



PowerJet Warranty Claim Form

Please complete as many fields as possible. Fields marked with an * are mandatory for your claim to be reviewed. Please provide photos to support your claim.

Date of Claim*:

Name of Distributor*:

Model:

Machine Serial Number*:

Contact Name*:

Phone Number*:

Email Address*:

Reason For Warranty Claim (please provide detailed information and see attached copy of warranty policy before filing your claim)*:

Machine can be repaired on-site (please list parts/components requested for repair)

Freight Damage

Was the equipment inspected for damage upon delivery? (yes/No)

If equipment was damaged during transit, was the damage reported at the time of delivery to the freight company? (Yes/No)

Complete Loss (Equipment to be returned subject to approval):

Internal Use Only

Proposed Resolution:

Employee name:

Original Invoice for Damaged Equipment:

Order number for parts needed for repair:

RMA number (If machine is being returned):

Service Manager Approval

Name:

Signature:

Please send completed form to service@powerjetpressure.com and sales@powerjetpressure.com for processing



Oct 6th, 2020

MANUFACTURER'S WARRANTY

Thank you for your purchase of a PowerJet pressure cleaning system. All original equipment are warranted 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 PowerJet 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, PowerJet is not permitted to perform warranty repairs or claims for electrical motors, gas, or diesel engines. Please contact PowerJet service department for a local warranty representative.

LIMITATIONS OF LIABILITY

PowerJet liability for special, incidental, or consequential damages is expressly disclaimed. In no event shall PowerJet's liability exceed the purchase price of the product in question. PowerJet 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. PowerJet does not authorize any other party, to make any representation or promise on behalf of PowerJet 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 PowerJet products conform to local codes. While PowerJet 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.

PowerJet reserves the right to make any changes to a PowerJet 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
PJ 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 PowerJet'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 to be 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 PowerJet 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 PowerJet parts or accessories other than those approved by PowerJet
- 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 PowerJet.
- After 30 days freight will become chargeable.
- Warranty covers In-House Labour and Parts if manufacture defect is repaired at a PowerJet 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 PowerJet 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.