

# VIPER COMMERCIAL U.S. LIMITED WARRANTY

Nilfisk, Inc. warrants to the original end user, each new machine, new accessories and genuine replacement parts against defects in material and workmanship under normal use and service. Our obligation under this warranty is limited to repair of the defective item by an Authorized Service Center. Warranty coverage shall begin on the date the machine was shipped from the factory to the Authorized Dealer. Warranty coverage can be adjusted to begin up to six months from date of shipment from the factory with a proof of sale from Authorized Dealer to its End User. Warranty claims must be submitted within 30 days of service date. All warranty registrations and claims are completed by emailing, [uswarranty@nilfisk.com](mailto:uswarranty@nilfisk.com). The coverage period is specified below:

VIPER GROUP	Parts <sup>1,2</sup>	Labor <sup>2</sup>	Travel <sup>2,3</sup>
<b>Carpet Dryers</b>	1 Year	1 Year	-
<b>Vacuums</b>			
<i>Wide Area</i> <sup>6</sup>	3 Years	2 Years	180 Days
<i>Wet/Dry</i>	3 Years	2 Years	180 Days
<b>Floor Machines</b>	3 Years	2 Years	180 Days
<b>Burnishers</b>	3 Years	2 Years	180 Days
<b>Extractors and Spotters</b>	5 Years	2 Years	180 Days
<b>Commercial Scrubbers</b>			
<i>Cord, Battery Walk-Behind and Rider</i> <sup>7</sup>	5 Years	2 Years	180 Days
EXCEPTIONS	Parts	Labor	Travel
<i>Accessories/Replacement Parts</i> <sup>4</sup>	90 Days	-	-
<i>Batteries</i> <sup>7</sup>	Manufacturer Defect 12 Months 100% Coverage, Prorated up to 18 Months		
<i>Vacuum Motors and Rectifiers</i>	1 Year	1 Year	180 Days
<i>Roto-mold Components</i>	8 Years	See Note 5	See Note 5
<i>External Battery Chargers</i>	As offered by manufacturer		
<b>NOTES:</b>			
1 – Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period.	5 – Labor and travel follows warranty offered on original machine.		
2 – Coverage only applicable to products sold and used in the United States. Parts used for repair must be purchased through Nilfisk, Inc.	6 – Brush motors and belts carry 2 years parts and labor.		
3 – Travel warranty coverage limited to 3 hours of round trip travel time to remedy a defective product or part.	7 – Battery warranty effective the original ship date of the machine.		
4 – Applies to replacement parts only after machine warranty coverage has expired.			

This warranty shall not apply to repairs resulting from accidents or misuse, damage in transit, overloading the capacity of the machine, failure due to lack of proper maintenance or care as described in the operating and maintenance instructions. Minor adjustments, such as tightening of screws or bolts not connected with the replacement of parts, are not covered. Replacement of expendable wear items such as scrub brushes, pad holders, carbon motor brushes, bulbs, bags, filters and various rubber/plastic parts are also not covered. Repairs or alterations by an organization other than the factory or an Authorized Service Center are not covered and will void any Nilfisk, Inc. warranty as to the parts or systems repaired or altered by a non-authorized organization.

**THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTIES STATED WITHIN. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS MADE EXCEPT AS EXPRESSLY STATED HEREIN. ANY STATUTORY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT ARE IMPOSED BY LAW DESPITE THE EXPRESS LIMITATION OR WARRANTIES ABOVE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE WRITTEN WARRANTY. BUYER UNDERSTANDS, ACKNOWLEDGES AND AGREES THAT THE REMEDIES PROVIDED UNDER THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE BUYER. NILFISK, INC. WILL NOT BE LIABLE FOR ANY OTHER OR ADDITIONAL DAMAGES, INCLUDING BUT NOT LIMITED TO INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE FURNISHING, PERFORMANCE, USE OF OR INABILITY TO USE THE MACHINE. ANY EXTENSIONS OF OR MODIFICATIONS MADE TO THIS WARRANTY BY A DEALER/DISTRIBUTOR OF NILFISK, INC. ARE THE SOLE RESPONSIBILITY OF THE DEALER/DISTRIBUTOR.**

All transportation or shipping charges resulting from the return of machines, parts, or accessories shall be the responsibility of the end-user. When returning, please provide an explanation of the problem and include the serial number of the machine as well as the name of the selling organization. The Technical Service department of the authorized Dealer Service Center or the factory will investigate and then contact you.

For cleaning hazardous substances of any type, *do not* use standard cleaning equipment. Use only specially rated and tested equipment that has been specifically approved for the substance you are cleaning (speak to your Nilfisk equipment specialist to learn more). If your hazardous substance rated machines/parts/accessories require service, special requirements must be followed before shipping machines to a Nilfisk Authorized Service Center: (a) the end user must certify in writing that the machines/parts/accessories being returned have not been used for handling, clean up, or disposal of hazardous waste/materials; (b) if machines/parts/accessories being returned *have* been used for handling, clean up, or disposal of hazardous waste/materials, then the end user must have the machines/parts/accessories decontaminated by licensed and qualified decontamination professionals and provide written certification of this decontamination signed by the licensed professionals (must be returned only to the local Nilfisk, Inc. Authorized Service Center for Warranty service along with decontamination certification).

