

# **EASY-KLEEN**

## **PRESSURE SYSTEMS LTD.**

MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

### ***SERVICE CENTER WARRANTY POLICY***



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# EASY-KLEEN

## PRESSURE SYSTEMS LTD.

MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

Oct 6th, 2020

## MANUFACTURER'S WARRANTY

Thank you for your purchase of an Easy-Kleen pressure cleaning system. All original equipment are warrantied for a specific period and on the conditions set forth, that the product is free from defect in materials and workmanship as follows:

Electric Motors	1Phase	18 Months
	3 Phase	24 Months
For warranty for these items manufacturer needs to be contacted		
Oil Burners	Igniters, Fuel Solenoid, Burner Motor, Fuel Assembly, Drive Shaft, Electrodes Blower, Wheel Fuel Pump	1Year Parts
Propane / Natural Gas Burners	Burner Rings, Gas Valves, Gas Valve Control Board	1Year
Fitting	All Fittings, Brass Stainless Steel, Steel, Etc.	30 Days
Heating Coils	All Coils	1Year Replacement
	Under 5100 PSI- 5 Year Prorated	25% Year each year for 4 Years
Gas Motors	Honda and Kohler have manufacturer's warranty. Manufacturer does not cover fuel systems.	
Lifan Motor	Contact Easy-Kleen for Warranty	1Year (for commercial use)
Frames	Limited warranty on Frames, Belt Guard, Welds due to manufacture defect.	
	Paint is not covered under the manufacturer's warranty due to the aggressive environment or natural wear.	
Plastic Tanks	Water or Fuel	1Year
Accessories/Wear Items	Unloader, Regulating Valves, Safety Valves, Jetter Valves, Check Valves, Foot Valves, Pulsation Dampeners, Trigger Guns, Rotary Nozzles, Chemical Injectors, Hose (Jetter Hose Not Included), Hose Reels, Sandblast Kits, Surface Cleaner, Water Broom, Water Strainer, Belts, Ball Valves, Swivels, Balanced Relief Valves, Accumulator Lances	90 Days
Electrical Components	Switches, Time Over Loads, Contactors, Transformer, Thermostat, Vacuum Switches, Flow and Pressure Switches, Relays, Primary Controls	90 Days
No Warranty Items	Fuel Filters, Nozzles, O- Rings, Thermo Relief Valves (Pump Seals, Valves, Plungers)	
ANY PARTS NOT LISTED ABOVE CALL FOR WARRANTY TIME FRAMES		

**NOTE\*** Due to original equipment manufacturer's requirements, Easy-Kleen is not permitted to perform warranty repairs or claims for electrical motors, gas, or diesel engines. Please contact Easy-Kleen service department for a local warranty representative.

### LIMITATIONS OF LIABILITY

Easy-Kleen liability for special, incidental, or consequential damages is expressly disclaimed. In no event shall Easy-Kleen's liability exceed the purchase price of the product in question. Easy-Kleen 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 or specifications. Our obligation under this warranty is expressly limited at our option to the replacement or repair at our manufacturer location, is such part or parts at inspection shall disclose to have been defective. Easy-Kleen does not authorize any other party, to make any representation or promise on behalf of Easy-Kleen 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 Easy-Kleen products conform to local codes. While Easy-Kleen attempts to ensure that its products meet national codes, it cannot be responsible for how the customer chooses to use or install the product. 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.

Easy-Kleen reserves the right to make any changes to an Easy-Kleen product at any time without incurring any obligation with respect to any product previously, ordered, sold, or shipped.

PUMP WARRANTY TIME LINE		
Cat Pumps	Direct Drive Pumps	2 Years
	Car Wash Pumps (Including all models used in Car Wash or Portable Fresh Water Pressure Cleaning applications)	5 Years
	All other pumps not listed above	1 Year
Giant Pumps	Pressure Washer and Self- Serve Car Wash Applications	5 Years
	All other Giant Pumps, Industrial and Consumer Pumps	1 Year
	Lifetime on Manifolds due to Manufacture defects	
AR Pumps	Plunger Pumps	5 Years
	Axial Pumps	1 Year
	AR Accessories	90 Days
General Pumps	Manifolds	5 Years
	Pressure Washer Pumps	5 Years
EK Pumps	Manifolds	5 Years
	Pumps	1 Year
	Accessories	90 Days
	Manufacturer does not cover wet end of Pump Seals, Valves, and Plungers.	

