

Kärcher Residential Business Unit After Sales Consumer Support **2016 Reference Guide for Sales**

The Kärcher Residential Business Unit After Sales Support team offers several channels and programs that support our consumers for both in-warranty and post-warranty concerns regarding their Residential products. These channels and programs are designed exclusively for the consumer and are not available for use by retailers or dealers who should instead contact their KNA account representative for any support or concerns.

Phone support 7 days a week in English, French and Spanish:

After Sales Support offers toll free phone support to any consumer 7 days a week including warranty and post-warranty support, spare parts, troubleshooting, assembly, product use and optional accessories. Consumers call the After Sales Support consumer help line at 800-537-4129 and select the country, language and area of support needed (all common selections connect to a live agent). This phone number is printed on the side of all electric pressure washers and in the owners' manuals of all Residential products. The help line team works directly with the consumer as this consumer channel is not available to dealers or retailers.

Electric product replacement during warranty (RXP):

Our trademarked Rapid Exchange Program™ (RXP) offers our consumers a new replacement of their Residential electric product for failures during the warranty period. The RXP program is streamlined to process and ship replacement electric products at no charge to the consumer's residence as soon as possible. Gas powered products are not supported by the RXP program but are supported by our service centers. After Sales Support works directly with the consumer as the RXP program is not available to dealers or retailers. Consumers call the help line at 800-537-4129 to determine if they qualify for this program.

Products included in the RXP replacement program include:

- Residential electric pressure washer models beginning with K2, K3, K4 and K5
- Residential vacuum models beginning with WV or WD
- Residential sweeper model S650

Missing or broken accessory replacement during warranty:

Accessories for Residential electric and gas models found missing or broken by the consumer immediately after purchase are replaced at no charge through our After Sales Support consumer warranty program similar to the RXP program. After Sales Support works directly with the consumer as this consumer warranty program is not available to dealers or retailers. Consumers call the help line at 800-537-4129.

Service center network for warranty and post-warranty repairs:

After Sales Support contracts with 1100 service centers in the USA and Canada who are authorized to perform warranty and post-warranty repairs on Residential products. Service centers are also authorized to repair or replace consumer owned electric products (via RXP) or accessories during the warranty period in order to maintain our "one call resolution" goal for our consumers. After Sales Support's service centers work directly with the consumer as this consumer warranty program is not available to dealers or retailers. Consumers can visit our site locator web page at www.karcher-help.com or they can call the help line at 800-537-4129 to find a nearby service center.

Web ticket emails:

After Sales Support provides direct "consumer-to-manufacturer" email support for any consumer question or concern via the help page on our website www.karcher-help.com.

Site locator for sales, service and FAQs:

Consumers can find their local Residential retailers, dealers and service centers on our site locator as well as frequently asked questions at www.karcher-help.com.

Note: Professional products sold through KNA's Residential division are not supported by the consumer Rapid Exchange Program (RXP). However, both Professional and Residential service centers can perform warranty and post-warranty repairs on the Professional cold water HD gas pressure washer models sold by Residential. All other Professional product support for warranty and post-warranty service should be directed to the Professional service centers found in the owners' manual or on the site locator webpage (www.kaercher.com/us/professional.html).