

SERVICE & WARRANTY

SERVICE INFORMATION

ANY SERVICING SHOULD BE DONE BY AN AUTHORIZED SERVICE REPRESENTATIVE. Call 1-888-768-2014 USA & Canada.

In the event that further assistance is required, visit an authorized service center. Costs of any transportation to and from any place of repair are to be paid by the owner. Always identify your product by the model number and manufacturing code when requesting information or ordering replacement parts. (The model number and manufacturing code appears on the bottom of charger and bottom of battery.)

1 YEAR LIMITED WARRANTY

WHAT THIS WARRANTY COVERS

When used and maintained in normal Commercial use and in accordance with the Owner's Guide your Hoover® Commercial charger and battery are warranted against original defects in material and workmanship for 1 year limited warranty from date of purchase (the "Warranty Period"). During the Warranty Period, Hoover® Commercial will provide labor and parts, at no cost to you, to correct any such defect in your CH27312 that was purchased in the United States, at a U.S. Military Exchange, or in Canada. Hoover® Commercial also reserves the right to provide you with a replacement product(s) or refund, in Hoover Commercial's discretion, in order to satisfy the terms of this warranty.

HOW TO MAKE A WARRANTY CLAIM

If the CH27312 are not as warranted, take or send the product to a Hoover® Commercial Authorized Warranty Service Dealer along with proof of purchase or contact Hoover® Commercial at 1-888-768-2014. For an automated referral to authorized service outlets in the U.S.A., phone: 1-888-768-2014.

WHAT THIS WARRANTY DOES NOT COVER

Certain parts for your Hoover® Commercial product require replacement in the ordinary course of use due to normal wear. These items include belts, agitator roll sleeves, agitator bearings, brushes, bags, filters and bulbs. These parts are not covered by this Warranty. This Warranty also does not cover: improper maintenance of the product, damage due to misuse, acts of God, nature, vandalism or other acts beyond the control of Hoover® Commercial, owner's acts or omissions, use outside the country in which the product was initially purchased, resale of the product by the original owner, defects or damages caused by repair or alteration by anyone other than an Authorized Hoover® Commercial Warranty Service Dealer. Hoover® Commercial reserves the right to inspect any alleged defective product and make final decisions on any warranty claim. This warranty does not cover pick up, delivery, transportation or house calls. However, if you mail your product to a Hoover® Commercial Authorized Warranty Service Dealer for warranty service, cost of shipping will be paid one way.

OTHER IMPORTANT TERMS

This warranty is not transferable and may not be assigned. This Warranty shall be governed and construed under the laws of the state of North Carolina. The Warranty Period will not be extended by any replacement of batteries or parts or repair performed under this Warranty. THIS WARRANTY IS THE EXCLUSIVE WARRANTY AND REMEDY. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE DISCLAIMED. IN NO EVENT WILL HOOVER® COMMERCIAL BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE TO OWNER OR ANY PARTY CLAIMING THROUGH OWNER, WHETHER BASED IN CONTRACT, NEGLIGENCE, TORT OR STRICT PRODUCTS LIABILITY OR ARISING FROM ANY CAUSE WHATSOEVER. Some states do not allow the exclusion of consequential damages, so the above exclusion may not apply to you. This warranty gives you specific rights; you may also have others that vary from state to state.
