

Rotovac Warranty Policy

At Rotovac Corporation, we are committed to delivering high-quality equipment and exceptional product support. We stand behind every new product purchased directly from Rotovac or through an authorized Rotovac dealer or service center. This limited warranty covers manufacturer defects, workmanship defects, and material defects only, and is designed to ensure your equipment performs reliably when used and maintained as intended.

Products sold by Rotovac are intended for commercial, industrial, or institutional use and are designed to be operated by individuals who are trained in the proper application and maintenance of this equipment. Improper use will void all warranty coverage.

Rotovac does not warrant any product showing signs of:

- Misapplication or abuse
- Improper maintenance or negligence
- Abnormal use
- Unauthorized modification or design alterations
- Use of incompatible or corrosive chemicals
- Use in a rental service
- Unauthorized service or repair

1-Year Limited Warranty – Parts and Labor

Rotovac provides a one (1) year warranty on all new equipment from the original date of purchase. This warranty covers:

- Defects in materials and workmanship
- Parts costs for covered repairs when performed by an authorized Rotovac dealer or service center

Exclusions:

- This warranty does not cover normal wear items (e.g., hoses, belts, filters, seals) that require routine replacement due to regular use.
- Service labor must be approved by Rotovac.
- Customers are responsible for all shipping costs for warranty items.

- Spare parts purchased directly from Rotovac are covered under this same warranty for a period of 30 days from the date of purchase.
- **Excluded damage:** This warranty does not cover vacuum motors if damage is caused by water getting into the motors due to improper use or neglect. Damage caused by freezing is excluded from this warranty.

10-Year Limited Housing Warranty

Rotovac warrants that all rotationally molded housing and solution/recovery tanks will be free from defects in materials and workmanship for ten (10) years from the original purchase date.

Limitations:

- This coverage applies only to manufacturer defects.
- Abuse, neglect, or improper care will void this warranty.
- The cost of shipping and labor for housing replacement is not covered.

Shipping Damage

- In the event of shipping damage, the customer must test the damaged part for functionality before any exchange is done.
- If a part is confirmed to be non-functional due to shipping damage, Rotovac will replace it free of charge.
- If the part is functional or has not been tested, the customer is responsible for any shipping costs associated with its return or replacement.

Limitations of Coverage and Claims

- Warranty service or parts replacement must be pre-approved by Rotovac.
- Rotovac will not honor warranty claims for any service not authorized in advance or not performed by an authorized Rotovac dealer or service center.

For warranty service, contact Rotovac at:

1-888-768-6822