



## Customer Support - Service That's Second to None

The Washworld® Customer Care Program leads the industry in customer service. Washworld takes that commitment to customer satisfaction very seriously by offering Technical Training in a classroom coupled with hands-on experience to improve operator proficiency. Our Unlimited 24/7 Telephone Support utilizes our exclusive Washview Remote™ software to make it possible for you and our technical professionals to track your wash site performance from anywhere in the world. Best of all, there is never a charge for our customer support after the sale.



# WASHWORLD®

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# Washworld Equipment Limited Warranty

## Washworld Service After the Sale

### Operator Training

- Washworld offers unlimited operator training with never any charge!
- Training includes classroom and hands-on sessions.
- Contact Washworld Technical Support for class date availability and details.

### Technical Support

- Washworld offers unlimited telephone support at no charge. Our Technical Support Department can assist operators day or night, 24/7, through Washworld's exclusive Washview Remote™.

### Replacement Parts

- Operators can purchase parts locally from any Washworld distributor or order factory direct for same day shipment worldwide.

### Written Warranty

- Washworld backs our equipment with a written warranty, which sets the bar in the car wash industry. Don't take our word for it, ask any Washworld customer.

Washworld Inc., a Wisconsin Corporation ("Washworld") warrants to the original purchaser of Washworld car wash equipment that the equipment will be free from defects in materials and workmanship for a period of 400 days from date of shipment, with the exception of the Cat Pump which is warranted for two (2) years. Claims under this warranty must be asserted in writing to Washworld within 10 days of discovery or before the end of the applicable warranty, whichever occurs first, and must follow the Washworld "RMA" (Returned Materials Authorization) process.



Any component or part alleged to be defective in materials or workmanship shall, at the option of Washworld, be returned with shipping cost prepaid. If upon examination such component or part is found to be defective in workmanship or materials, Washworld, at its option, will either repair or replace such component or part and ship such repaired or replaced component or part via standard ground. Expedited shipping costs (if requested) shall be the responsibility of purchaser. The cost of such replacement or repair (less any labor charges) shall be the exclusive remedy for any breach of any warranty and Washworld shall not be liable to any person for consequential damages for injury or commercial loss resulting from any breach of any warranty. This warranty does not cover any labor installation cost, either with respect to the original equipment or with respect to the repaired or replaced component or part which is found to be defective in workmanship or materials. Washworld does not warrant loss of income, or consequential damages, should there be any, during the time repairs are being made. This warranty does not apply to damage resulting from components or parts that have been misused, altered, neglected, or not installed, adjusted, maintained, or used in accordance with applicable codes and ordinances and in accordance with Washworld's or manufacturer's recommendations. This warranty does not apply to damage resulting from improper operation or abuse, exceeding the rated capacities of the unit, running foreign particles or non-related solutions through pumps or valves, using acidic solutions, improper installation or maintenance, operational neglect, neglect of manufacturer's recommended maintenance, use of water containing solids in excess of twenty microns in diameter or 2000 PPM, damage caused by customer, unjustifiable nuisance calls or acts of God.

This warranty is in lieu of all other warranties, express or implied, and there are no warranties against infringement, of merchantability, of fitness for a particular purpose, or arising from course of dealing or usage of trade. Washworld shall not be liable for direct, indirect, incidental, special or consequential damages under any circumstances, including but not limited to: damage or loss resulting from inability to use the products, increased operating costs, or loss of sales, lost profits, punitive damages, or any other damages. Compliance with any laws or regulations relating to the sale, location, use or operation of the equipment, or its use in conjunction with other equipment shall be the sole responsibility of the purchaser. The rights and obligations of the parties shall be governed by the laws of the State of Wisconsin.

Washworld reserves the right to change or modify this Limited Warranty at any time without notice.

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**WASHWORLD**