



**Trident Warranty Policy (Version A)**  
Effective for equipment purchased after 05/17/2024

Category	Model	Rotomolded Tanks	Parts	Batteries	Labor	Travel
Ride-On Scrubbers	R22SC, R26SC, R28SC, R30SC, R36SC	10 years	3 years	See Below	2 years	1 year
Walk-Behind Scrubbers	B16SC, B20SC, Bx20SC, T20SC, T26SC, T28SC, T28SS, T30SC	10 years	3 years	See Below	2 years	1 year
Micro-Scrubber	ORB13, XM13SC, XM14SC, XM17SC	5 years	1 year	12 months pro-rated	6 months	n/a
Corded Floor Machines	BU1500, FMD20	5 years	2 years	See Below	1 year	n/a
Micro Sweeper	NS13, NM14	5 years	1 year	12 months pro-rated	6 months	n/a
Wet/Dry Vacuums	WD21V	5 years	1 year	n/a	1 year	n/a
Extractors	EX7, EX8, EX12, EX20	10 years	3 years	n/a	3 years	6 months
Spotter	MS2	1 year	1 year	n/a	1 year	n/a
Interim Cleaner	ICS17	10 years	3 years	n/a	3 years	n/a
Floor Dryer	FD15	5 years	1 year	n/a	6 months	n/a
Sweepers	SW18, SW20, SW20T, SW24R, SW28R	10 years	3 years	See Below	2 years	1 year
Touch-Free Cleaning	CC17XP, CC17XPC, CC17HP	10 years	1 year	See Below	1 year	n/a

Category	Model	Belts	Motor & Chassis	Bag Housing	Labor
Single Motor Upright Vacuum	V12S, V12XP, V15S, V15XP	Lifetime (Original owner)	2 years	2 years	2 years
Dual Motor Upright Vacuum	V14D, V18D	Lifetime (Original owner)	3 years	2 years	2 years

**Terms and Conditions**

**New Machine Warranty** - Hillyard Company warrants to the original purchaser, for the above-stated periods (whichever occurs first), that machines will be free from defects in workmanship and material, provided that machines are installed, operated, and maintained in accordance with Hillyard written manuals or other instructions. This warranty does not apply to damage or failure caused by accident, freight damage, misuse, negligence, abuse, improper repair, or maintenance of the machines. Please refer to the Operator Manual for proper machine operation and maintenance instructions. The warranty period begins on the installation date at the end-user site. A Machine Installation/Warranty Report form included with the Operator Manual must be completed and returned immediately at the time of purchase. If proof of purchase is unavailable, the warranty begins ninety (90) days after the original sale to an Authorized Hillyard dealer. Demonstrator machines purchased from Hillyard carry the same warranty as a new machine.

**Labor and Travel Warranty** - Hillyard will, at its option, provide labor and travel or pay for outside repair for the above-stated periods.

**Parts Warranty** - Parts replaced or repaired under this warranty are guaranteed for the remainder of the warranty period. The parts warranty on batteries is pro-rated from the Hillyard Company shipping date. Consumable parts, expected to wear from normal use, are not covered under the parts warranty. These consumable parts include, but are not limited to: belts, drive chains, brushes, pad drivers, filters, squeegees, tires [pro-rated for one (1) year on rider machines], skirts, hand grips, battery cables, power cords, cord restraints, external hoses, vacuum bags, fuses and carbon brushes. Battery chargers and accessories are warranted for one (1) year.

**Repair Parts Warranty** - After the warranty period expires, repair parts supplied by Hillyard are warranted against defects for the period of ninety (90) days, with the exception of batteries. Lithium-Ion and Lead acid batteries are pro-rated for twelve (12) months. All AGM and Gel batteries are pro-rated for ninety (90) days. The repair parts warranty only covers parts, not labor or travel (see service labor section for terms).

**Service Labor Warranty** - Labor and travel performed by a Hillyard service representative are warranted for thirty (30) days from the date the repairs are completed. This policy does not cover work performed by any service company other than Hillyard and is restricted to the specific repair operation or component for which a claim is made.

**Parts Returns** - All transportation or shipping charges resulting from the return of parts, or accessories shall be the full responsibility of the servicing dealer. When returning, please provide an full explanation of the problem, include the serial number of the machine along with the name of the selling organization. The technical service department of the authorized dealer service center will investigate and contact you.

**Upright Vacuum Exceptions and Exclusions** - Normal wear items not limited to brushes, foot pedals, cords, clutches, filters, gaskets, hoses, and bearings will be warranted for manufacturing defects for 90 days from the purchase date. All other items are 1-year parts and labor.

**Batteries and Chargers** – Batteries are covered by their manufacturer’s warranty. For full terms and conditions, see the manufacturer’s warranty policy. Energys Nexsys Batteries: Full Replacement, 3 Years (requires POD device). Trojan Wet Batteries: 1 Year Pro-Rated. Trojan AES Batteries: Full Replacement, 3 Years. Onboard Chargers: 1 year. Shelf Chargers (Lester): 3 years.

**DISCLAIMER** - HILLYARD COMPANY EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HILLYARD SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER DIRECT OR INDIRECT, INCLUDING, BUT NOT LIMITED TO, THE BUYER’S LOSS OF MATERIAL OR PROFITS, INCREASED EXPENSE OF OPERATION, BODILY INJURY, LOSS OF USE OF PROPERTY, OR DOWNTIME.

Hillyard reserves the right to change its warranty policy without notice.