

# WARRANTY INFORMATION

## Five (5) 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 Pro Deep Carpet Cleaner 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 on your Rug Doctor Pro Deep carpet cleaning machine.

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

Rug Doctor will, for the original purchaser, with proof of purchase, repair or replace including labor, any part that is defective in material or workmanship within five (5) years of purchase; five(5) 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**" below. 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](mailto: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.

## Unauthorized Use

Use of this carpet cleaning 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 Pro Deep Carpet Cleaner, who purchases/uses the machine commercially (not in household use), except that 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 Pro Deep Carpet Cleaner machine at [www.rugdoctor.com](http://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 Pro Deep Carpet Cleaner should require service:

Contact Rug Doctor Consumer Service line 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](http://www.rugdoctor.com/customer-support)

EMAIL: [consumer.support@rugdoctor.com](mailto: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**



FILE NAME >> RUGDOC\_12336-1\_MANUAL UPDATE

CLIENT >> RUGDOC

JOB NUMBER >> 12336

ELEMENT >> MANUAL

ACCOUNT >>

PRODUCTION ARTIST >> KP

BLEED >> .9" X 11.5"

TRIM >> 8.5" X 11"

LIVE >> N/A"

COLOR >> 4/4

SCALE >> 1" = 1"