

LIMITED PRODUCT WARRANTY

We guarantee Steam Pro Systems products are free from manufacturer defects, under normal use for a reasonable period of time as follows*:

LIFETIME WARRANTY ON THE BOILER

2 YEAR LIMITED WARRANTY**

* No warranty on accessories, hoses, or consumables. Warranty only covers original purchaser.

The warranty does not cover abuse or transport to or from our repair facility. Please refer to the following section for details.

- For a period of twenty four (24) months following the purchase of the Product (the “Warranty period”), if the client has used the product under normal use and in strict conformity with the instructions and/or manual of operations provided by Steam Pro Systems and discovers any defects in material or workmanship and notifies Steam Pro Systems in writing there of during the Warranty period, Steam Pro Systems shall use reasonable commercial efforts to repair or replace that portion of the product found by Steam Pro Systems to be defective in material or workmanship or replace the product or a portion of same. **All units sold prior to March 1, 2020 come with our standard, eighteen (18) month warranty.
- The Warranty excludes; accessories, consumables, shipping and handling costs.
- The warranty is void if:
 - i) The damages are as result of an accident, abuse, freeze, impact, alteration, non-authorized usage, a major force, or use of other electricity than that indicated on the product
 - ii) The product was used with other substances besides water in the water chamber.
 - iii) Repairs, modifications, or alterations were done by a person not authorized by Steam Pro Systems.
 - iv) The owner or user neglected to do routine maintenance required and the damages or problems are directly related to such neglect. It is the Client’s responsibility to keep equipment in proper condition and to use exclusively Steam Pro Systems cleaning products as to not damage the internal components.
- It is understood that certain parts of the equipment are not covered by the Steam Pro Systems warranty due to the fact they require replacement after multiple use.
Such parts include, but are not limited to, buttons, hoses, lances, steam guns, tips, brushes, seals, etc. These parts will eventually require replacement at the client’s cost.
- Steam Pro Systems makes no warranty or representation that the product complies with any local laws, rules or regulations and client shall be responsible for obtaining all permits or authorizations required by any regulatory body for installation or use of the product.
- Steam Pro Systems makes no other warranties or conditions and the warranty statement is in lieu of all other warranties, representations, promises, or conditions, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Steam Pro Systems expressly disclaims all warranties and conditions not stated hereof. Any implied warranties and conditions that may be imposed by law are limited in duration to the warranty period. Steam Pro Systems’ liability for warranty claims is limited to repair or replacement as set forth hereof.
- The Client represents that it shall strictly comply with the operation instructions or manual provided by Steam Pro Systems in relation with the product.
Failure to do so shall exonerate Steam Pro Systems from any warranty and liability what so ever.
- This warranty is to benefit the original purchaser of the product. The warranty is not transferable beyond the original purchaser without prior written consent of Steam Pro Systems.
- All machine and system sales are final. You have the option to upgrade your unit for a cost to be determined by Steam Pro Systems at any given time.