



STATEMENT OF WARRANTY POLICY & PROCEDURE

At ONYX, we proudly stand behind our products and aim to provide exceptional support and experience. This Warranty Statement outlines the scope and application of our policy.

Warranty Policy Basics:

- ONYX Systems, LLC (hereinafter referred to as "ONYX") warrants that our HERO and ONYX branded products are properly designed and manufactured, and free from quality defects or poor workmanship.
- This Warranty Policy commences on the purchase date by the original end-user from ONYX or an authorized distributor or dealer, subject to proof of purchase.
- If proof of purchase cannot be provided, the warranty start date is 90 days after the date of sale to an authorized ONYX distributor or dealer.
- All defective parts replaced under warranty become the property of ONYX and must be returned to ONYX unless otherwise advised.
- Parts replaced or repaired under warranty are guaranteed only for the remainder of the original warranty period.

Warranty Period:

- The general warranty period for all ONYX products is 3 years or 1,000 hours, whichever occurs first.

Components with Warranty Period Exceptions:

- Lithium Batteries & Chargers: Covered for 5 years or 2000 hours, whichever occurs first.
- Non-Lithium Batteries & Chargers: Covered for 1 year or 175 hours, whichever occurs first.
- Electric Moving Parts: Covered for 1 year. These include but are not limited to electric motors, electric pumps, electric vacuums & fans, electric actuators, electric solenoid valves, clutches, switches, and relays.
- Wear Items: Covered for 1 year. These include but are not limited to belts, pulleys, bearings, bearing housings, wheels/tires, hoses, cables, power cords, propane regulators, propane tanks, spark plugs, propane fittings, gaskets, seals, indicator lights, sensors, grips, bearings, and bushings.
- Consumable Items: Covered for 90 days. These include but are not limited to pads, pad drivers, scrub brushes, skirts, squeegees, squeegee blades, filters, fuses, and dust bags.

What is Covered:

- ONYX will cover all costs necessary to replace or repair any part proven to be defective in material or workmanship.

What is Not Covered:

- Damage resulting from misuse, abuse, accidents, modifications, unauthorized repairs, use of non-ONYX parts, or improper installation.
- Expenses related to travel and/or transporting the machine to a repair facility.
- Damages due to the use of incompatible or corrosive chemicals, overloading of capacity, or other operator error or negligence.
- Costs of, or resulting from, repairs completed by unauthorized parties.

How to Obtain Warranty Service:

- Take your machine and proof of purchase to an authorized ONYX distributor or dealer to have the warranty repairs completed.
- If an authorized ONYX distributor or dealer cannot be located, contact ONYX Technical Support

Statement to ONYX Distributors & Dealers:

- Your company may be billed initially for the warranty replacement part(s) and/or labor. If deemed warrantable, your account will be credited for the cost of part(s) and/or labor.
- Repairs exceeding \$500 must be pre-authorized by contacting ONYX Technical Support
- Your company is responsible for maintaining products with limited shelf life or which are otherwise perishable i.e. batteries.

Disclaimers:

- ONYX reserves the discretion to make all determinations of warranty application.
- ONYX is not liable for loss of user time or any other incidental or consequential damage.
- ONYX reserves the right to, at its discretion, satisfy its warranty obligation through third-party partners or manufacturers.
- This Warranty Statement, dated below, supersedes any prior warranty statement.

**Questions or concerns? Contact ONYX Support at
1-800-858-3533 or Support@OnyxSolutions.com**