### WARRANTY REPAIRS

Warranty claims must first contact Easy-Kleen's Service Department to be issued a preauthorized repair number (PARN). You will need a copy of your invoice and the equipment serial number.

If new parts are needed, they will be invoiced to you as normal. Defective parts are to be sent to us PREPAID for warranty consideration. If a part is found to be defective, a credit will be issued to cover the costs of parts. All work is performed at the manufacturers' place of business when returned PREPAID. This warranty will not cover labor if warranty work is conducted at the customer's place of business. Road service will be charged at the normal rate in these situations.

### WARRANTY DOES NOT COVER:

- When warranty part is warranted the warranty time frame does not re-start.
- Warranty freight cost will be covered by Easy-Kleen for the first 30 days of sale of the machine due to manufacture defect or workmanship.
- Neglect of the periodic maintenance as specified in the owner's manual.
- Improper repair or maintenance.
- Operating methods other than those indicated in the owner's manual.
- The use of non-genuine Easy-Kleen parts or accessories other than those approved by Easy-Kleen
- Exposure of chemical agents, such as: Sea Water, Sea Breeze, Salt, or other environmental phenomenon.
- Collision, fuel contamination or deterioration, neglect, unauthorized alteration or misuse.
- Warranty does not cover travel or time if a service call is needed.
- Warranty does not apply when pump or accessory is altered or used in excess of recommended speeds, pressure, temperatures, or handling fluids not suitable for pump or accessory material.
- Construction warranty does not apply to normal wear.
- Warranty does not apply to normal wear (such as but limited to seals, packing valves, plungers and sealing O-Rings), freight damage, freezing damage or damage caused by parts or accessories not supplied by Easy-Kleen.
- After 30 days freight will become chargeable.
- Warranty covers In-House Labour and Parts if manufacture defect is repaired at an Easy-Kleen approved Service Center.

### 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.
- Improper repairs
- Neglected maintenance/incorrect operation (specified in the Owner/Operator's Manual)
- Unapproved devices or attachments
- Water sediments, rust corrosion, thermal expansion, scale deposits or a contaminated water supply or use of chemicals not approved or recommended by Easy-Kleen Pressure Systems Ltd.
- Improper voltage, sudden voltage spikes or power transients in the electrical supply
- Usage which is contrary to the intended purpose of the equipment
- Natural calamities or disasters including, but not limited to, floods, fires, wind, freezing\*, earthquakes, tornados, hurricanes and lightning strikes

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

### WARRANTY DOES NOT COVER

- Damage or malfunctions resulting from failure to follow manufacturer's maintenance instructions, or use of the equipment beyond its stated usage specifications. Alterations or improper installation, improper servicing as contained in the Owner's Manual. Damage or malfunction resulting from accidents, abuse, modifications, or alterations. Consequential damage or liability that occurs as a result from original defect.
- Freight Damage.
- Rental or replacement equipment during the repair period.
- Damage due to natural calamities/disasters, freezing, chemical deterioration, scale build up, rust, corrosion, or thermal expansion. Damage to components from fluctuations in electrical or water supply.

### FREIGHT INSPECTION & REPORTING PROCESS BASICS

**Please note that Easy Kleen does not offer Warranty in regards to freight damage.** Before signing "Accepted" on any delivery receipt, bill of lading, or packing slip the following items should be checked:

1. Make sure the shipment piece count matches to what was ordered.
2. Note all damages to packaging and product.
3. Take pictures of damage at time of delivery.
4. Leave concealed damage as it was received (as much as possible).

### LIMITATIONS OF LIABILITY

**Easy Kleen will not extend to or be liable for consequential damages. In no event shall Easy Kleen's liability exceed the purchase price of the product. It is the buyer's responsibility to ensure that the installation and use of Easy Kleen products conform to local codes. While Easy Kleen attempts to assure that its products meet national codes, it cannot be responsible for how the customer chooses to use or install the product. [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. ]**

### WARRANTY COMPENSATION

Repairs covered under the conditions of this warranty must first contact Easy Kleen's Service Department to be issued a pre-authorized repair number (PARN). Before contacting please have the invoice number, model number and serial number and a detailed description of the problem. If new parts are needed, an invoice will be issued, this applies to the original purchaser only. All claims must be submitted within 45 days of the repair. All warranty claims will be paid in the form of credits against the service center's account.

