



WARRANTY QUESTIONS:

Please have your original purchase receipt/invoice ready.

Contact Customer Service: 1-866-235-5112.

Operating Hours: Monday - Friday 8:00 a.m. to 5:00 p.m. Central Standard Time (CST).

WARRANTY BY PUMP TYPE:

- **Cam Shaft Plunger Pumps:** warranted for a period of five (5) years.
- **Axial Radial Pumps:** warranted for a period of one (1) year.
- **Diaphragm Pumps:** warranted for a period of (1) year.
- **Electric Pressure Washers:** warranted for a period of two (2) years.
- **AR600 Series Electric Pressure Washers:** warranted for a period of one (1) year.
- **Accessories:** warranted for a period of (90) Days.

WARRANTY CONDITIONS:

- **Warranty covers/applies to manufacturing defects or workmanship;** that may develop under normal use and service in a manner up to the directions and usage recommended by the manufacturer.
- **Warranty does not apply to normal wear** (such as but not limited to: seals/ packings, valves, plungers and sealing O-rings), freight damage, freezing damage.
- **Warranty does not apply to misuse** when pump or accessories are altered operated above recommended speeds, pressures, or temperatures.
- **Warranty does not apply to damage caused by aftermarket accessories** not included with original unit.

**This warranty is in lieu of all other warranties, expressed or implied, including any warranty of merchantability and of all other obligations or liabilities on the part of the manufacturers or equipment. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

WARRANTY IS VOID WHEN:

- **Used caustic (corrosive) liquids or any chemical not compatible with pump seal material.**
- **Pump has been operated under abrasive or corrosive environments where conditions could cause pump cavitation.**

- Failure to follow recommended operating and maintenance procedures.
- Failure to use OEM replacement parts.

LIABILITY OF THE MANUFACTURER:

- **Warranty is limited to repair or replacement of parts only.**
- **Warranty products must be inspected by the manufacturer.**

Returned Product will be Repaired or Replaced Free of Charge *if found to be defective and subject to warranty*. After a completed inspection by the manufacturer, warranty is granted/denied at the sole discretion of the manufacturer when such products are found to be of original defect or workmanship at the time it was shipped from factory.

CUSTOMER RETURN LIABILITY:

- **Pumps and Accessories must have a Return RMA#.**
- **Please keep the receipt** as it will be required when submitting a warranty claim. Without the receipt the warranty claim cannot be processed.
- ***Shipments without RMA# will be denied.***
- **Under no circumstance** will the manufacture bare any responsibility for loss of unit, loss of time or inconvenience in any manner.
- ***Customer is responsible for freight costs to return product for warranty evaluation.***
- **The nozzle(s) being used must be returned** with the pump unit to be considered for warranty. (Where applicable)
- **A Shipping Plug (supplied) must be installed in the pump before shipping** to prevent oil seepage. Failure to secure the plug will result in a maintenance charge.
- **The manufacturer is not liable** for freight damage, insurance, labor, or any consequential damages incurred as a result of defective product.
- ***If returned product is found non-warrantable, associated repair costs and return freight are the responsibility of the customer.***

WARRANTY CLAIM PROCESS:

1. **RMA Number:** Call or E-mail
Phone: 763-398-2008
E-mail: aliciap@arnorthamerica.com
Subject: Return Merchandise Authorization Number (RMA#).
Body of E-Mail: describe issue, provide proof of purchase.
2. **Adhere RMA number** outside of box.
3. **Pack & Ship:** Attn Service Department.

***NOTE:** All products must be flushed of any chemical before being returned to A.R. North America for warranty consideration. A.R. North America reserves the right to scrap any product returned with unknown chemicals and refuse warranty.

Products must be shipped to:

A.R. North America
 Attn: Service Department

140 81st Ave NE
Fridley, MN 55432



A.R. North America, Inc.

140 – 81st Avenue Northeast
Fridley, Minnesota USA 55432

Customer Service Phone Numbers

Toll Free: (800) 893-4235

Local:(763) 398-2008

Hours

Monday – Friday

8:00am (CST) – 5:00pm (CST)