

WARRANTY INFORMATION

Two (2) Year Limited Consumer Warranty

Rug Doctor gives the original purchaser, who retains proof of purchase, from Rug Doctor or an authorized Rug Doctor dealer, this limited warranty (“Warranty”) for your Rug Doctor Flex Clean® acquired for normal household use (commercial or rental use is excluded). You are responsible to notify Rug Doctor within thirty (30) days of original purchase if any parts or components are missing, or if you experience any issue with your Rug Doctor Flex Clean® machine.

What Does This Warranty Cover / How Long Does The Warranty Last

Rug Doctor will repair or place including labor, for the original purchaser, with proof of purchase, any part that is defective in material or workmanship within two (2) years of original purchase; two (2) years on outer housing parts. This warranty applies to machines used for normal household purposes only.

What The Warranty Does Not Cover

The following exclusions apply to machine and part(s) failures due to: 1) normal wear and tear; 2) machine alterations and 3) abuse or misuse of the machine, including use not in accordance with this “User Manual.” This warranty does not provide for a refund of the purchase price. For best operating efficiency and cleaning, use of only Rug Doctor products is recommended. Use of the machine for rental voids the warranty and is not permitted under Federal Law (see “Unauthorized Use” statement below). Commercial use is excluded under this warranty except as set forth in the “**ONE YEAR LIMITED COMMERCIAL WARRANTY**” on the following page. Rug Doctor is not liable for any consequential or incidental damages of any nature involving the purchase/use of your carpet cleaning machine. In no event shall Rug Doctor’s liability exceed the purchase price of the machine. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Expenses

If a machine is returned to a repair center for repair within thirty (30) days of original purchase, Rug Doctor will pay the freight charges both to a repair center and back to you. Thereafter, you will be required to ship the machine to a Rug Doctor repair center should additional repairs be required after the initial thirty (30) day warranty period. You will be responsible to pay any freight charges for shipment to the repair center for repairs occurring after the initial thirty (30) days. Rug Doctor will pay the freight charges back to you.

How State Laws Apply

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

How Do I Get Service Under This Warranty?

TO OBTAIN WARRANTY ASSISTANCE, please call 1-800 RUG DOCTOR (1-800-784-3628) (8 am to 5 pm Mon - Fri CST) or e-mail consumer.support@rugdoctor.com. Rug Doctor will need the following information in order to assist you: your name, address and telephone number, product model and serial number, proof of purchase showing date and place of purchase. Please explain the nature of the problem. Rug Doctor will review all the facts involved and advise you as to recommended procedure. We recommend you keep the original carton and packing materials. Rug Doctor does not supply these materials if shipping the machine is necessary.

Unauthorized Use

Use of this machine with Rug Doctor trademarks for rental purposes is UNAUTHORIZED and is in violation of U.S.C. Section 1114(l) and 15 U.S.C. Section 1125(a).

One (1) Year Limited Commercial Warranty

All of the warranty terms as expressed above shall apply in all respects, for the original United States purchaser of a Rug Doctor® Flex Clean® All-In-One Floor Cleaner, who purchases/uses the machine commercially (not in household use), except the limited warranty period for the defects in material or workmanship as well as housing parts for commercial use machines shall be one (1) year. You can register your Rug Doctor machine at www.rugdoctor.com.

Note: You must keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim.

SERVICING YOUR MACHINE

If your Rug Doctor® FlexClean® All-In-One Floor Cleaner should require service:

Contact Rug Doctor's Consumer Service if you need information about repairs or replacement parts or if you have questions about your warranty.

RUG DOCTOR CONSUMER SERVICE CONTACT INFORMATION:

WEBSITE: www.rugdoctor.com/customer-support

EMAIL: consumer.support@rugdoctor.com

PHONE: 1-800-784-3628



PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE

For any questions or concerns, please contact Rug Doctor customer service representative at **1-800-784-3628**

REGISTER YOUR RUG DOCTOR® FLEXCLEAN® TODAY!

Visit us online at

RUGDOCTOR.COM

Retain for your records: To save time if calling Customer Service for information about your Rug Doctor® machine, it is recommended you record your machine information below.

Serial #: _____

Model #: _____

Date of Purchase: _____

NOTE:

You must keep your original sales receipt. It provides proof of purchase date in the event of warranty claim. **See Warranty on Page 20.**

Machine Replacement Parts & Accesories

Visit rugdoctor.com/parts-and-accessories for Rug Doctor FlexClean® All-In-One Floor Cleaner replacements parts and accessories.



Let us know how much you love your machine!

For over 40 years, Rug Doctor has engineered powerful, professional grade deep carpet cleaner machines. We pride ourselves on producing best-in-class machines.

Rate this product on rugdoctor.com or any of our retailer sites and let us know what you think!



IT WAS AMAZING.



REALLY LIKED HOW WELL IT CLEANED MY CARPETS.

For cleaning tips and more visit rugdoctor.com or find us at:



You Tube