NILFISK, INC. Reserves the right to change its warranty policy without notice.

**See reverse side for Canada warranty**



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**VIPER COMMERCIAL CANADA LIMITED WARRANTY**

Nilfisk Canada warrants to the original end user, each new machine, new accessories and genuine replacement parts against defects in material and workmanship under normal use and service. Our obligation under this warranty is limited to repair or replacement of the defective item at our factory or by an Authorized Service Center. Warranty coverage shall begin on the date of purchase by the original end user (as evidenced by your invoice from the factory or Authorized Dealer) or six (6) months from the date the machine was shipped from Nilfisk Canada, whichever is earlier. The warranty registration card must be completed and kept by the dealer; new machine warranty registration has to be submitted within 30 days of purchase through our customer zone site: [www.advance-ca.com/customerzone/signin.aspx](http://www.advance-ca.com/customerzone/signin.aspx). The warranty coverage period is specified below.

VIPER	Parts <sup>1,2</sup>	Labour <sup>2</sup>	Travel <sup>2,3</sup>
Battery Rider	2 years	2 years	90 days
Walk Behind Scrubbers	2 years	2 years	90 days
Burnishers VN 1500, DR 2000	2 years	2 years	0
Polishers VN series	2 years	2 years	0
SN18WD Upright Vacuum	2 years	2 years	0
WT3SPD Air Mover	2 years	2 years	0
<b>EXCEPTIONS</b>			
Accessories/Replacement Parts <sup>4</sup>	90 days		
Roto-mold Components US Products	8 years	1 year	
Vacuum motors and rectifiers	1 year		
Batteries	As offered by Battery manufacturer. Canadian Energy		
Hot Water Extractor Heater Element Coil	Life time part only warranty		
<b>NOTES:</b>			
1-Parts repaired or replaced are guaranteed for the remainder of the original machine warranty period. 2-Coverage only applicable to products sold and used in Canada.			
3-Travel warranty coverage limited to 1 hour of travel time to remedy a defective product or part. 4-Applies to replacement parts only after machine warranty coverage has expired.			

This warranty shall not apply to repairs resulting from accidents or misuse, damage in transit, overloading the capacity of the machine or failure due to lack of proper maintenance or care as described in the operating and maintenance instructions. Minor adjustments, such as tightening of screws or bolts not connected with the replacement of parts, are not covered. Replacement of expendable wear items such as scrub brushes, pad holders, carbon motor brushes, bulbs, bags, filters and various rubber/plastic parts are also not covered. Repairs or alterations by an organization other than the factory or an Authorized Service Center are not covered and will void any Nilfisk-Canada, Inc. warranty as to the parts or systems repaired or altered by a non-authorized organization.

**THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTIES STATED WITHIN. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS MADE EXCEPT AS EXPRESSLY STATED HEREIN. ANY STATUTORY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT ARE IMPOSED BY LAW DESPITE THE EXPRESS LIMITATION OR WARRANTIES ABOVE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE WRITTEN WARRANTY. BUYER UNDERSTANDS, ACKNOWLEDGES AND AGREES THAT THE REMEDIES PROVIDED UNDER THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE BUYER. NILFISK-ADVANCE, INC. WILL NOT BE LIABLE FOR ANY OTHER OR ADDITIONAL DAMAGES, INCLUDING BUT NOT LIMITED TO INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE FURNISHING, PERFORMANCE, USE OF OR INABILITY TO USE THE MACHINE. ANY EXTENSIONS OF OR MODIFICATIONS MADE TO THIS WARRANTY BY A DEALER/DISTRIBUTOR OF NILFISK-CANADA, INC. ARE THE SOLE RESPONSIBILITY OF THE DEALER/DISTRIBUTOR.**

All transportation or shipping charges resulting from the return of machines, parts, or accessories shall be the responsibility of the end-user. When returning, please provide an explanation of the problem and include the serial number of the machine as well as the name of the selling organization. The Technical Service department of the authorized Dealer Service Center or the factory will investigate and then contact you.

Transportation of hazardous waste or contaminated equipment is subject to various laws and regulations. In returning machines, parts, or accessories under this limited warranty, the end user must certify in writing that the machines, parts or accessories being returned have not been used for handling, clean up, or disposal of hazardous waste or hazardous materials including but not limited to such things as asbestos, anthrax etc. or if the machines, parts or accessories being returned have been used for handling, clean up, or disposal of hazardous waste or hazardous materials, then the end user must have the machines, parts or accessories decontaminated by licensed and qualified decontamination professionals and provide written certification of this decontamination signed by the decontamination professionals. These machines, parts or accessories are to be returned only to the local Nilfisk-Canada, Inc. Authorized Service Center for Warranty service along with decontamination certification.

Nilfisk Canada reserves the right to alter the Warranty Program at its sole discretion with appropriate notice (30 days).



See reverse side for US warranty

Nilfisk Canada