-user.

PARTS

Parts determined to be defective are covered for the period, as noted in the warranty chart. Warrantied replacement parts will be covered for the remainder of the original warranty period. Parts replaced after the original warranty period will be covered for (1) year from the date of sale. This warranty does not extend to damage or failure caused by improper use, abuse, neglect, freezing, or modifications. Pacific Floorcare reserves the right to inspect defective parts prior to crediting any warranty claims.

WEAR ITEMS

This warranty does not apply to wear items that include, but not limited to, carbon motor brushes, floor brushes, pad drivers, belts, hoses, squeegee blades, orbital head bearing assemblies, electric cords, wheels, casters grip handles, bumpers, filters, paper and cloth bags, tools. Nor does it apply to damage or failure caused by improper use, abuse, neglect, modifications to the equipment, or the use of non-authorized replacement parts. If applicable, please review the Recommended Service Parts section of the machine manual for a complete list of wear items.

LABOR

Only a Pacific Floorcare Authorized Service Provider with a written factory service agreement may evaluate and/or repair Pacific Floorcare equipment. Once an Authorized Service Provider has been identified, it is the end user's responsibility to contract repairs. The authorized service provider will file any verified warranty claims with Pacific Floorcare in accordance with the written factory agreement.

BATTERIES

Only a Pacific Floorcare Authorized Service Provider with a written factory agreement or the battery manufacturer's authorized distributor may evaluate battery serviceability. The battery warranty is rendered null and void if the end-user date of purchase is greater than 180 days from the factory ship date and/or if battery maintenance is not performed in accordance with the manufacture's specifications. Battery cost/price will be determined using the agreed-upon price between Pacific Floorcare and the battery manufacturer. Standard warranty labor and travel policies apply as outlined below.

Wet Lead Acid Batteries

In addition to the terms above, any properly maintained, original-equipment Pacific Floorcare battery which has been diagnosed as unserviceable within the specified coverage period (see below) will be repaired or replaced with one of equal specification with no charge to the user. All battery warranty claims must be accompanied by a completed battery test report. This test is to be completed by a Pacific Floorcare Authorized Service Provider or the battery manufacturer's authorized distributor.

Machines without BatteryShield®

Any properly maintained battery which fails under normal use will be covered by a full twelve (12) month warranty.

Machines sold before January 2021 equipped with BatteryShield®

For the first twelve (12) months, any properly maintained battery which fails under normal use will be covered by a full warranty. After the expiration of the twelve (12) month period, any properly maintained battery which fails under normal use will be adjusted to the original user with a new battery of equal specification on a thirty-six (36) month pro-rata basis. Any modification of the BatteryShield® system will void the battery warranty.

Machines sold after December 2020 equipped with BatteryShield®

For the first thirty-six (36) months, any properly maintained battery which fails under normal use will be adjusted to the original user with a new battery of equal specification. Any modification of the BatteryShield® system will void the battery warranty.

AGM Maintenance Free Batteries

In addition to the terms above, any original equipment Pacific Floorcare Battery which fails under normal use will be covered by a full twenty-four (24) month warranty and will be replaced with one of equal specification with no charge to the user.

ORBITAL HEAD ISOLATORS

Isolator replacement parts on the auto scrubber orbital scrub head will be covered for 5 years or 5,000 hours (whichever comes first) when diagnosed and determined to be faulty by an Authorized Service Provider.

TRAVEL

Travel time warranty for auto scrubbers and RSW28 rider vacuum sweeper repair is authorized, with a maximum of three (3) hours per claim.

RETURN MATERIAL AUTHORIZATION (RMA)

Warranty credit or replacement of returned parts are subject to an incoming inspection of those items.

WARRANTY DATE OF ACTIVATION

Warranty coverage is based on the date of shipment from the factory. This includes all demo machines. All machines sold through certified and/or regional distribution centers are granted a (60) day grace period.

DISCLAIMER

THIS WARRANTY LIMITS PACIFIC FLOORCARE'S LIABILITY TO THE REPAIR OF THE EQUIPMENT AND/OR REPLACEMENT OF THE DEFECTIVE PARTS AND DOES NOT INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF A PACIFIC FLOORCARE MACHINE WHETHER DEFECTIVE OR NOT. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES AND IS EXTENDED TO THE ORIGINAL PURCHASER/USER ONLY.

ALL WARRANTIES STATED OR IMPLIED START AT DATE OF SHIPMENT FROM PACIFIC FLOORCARE.

PACIFIC FLOORCARE DOES RESERVE THE RIGHT TO CHANGE ITS WARRANTY POLICIES WITHOUT NOTICE.

THIS WARRANTY DOCUMENT SUPERCEDES ALL PREVIOUS WARRANTY DOCUMENTS.