



Mytee Products • 13655 Stowe Dr. Poway, CA 92064 • P. 858.679.1191 • F. 858.726.6005 • [www.mytee.com](http://www.mytee.com)

## Mytee® Limited Warranty Policy

Mytee Products, Inc. endeavors to provide high quality products and product support to its customers and therefore backs up all of its new products purchased from Mytee Products Inc. (Mytee) or any authorized Mytee distributor/service center with this limited warranty. Mytee warrants against all manufacturer's defects, defects in workmanship, and defects in material only.

This limited warranty begins on the date of the customer purchase and is valid and available to the original purchaser only.

However, other than set forth herein, Mytee gives no warranty, express or implied, as to description, quality, merchantability, fitness for any particular purpose, productiveness, infringement, or other matter, of any goods which Mytee shall supply. There are no warranties, which extend beyond the description on the face hereof. Mytee shall in no way be responsible for the proper use and application of the goods. Mytee neither assumes nor authorizes any other person to assume for Mytee any other liability in connection with the sale of Mytee goods. This limited warranty policy may be changed or withdrawn by Mytee at any time without notice.

THE PRODUCTS SOLD BY MYTEE ARE NOT DESIGNED OR INTENDED FOR PERSONAL, FAMILY OR HOUSEHOLD USE. The capacity, output, and other features of products sold by Mytee are designed specifically for commercial, industrial or institutional use by adult persons knowledgeable of the proper application and operation of the products. If used improperly in a domestic or household setting, a failure to operate at appropriate power levels or to properly serve the energy requirements of a product may cause damage to the product. Many of the products use water and/or solutions in conjunction with heat or pressure which, if misapplied or improperly used, can damage the product itself. Because Mytee does not warrant any product that evidences misapplication, abuse, negligence in use or care, or abnormal use, you are advised not to use these products without appropriate training or operational knowledge.

### ONLINE INTERNET PURCHASES

**IMPORTANT:** Local distributors are not obligated to provide warranty service for equipment that has been purchased online through internet distributors (i.e. eBay, Amazon, etc.). Labor may be charged at regular local rates and is the responsibility of the purchaser. Mytee will provide warranty parts at no charge to authorized distributors/service centers only, provided the parts in question fall within the warranty period.

### 90-DAY PARTS AND LABOR LIMITED WARRANTY

Mytee will cover parts and labor on all components for 90 days from the date of original purchase, on new equipment. This warranty only applies to defects in workmanship and materials as determined by the manufacturer and covers the cost of replacement and labor by a Mytee authorized distributor or service center only. It does not cover shipping costs.

### 90-DAY WEAR PARTS LIMITED WARRANTY

Mytee will replace all wear parts for 90 days from the date of original purchase of new equipment. Wear parts are items which wear out as a result of usage or the passage of time and are consumed despite attempts to maintain them, such as gaskets, wheels, brass, cords, wires, electrical terminals, hoses, switches, thermostats, plastisol parts, filters, bearings, brushes, solenoids, o-rings, bulbs, heating elements, castors, or other parts deemed wear items in Mytee's sole discretion. This warranty covers the cost of replacement only and does not cover shipping or labor costs.

## **2-YEAR MAJOR COMPONENTS WARRANTY**

Mytee warrants that pumps, vacuum and floor machine motors, and heaters are covered for a two (2) year limited warranty from the date of original purchase. This warranty does not apply and is void if the pump, vacuum motor, or heater has worn motor brushes, water damage, freezing, chemical build-up, chemical damage, or evidence of abuse, neglect or tampering. This warranty covers the cost of replacement only, and does not cover shipping or labor costs. The standard 90-day parts and labor warranty provisions apply for these components when purchased as a replacement or spare part.

## **5-YEAR LIMITED HOUSING WARRANTY**

Mytee warrants that all rotationally molded housing and tanks will be free from manufacturing defects, defects in workmanship, and defects in material for five (5) years from the date of original purchase, or six (6) years and six (6) months from the date of the serial number, whichever occurs first. Replacement cost does not include the cost of shipping or labor.

### **SERVICE FEE**

Mytee Service Centers may charge a \$15 fee for the processing of paperwork and diagnoses. Service Centers may also ask for a deposit from end users that are not known customers that would be returned if the machine is approved for warranty.

### **LIMITATION OF DAMAGES**

The remedy of replacement or repair of any defective goods shall be the exclusive remedy under any warranty made by Mytee, whether express or implied. In no event shall Mytee be liable for any incidental or consequential damages, property damages, or personal injuries.

All limited warranties are void for, and Mytee does not warrant in any way, any product that evidences misapplication, improper installation, abuse, lack of maintenance, negligence in use or care, abnormal use, alteration of design, use of incompatible or corrosive chemicals, use in a rental service, and/or servicing, installation of parts, or repairs by anyone other than Mytee or a Mytee authorized distributor or service center. Mytee may make changes in products it manufactures and markets at any time; these changes are made without obligation to change, retrofit, or upgrade any product previously sold or manufactured.

Mytee has no obligation to honor the limited warranties set forth herein unless the original purchaser, promptly upon discovering the warranty claim and prior to continuing to use the product, contacts Mytee or a Mytee authorized distributor or service center to describe the claim and to receive and follow instructions for documenting and resolving the claim. In addition, the purchaser must provide the product to which the claim applies to Mytee or a Mytee authorized distributor or service center for a thorough inspection. Mytee does not warrant or honor work not performed by an authorized distributor or service center.

If any provision or portion of this limited warranty policy is found to be unenforceable, then the remaining provisions and portions shall remain valid and enforceable. If any provision or portion of this limited warranty policy is found to be limited by law, then that provision or portion shall be construed to make it effective within the bounds of law. For example, if there are legal limitations on the duration of warranties, the warranties made herein shall be construed to have the minimum duration required by law, or, if there are legal limitations of exclusion of remedies, the exclusions made herein shall be construed to apply to the fullest extent possible without violating the law.

The validity, construction and performance of this warranty policy shall be governed by the laws of the State of California, without respect to conflicts of laws principles. The exclusive jurisdiction of any legal action arising from or related to this warranty policy shall be in the State of California and no legal action shall be commenced elsewhere.