



## Product Support

---

### CONSUMER SERVICE

For problems with your Heavy Duty Steam Cleaner, please refer to the troubleshooting guide located on Page 14 of this manual. Additional inquiries should be directed to our consumer support services through our Web site, [poulanprosteam.com](http://poulanprosteam.com).

If you do not have internet access, you may also contact our Consumer Service Department by telephone, at **1-800-711-6617**.

**NOTE: In order for our Consumer Service representatives to help you as quickly and efficiently as possible, please have the following information ready before calling:**

- **Purchase information (where and when you purchased this product)**
- **Copy of purchase receipt / proof of purchase**
- **Product serial number (located on electrical specification label on bottom of unit)**

For information regarding your 2 year limited warranty, refer to Pages 15-16 of this manual.

### ORDERING ACCESSORIES & PARTS

Replacement accessories and parts for your Heavy Duty Steam Cleaner (PP350) may be ordered through our Website:

[poulanprosteam.com](http://poulanprosteam.com)

You may also contact Consumer Service directly:  
[help@poulanprosteam.com](mailto:help@poulanprosteam.com) or 1-800-711-6617



## Warranty Information

---

### 2-YEAR LIMITED WARRANTY

#### What is covered

Poulan Pro® is a licensed brand of Steamfast, a division of Vornado Air, LLC ("Steamfast"). Subject to the terms and conditions of this 2-Year Limited Warranty ("Warranty") as set forth below, Steamfast warrants to the original consumer or purchaser ("Buyer") that this Poulan Pro®-branded steam product, excluding all accessories and attachments, (the "Product") is to be free from defects in material and workmanship for a period of two (2) year from the date of purchase when used and maintained in accordance with the Owner's Guide (the "Warranty Period").

In the event Buyer notifies Steamfast of a defect in the Product within the Warranty Period, Steamfast will replace the Product and/or defective component parts, as applicable and necessary. Any such replacement will be made at no charge to Buyer for parts or labor, provided that Buyer shall be responsible for all shipping and transportation costs associated with returning the Product to Steamfast for inspection and covered replacement.

#### What is not covered

This Warranty shall not be applicable to damage or loss caused in whole or in part by:

- Repairs, modifications or alterations to the Product by anyone other than Steamfast.
- Use or operation of the Product outside the permitted or intended uses described by Steamfast in the Owner's Guide, or other careless operation, handling, misuse, or abuse of the Product.
- Lack of proper maintenance or timely cleaning of the Product as specified in the Owner's Guide.

- Use of the Product other than for normal household purposes.
- Normal wear and tear.
- Used consumable parts, accessories and attachments, including, but not limited to, brushes, hangers, scrub pads and mop pads.
- Use of parts and accessories other than those produced or recommended by Steamfast.
- Cosmetic damage, such as scratches, nicks and dents.
- Damage caused by accident, water, flood, fire or other acts of nature or external causes.

**Warranty limitations and exclusions**

- NO OTHER EXPRESS WARRANTY IS GIVEN BY STEAMFAST TO BUYER AND NO REPRESENTATIVE HAS THE AUTHORITY TO MAKE REPRESENTATIONS OTHER THAN THOSE PROVIDED HEREIN.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF AND ALL IMPLIED WARRANTIES, SPECIFICALLY THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED TO THE DURATION OF THE WARRANTY PERIOD, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.
- STEAMFAST'S REPLACEMENT OF THE PRODUCT IS THE EXCLUSIVE REMEDY. UNDER NO CIRCUMSTANCES SHALL STEAMFAST BE LIABLE TO BUYER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR OTHER DAMAGES, EVEN IF STEAMFAST HAS BEEN ADVISED OF OR COULD REASONABLY FORESEE THE POSSIBILITY OF SUCH DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR DAMAGE, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT OR UNDER ANY OTHER THEORY OF LAW.
- THIS WARRANTY GIVES BUYER SPECIFIC LEGAL RIGHTS. BUYER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE-TO-STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO BUYER.

**How do you register the Warranty**

Buyer must complete an application to register this Warranty within sixty (60) days following date of purchase. Buyer may either visit Steamfast's website at [www.Poulan Prosteam.com](http://www.Poulan Prosteam.com) and complete an online application or mail a completed application to Steamfast. Failure to register this Warranty within sixty (60) days following date of purchase will render this Warranty null and void.

**Warranty service**

For warranty service, call 1-800-711-6617 or email [consumerservice@steamfast.com](mailto:consumerservice@steamfast.com) to obtain a Return Authorization ("RA") form. Include the Product model number and serial number, as well as Buyer's name, address, city, state, zip code and phone number when contacting Steamfast for warranty service. Buyer may be required to provide the original sales receipt for purposes of verifying date of purchase. After receiving the RA form, the Product must be shipped, postage prepaid by Buyer, to:

Steamfast  
Attn: Warranty & Repair  
415 E. 13th Street  
Andover, KS 67002

To assure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock.

Important: After receiving return authorization, carefully pack the Product to avoid damage in shipping. Damage in shipping is not covered by the Warranty and shall be the sole responsibility of Buyer. Damage or loss not covered by this Warranty or occurring outside the Warranty Period will require a fee to cover the cost of handling and shipping. All such fees and costs shall be the sole responsibility of Buyer.

Please allow at least 1-2 weeks for return of the Product after it is received by Steamfast. For ease of recordkeeping, it is recommended that Buyer staple or attached the original sales receipt to this Owner's Guide and record the Product serial number (located on the Product specifications decal) here:

---

©2018 Distributed by Husqvarna Professional Products Inc. 9335 Harris Corners Parkway, Charlotte, NC 28269.

Manufactured in China.

Steamfast Consumer Service W: [steamfast.com](http://steamfast.com) • P: 1-800-711-6617 • E: [consumerservice@steamfast.com](mailto:consumerservice@steamfast.com)