STATEMENT OF WARRANTY POLICY & PROCEDURE

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

Warranty Policy Basics:

- ONYX Systems, LLC (“ONYX”) warrants that our products are designed and manufactured to perform their intended purpose throughout the warranty period.
- Warranty commences on the purchase date by the original end-user from ONYX or an authorized distributor, 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.
- All defective parts replaced unwder warranty become the property of ONYX and must be returned to ONYX unless otherwise advised.
- Parts replaced or repaired under warranty are warranted for the remainder of the original warranty period.

Warranty Period: 3 years or one thousand hours, whichever occurs first. Exceptions listed below:

- Lithium Batteries & Chargers: Covered for five years or 2000 hours, whichever occurs first.
- Non-Lithium Batteries & Chargers: Covered for 1 year.
- Wear Items: Covered for 1 year. This includes: wheels, belts, pad drivers, and AC power cables.
- Consumables: Warranted against defect only. This includes: brushes, squeegee blades, pads, and filters.

What is Not Covered:

- Damage resulting from misuse, abuse, accidents, unauthorized repairs, incompatible materials, use of non-ONYX parts, improper installation, or other negligence.
- Expenses related to travel and/or transporting the machine to a repair facility 90 days after the warranty start date.

How to Obtain Warranty Service:

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

Statement to ONYX Distributors:

- Your company may be billed 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, such as batteries.
- Labor reimbursement rate is capped at $85 an hour.
- Submit a Warranty Claim on our Support Page found at OnyxSolutions.com and provide all relevant information.

Disclaimers:

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

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

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