

**Congratulations** on your new cleaner! We hope you will get many years of enjoyment from your machine. We also hope you know that we are available for any questions you might have and believe me, there are no stupid questions when it comes to you and your cleaner.

The rest of this packet will give you some helpful information on your cleaner. It includes the warranty papers, maintenance tips, and contact information.

Thanks and once again enjoy your new cleaner!!

Sincerely,

**Great-Vacs**

### **Contact Information**

Great Vacs  
8498 S Welby Farm Road #A  
West Jordan, Ut 84088  
385-215-9705

1. **If you have a problem with your order, the fastest way to resolve this issue is to email us at [service@greatvacs.com](mailto:service@greatvacs.com)** . This will be the quickest way to contact us to resolve any issues. The purpose of this is to give you an extra level of customer support. Please tell us exactly what your questions or concerns are and provide us with your contact information, i.e., telephone number, address, and when might be the best time to reach you. Once we receive this email, we will respond right away during business hours. If it happens to be a weekend, you will hear from us by end of day on Monday. **Please understand that we stand behind our products and our customers. We will quickly get your problem fixed and resolved.**
2. Manuals and Instructions. Most vacuums come into us without the manual. However after much research we were able to find most manuals on the manufacturers website. If you cant find them just ask us.
3. To see our other items we have for sell you can check out our website at [www.greatvacs.com](http://www.greatvacs.com)

## LIMITED WARRANTY

Great Vacs, hereby known as Great Vacs, will repair this product's motor, free of charge in the USA in the event of defect in materials as follows:

**Duration:**        **Five (5) Year Motor Warranty.**

**Parts:**            Great Vacs will provide parts to replace defective parts in the motor without charge for the specified time noted above from the date of original retail purchase from Great Vacs. This only applies to the motor in the main part of the unit in shampooers, canisters and upright vacuums. This does not cover the motor in the power nozzle in canisters.

**Labor:**            Great Vacs will provide the labor without charge for a period of 90 days from the date of original retail purchase from Great Vacs.

### LIMITS AND EXCLUSIONS:

This warranty is extended only to the original purchaser. A copy of the purchase receipt or other proof of purchase will be required together with the product to obtain service under this warranty. A copy of your paypal payment, credit card payment or money order will work for this, which you can print off yourself. This warranty shall not be extended to any other person or transferee.

This warranty is void and of no effect if any serial numbers on the product are altered, replaced, defaced, missing, or if service was attempted by someone other than Great Vacs, without prior consent. **Great Vacs will match the items serial number against the serial number of the item when sold.** Any attempt to disassemble the vacuum in any way near the motor chamber will void this warranty. This includes the replacing of the power cord or any part near the motor chamber. Great Vacs has the right to cancel the warranty in the case of non payment in full or partial or customer does damage to the company in some ill manner.

This warranty only covers failures due to defects within the motor which occur during normal use. It does not cover damage which occurs in shipment, or failures which are caused by repairs, alterations or product not supplied by Great Vacs, or damage which results from accident, misuse, abuse, mishandling, alteration, commercial use such as hotel, rental or office use of this product or damage which results from fire, flood, lightning or other acts of God. Great Vacs and its representatives or agents shall in no event be liable for any general, indirect or consequential damages arising out of or occasioned by the use of or the inability to use this product. All warranty inspections and repairs must be performed by a Great Vacs representative. In no event shall Great Vacs liability exceed the purchase price paid by the purchaser of the product.

### If product must be sent to Great Vacs for repairs, the following must be done:

- Email us at [service@greatvac.com](mailto:service@greatvac.com) to receive repair authorization instructions.
- Pack the unit in a well-packed, heavy, corrugated box. Any postage, insurance and shipping cost, incurred in presenting or sending your product for service are shipper's responsibility.
- Enclose a money order or check payable to Great Vacs in the amount of \$29.00 to cover a portion of return shipping and handling costs.
- Enclose a copy of your proof of purchase
- Include explanation of defect.
- Ship the unit to : GREAT VACS 8498 S Welby Farm Road #A West Jordan, UT 84088