### WARRANTY REPAIRS/PARTS RETURNS

If requested by the Service Department, parts must be returned to the factory for inspection (unless otherwise approved by the Service Department). Freight for Replacement parts are not covered. Defective parts are to be sent to us prepaid for warranty consideration. Easy Kleen reserves the right to inspect the customer's product to determine if a defect in material or workmanship exists prior to the commencement of any covered repair. If a part is found to be defective, a credit will be issued to cover the costs of parts and shipping.

### LABOR FLAT RATE SCHEDULE

The authorized service center is expected to provide warranty services for the time period specified in the labor flat rates schedule on the following pages. All claims will be calculated as such. The time is listed in hours and tenths of hours with the approved rate at \$70.00/hr for Master Certified Service Centers and \$60.00/hr for Certified Service Centers. The table takes into account the time necessary to complete each operation.

### TRAVEL TIME

One hour travel allowance is covered for each warranty claim on machines that are permanently installed. These machines are defined as machines that require natural gas, propane, venting or hardwired electricity.

**FLAT RATE POLICY**

<b>HOT WATER MACHINES COMPONENTS:</b>		<b>Hot Water Direct Drive Electric Oil</b>	<b>Hot Water Direct Drive Electric NG/LP</b>	<b>Hot Water Belt Drive Electric Oil</b>	<b>Hot Water Belt Drive Electric NG/LP</b>	<b>Large Hot Water Belt Drive Oil</b>	<b>Large Hot Water Belt Drive NG/LP</b>	<b>Hot Water direct Drive Gas Engine</b>	<b>Hot Water Belt Drive Gas Engine</b>
<b>A</b>	Pump, Water - Replace	0.75	1	1	1.5	1.5	1.5	1	1
	Seals, Pump - Replace (oil)	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Valve, Pump - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Manifold, Pump - Replace	0.75	1	1	1	1	1	1	1
	Crankcase (Bearing, Rod, Guides)	1.5	2	1.75	2.25	2.5	2.5	1.75	1.75
	Plunger, Seals, Pump - Replace (water)	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Pump/Motor - Replace	1.5	1.5	1.5	2			1.5	1.5
<b>B</b>	Motor, Electric - Repair or Replace	0.75	1	1	1.25	1.5	1.5	1	1
	Engine, Gasoline - Repair or Replace	0.75	1	1	1.25	1.5	1.5	1	1
	Engine, Diesel - Repair or Replace	0.75	1	1	1.25	1.5	1.5	1	1
	Pulley, Motor/Engine	0.5	0.75	0.75	0.75	0.75	0.75	0.75	0.75
	Pulley, Pump	0.5	0.75	0.75	0.75	0.75	0.75	0.75	0.75
	Belts	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Belt Guard - Replace	0.25	0.25	0.25	0.25	0.5	0.5	0.25	0.25
<b>C</b>	Coil, Heating / Insulation - Replace	1.25	1.5	1.5	2	2	2	1.5	1.5
	Coil, Heating / Insulation - Repair	1.25	1.5	1.5	2	2	2	1.5	1.5
	Chassis/Decals - Replace	1.5	2	2	4	4	4	2	2
	Chassis - Repair/Weld/ Paint	1	1	1	1.5	2	2	1	1
	Wheel - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Handle - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25

	Cover / Panel - Replace	0.5	0.2	0.2	0.5	0.5	0.5	0.2	0.2
D	Valve, Unloader - Replace	0.5	0.75	1	0.75	1	1	1	1
	Valve, Unloader - Repair	0.5	0.75	1	0.75	1	1	1	1
	Valve, Detergent - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Valve, Detergent - Repair	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Valve, Relief - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Trigger Gun - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Trigger Gun - Repair	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Wand - Repair or Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Nozzle, Water - Repair or Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Coupler Fitting - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Float Tank - Replace	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Float Valve/ Ball - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Hose - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Water Filter	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
E	Switch, Rocker / Toggle - Replace	0.5	0.25	0.5	0.5	0.5	0.5	0.25	0.25
	Switch, Breaker - Replace	0.25	0.25	0.25	0.5	0.5	0.5	0.25	0.25
	Switch, Contractor / Overload - Replace	0.5	0.5	0.5	0.75	1	1	0.5	0.5
	Pressure Switch - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Pressure Switch - Repair	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	GFCI Switch - Replace	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	GFCI Cord - Replace	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Thermostat - Replace	0.25	0.25	0.25	0.25	0.5	0.5	0.25	0.25
	Relay - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
Box, Switch - Replace	0.5	0.5	0.5	0.5	0.75	0.75	0.5	0.5	

