

## SERVICE INFORMATION

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**Do not return this product to your retailer.** Please contact our customer service department at [www.simpsoncleaning.com](http://www.simpsoncleaning.com)

### LIMITED WARRANTY

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The manufacturer of this product agrees to repair or replace designated parts that prove defective within the warranty period listed below at the manufacturer's sole discretion. Specific limitations/extensions and exclusions apply.

This warranty covers defects in material and workmanship and not parts failure due to normal wear, depreciation, abuse, accidental damage, negligence, improper use, maintenance, or storage. To make a claim under the terms of the warranty, all parts said to be defective must be retained and available for return upon request to a designated Warranty Service Center for warranty inspection. The judgments and decisions of the manufacturer concerning the validity of warranty claims are final.

These warranties pass through to the end user and are non-transferable. As a factory authorized and trained Warranty Service Center, the factory will honor the terms of all component warranties and satisfy claims of the appropriate warranty provisions.

Normal wear items include, but are not limited to, valves and seals, which are not covered by this warranty.

This warranty replaces all other warranties, express or implied, including without limitation any warranties of merchantability or fitness for a particular purpose and all such warranties are hereby disclaimed and excluded by the manufacturer. The manufacturer's warranty obligation is limited to repair and replacement of defective products as provided herein and the manufacturer shall not be liable for any further loss, damages, or expenses – including damages from shipping, accident, abuse, acts of God, misuse, or neglect. Neither is damage from repairs using parts not purchased from the manufacturer or alterations performed by non-factory authorized personnel. Failure to install and operate equipment according to the guidelines put forth in the instruction manual shall void warranty.

**This warranty does not cover the following:** machines used for rental purposes, damage resulting from shipping (claims must be filed with freighter), accident, abuse, act of God, misuse, or neglect. Neither is damage from repairs or alterations performed by non-factory authorized personnel or failure to install and operate equipment according to the guidelines put forth in the instruction manual.

The manufacturer will not be liable to any persons for consequential damage, for personal injury, or for commercial loss.

#### ENGINE

Covered by engine manufacturer warranty. See **engine manual**.

#### HIGH PRESSURE PUMP (DEFECTS IN MATERIAL AND WORKMANSHIP)

Two (2) years from date of purchase.

#### WARRANTY DOES NOT APPLY TO FAILURES DUE TO:

- Freight damage
- Freeze damage
- Damage caused by parts or accessories not obtained from an authorized dealer or not approved by the manufacturer.
- Normal wear of moving parts or components affected by moving parts.

**FRAME (DEFECTS IN MATERIAL AND WORKMANSHIP)**

One (1) year from date of purchase.

**ACCESSORIES (DEFECTS IN MATERIAL AND WORKMANSHIP)**

Includes nozzles, hoses, spray guns, wands

Ninety (90) days from date of purchase.

**TROUBLE SHOOTING GUIDE**

<b>OPERATIONAL ISSUE</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
Engine will not start (see <b>Engine Manual</b> for further engine troubleshooting)	No fuel.	Add fresh fuel.
	Low oil.	Add required amount of oil.
	Air filter filled with oil.	Clean and/or replace filter element. Refer to to <b>Engine Owners Manual</b> for correct procedure.
	Pressure builds up after two pulls on the recoil starter or after initial use.	Squeeze gun trigger to relieve pressure.
	Choke lever in the "No Choke" position.	Move choke to the "Choke" position.
	Spark plug wire not attached.	Attach spark plug wire.
	Engine switch in OFF position.	Place engine switch in ON position.
	Choke lever in the "Choke" position on a "hot" engine or an engine that has been exposed to thermal heat for a long period of time.	Move choke to the "No Choke" position.
No or low pressure (initial use)	Spray wand not in high pressure.	See <b>How to Use Spray Wand</b> instructions in the <i>Operation</i> Section.
	Low water supply.	Water supply must be at least 5 gpm @ 20 psi.
	Leak at high pressure hose fitting.	Repair leak. Apply sealant tape if necessary.
	Nozzle obstructed.	See <b>Nozzle Cleaning</b> instructions in the <i>Maintenance</i> section.
	Water filter screen clogged.	Remove and clean filter.
	Air in hose.	Turn off the engine, then the water source. Disconnect the water source from the pump inlet and turn the water source on to remove all air from the hose. When there is a steady stream of water present, turn water source off. Re-connect water source to pump inlet and turn on water source. Squeeze trigger to remove remaining air