	Light, Indicator - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	<b>HOT WATER MACHINES, CONTINUED</b>	<b>Hot Water Direct Drive Electric Oil</b>	<b>Hot Water Direct Drive Electric NG/LP</b>	<b>Hot Water Belt Drive Electric Oil</b>	<b>Hot Water Belt Drive Electric NG/LP</b>	<b>Large Hot Water Belt Drive Oil</b>	<b>Large Hot Water Belt Drive NG/LP</b>	<b>Hot Water direct Drive Gas Engine</b>	<b>Hot Water Belt Drive Gas Engine</b>
	Transformer, Step Down- Replace	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	Bridge Rectifier - Replace	0.25	0.25	0.25	0.25	0.25	0.25	0.25	0.25
	Terminal Block	0.5	0.5	0.5	0.5			0.5	0.5
	Fuse Block	0.75	0.75	0.75	0.75			0.75	0.75
F	Gas Valve - Replace/ Set Pressure	N/A	0.5	N/A	1	N/A	1.25	N/A	N/A
	Pilot - Replace/ Resize	N/A	0.25	N/A	0.25	N/A	0.25	N/A	N/A
	Thermocouple - Replace	N/A	0.25	N/A	0.25	N/A	0.5	N/A	N/A
	Gas, Regulator (LP Tank) - Replace	N/A	0.25	N/A	0.25	N/A	0.25	N/A	N/A
	Switch, Pilot Indicator - Replace	N/A	0.25	N/A	0.25	N/A	0.25	N/A	N/A
	Hose, LP - Replace	N/A	0.25	N/A	0.25	N/A	0.25	N/A	N/A
G	Fuel Pump - Replace	0.5	N/A	0.75	N/A	0.75	N/A	0.5	0.5
	Ignitor / Transformer - Replace	0.25	N/A	0.75	N/A	0.75	N/A	0.5	0.5
	Fuel Solenoid - Replace	0.25	N/A	0.5	N/A	0.5	N/A	0.5	0.5
	Nozzle, Fuel - Replace	0.5	N/A	0.75	N/A	0.75	N/A	0.5	0.5
	Filter, Fuel - Replace	0.25	N/A	0.75	N/A	0.75	N/A	0.5	0.5
	Motor / Fan, Burner - Replace	0.5	N/A	0.75	N/A	0.75	N/A	0.5	0.5
	Cap, Fuel Tank - Replace	0.25	N/A	0.25	N/A	0.25	N/A	0.25	0.25
	Fuel, Tank - Replace	0.5	N/A	0.5	N/A	0.5	N/A	0.5	0.5
	Heating Element	1	N/A	1.5	N/A	1.5	N/A	1.5	1.5
	Solenoid, Air	0.5	N/A	0.5	N/A	0.5	N/A	0.5	0.5
	Solenoid, Water	0.5	N/A	0.5	N/A	0.5	N/A	0.5	0.5
	Valve, Pneumatic	0.5	N/A	0.5	N/A	0.5	N/A	0.5	0.5



<b>COLD WATER MACHINES</b>		<b>Direct Drive Electric Cold Water</b>	<b>Belt Drive Electric Cold water</b>	<b>Direct Drive Gas Engine Cold Water</b>	<b>Belt Drive Gas Engine Cold Water</b>
A	Pump, Water - Replace	0.75	1	0.75	1
	Seals, Pump - Replace (oil)	0.5	0.5	0.5	0.5
	Valve, Pump - Replace	0.25	0.25	0.25	0.25
	Manifold, Pump - Replace	0.75	1	0.75	1
	Crankcase (Bearing, Rod, Guides)	1.5	1.75	1.5	1.75
	Plunger, Seals, Pump - Replace (water)	0.5	0.5	0.5	0.5
	Pump/Motor - Replace	1.5	1.5	1.5	1.5
B	Motor, Electric - Repair or Replace	0.75	1	0.75	1
	Engine, Gasoline - Repair or Replace	0.75	1	0.75	1
	Engine, Diesel - Repair or Replace	0.75	1	0.75	1
	Pulley, Motor/Engine	0.5	0.75	0.5	0.75
	Pulley, Pump	0.5	0.75	0.5	0.75
	Belts	0.5	0.5	0.5	0.5
	Belt Guard - Replace	0.25	0.25	0.25	0.25
C	Chassis/Decals - Replace	1	1.5	1	1.5
	Chassis - Repair/Weld/ Paint	1	1	1	1
	Wheel - Replace	0.25	0.25	0.25	0.25
	Handle - Replace	0.25	0.25	0.25	0.25
	Cover / Panel - Replace	0.25	0.5	0.25	0.5

<b>COLD WATER MACHINES, CONTINUED</b>		<b>Direct Drive Electric Cold Water</b>	<b>Belt Drive Electric Cold water</b>	<b>Direct Drive Gas Engine Cold Water</b>	<b>Belt Drive Gas Engine Cold Water</b>
D	Valve, Unloader - Replace	0.5	0.75	0.5	0.75
	Valve, Unloader - Repair	0.5	0.75	0.5	0.75
	Valve, Detergent - Replace	0.25	0.25	0.25	0.25
	Valve, Detergent - Repair	0.25	0.25	0.25	0.25
	Valve, Relief - Replace	0.25	0.25	0.25	0.25
	Trigger Gun - Replace	0.25	0.25	0.25	0.25
	Trigger Gun - Repair	0.5	0.5	0.5	0.5
	Wand - Repair or Replace	0.25	0.25	0.25	0.25
	Nozzle, Water - Repair or Replace	0.25	0.25	0.25	0.25
	Coupler Fitting - Replace	0.25	0.25	0.25	0.25
	Float Tank - Replace	0.5	0.5	0.5	0.5
	Float Valve/ Ball - Replace	0.25	0.25	0.25	0.25
	Hose - Replace	0.25	0.25	0.25	0.25
	Water Filter	0.25	0.25	0.25	0.25

E	Switch, Rocker / Toggle - Replace	0.25	0.25	0.25	0.25
	Switch, Breaker - Replace	0.25	0.25	0.25	0.25
	Switch, Contract or / Overload - Replace	0.5	0.5	0.5	0.5
	Pressure Switch - Replace	0.25	0.25	0.25	0.25
	Pressure Switch - Repair	0.25	0.25	0.25	0.25
	GFCI Switch - Replace	0.5	0.5	0.5	0.5
	GFCI Cord - Replace	0.5	0.5	0.5	0.5
	Thermostat - Replace	0.25	0.25	0.25	0.25
	Relay - Replace	0.25	0.25	0.25	0.25
	Box, Switch - Replace	0.25	0.5	0.25	0.5
	Light, Indicator - Replace	0.25	0.25	0.25	0.25
	Transformer, Step Down- Replace	0.25	0.5	0.25	0.5
	Bridge Rectifier - Replace	0.25	0.25	0.25	0.25
	Terminal Block	0.25	0.5	0.25	0.5
Fuse Block	0.25	0.75	0.25	0.75	

F	Gas Valve - Replace/ Set Pressure	N/A	N/A	N/A	N/A
	Pilot - Replace/ Resize	N/A	N/A	N/A	N/A
	Thermocouple - Replace	N/A	N/A	N/A	N/A
	Gas, Regulator (LP Tank) - Replace	N/A	N/A	N/A	N/A
	Switch, Pilot Indicator - Replace	N/A	N/A	N/A	N/A
	Hose, LP - Replace	N/A	N/A	N/A	N/A
G	Fuel Pump - Replace	N/A	N/A	N/A	N/A
	Transformer - Replace	N/A	N/A	N/A	N/A
	Fuel Solenoid - Replace	N/A	N/A	N/A	N/A
	Nozzle, Fuel - Replace	N/A	N/A	N/A	N/A
	Filter, Fuel - Replace	N/A	N/A	N/A	N/A
	Motor / Fan, Burner - Replace	N/A	N/A	N/A	N/A
	Cap, Fuel Tank - Replace	N/A	N/A	N/A	N/A
	Fuel, Tank - Replace	N/A	N/A	N/A	N/A
	Heating Element	N/A	N/A	N/A	N/A
	Solenoid, Air	N/A	N/A	N/A	N/A
	Solenoid, Water	N/A	N/A	N/A	N/A
	Valve, Pneumatic	N/A	N/A	N/A	N/A

