

Authorized Servicer Guidelines

Where To Find Warranty Information For All Brands



WARRANTY

For more details
visit our website www.dewalt.com

Most DEWALT® Tools

(DEWALT Power Tool, Laser, or Nailers)

purchased on or after January 1, 2004

**come with a warranty package that
includes:**



Three-Year Limited Warranty. DEWALT will repair, without charge, any defects due to faulty materials or workmanship for three years from the date of purchase. This warranty does not cover part failure due to normal wear or tool abuse. For further detail of warranty coverage and warranty repair information, visit www.dewalt.com or call 1-800-4-DEWALT (1-800-433-9258). This warranty does not apply to accessories or damage caused where repairs have been made or attempted by others. This warranty gives you specific legal rights and you may have other rights which vary in certain states or provinces.

In addition to the warranty, DEWALT tools are covered by our:

One-Year Free Service Contract. DEWALT will maintain the tool and replace worn parts caused by normal use, for free, any time during the first year after purchase.

90-Day Money Back Guarantee. If you are not completely satisfied with the performance of your DEWALT Power Tool, Laser, or Nailers for any reason, you can return it within 90 days from the date of purchase with a receipt for a full refund – no questions asked.

See specific tools for exceptions and/or [read the Warranty FAQ](#).

[For warranty information on tools purchased before January 1, 2004](#)

Go to www.dewalt.com for more warranty info.

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WARRANTY

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Pressure Washers

Purchase before 2008 and before date codes



Warranty Specifications - 1 Year Warranty

<u>Inspection fee</u>	\$ 8.00
<u>Flat Labor rate per hour</u>	\$ 30.00
<u>Parts on Warranty</u>	15%
<u>Travel/Mile comp.</u>	None

Reimbursable Expenses:

Inspection/Test/Troubleshooting: 12 minutes (.2hours), providing that hose, wand and gun from each unit are tested with that unit.

Most repairs take 1/2 hr with the exceptions below:

Pressure Washer Repair:

Valves/Valve kit
O-ring/O-ring kit
Water Seal/kit
Pump Replacement
Gas Flange
Unloader Repair/Replace
EZ Start Repair/Replace
Thermal Relief Valve Replace
Pulse Hose Replace
Lance (wand) Replace
Gun Replace
Hose Replace
Chemical Injector Replace
Inlet Fitting Replace
Check Valve Coin/Replace
Tire/Wheel Replace

Repair Hours (Including Re-Test):

60 min	(Excludes two cylinder radial)
60 min	(Excludes radials)
60 min	(Excludes radials)
30 min	
30 min	(Excludes radials)
36 min	
36 min	units with shroud
18 min	units w/o shroud
36 min	units with shroud
18 min	units w/o shroud
36 min	two cylinder radial only
12 min	
12 min	
12 min	
12 min	
12 min	
12 min	
12 min	
12 min	
12 min	

****NOTE:** Do not repair the oil end of the pump. Replace the entire pump

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WARRANTY

“2008” DeWALT Pressure Washers with DeWALT Engines

- *THESE MODELS ONLY*
DPD3100, DPD3100IC
DPH3100
DPE3800X
DPC3700
DPB3540



Warranty Specifications 2 Year Warranty - Date codes 2008

Limited Warranty

- DeWALT pressure washers are warranted for two years from the date of purchase. DeWALT will repair, without charge, any defects due to faulty materials or workmanship.
- This warranty does not cover parts that are damaged through misuse or abuse, or parts which must be replaced from time to time due to normal pressure washer operation.
- Normal wear parts include, but are not limited to, the engine air filter, spark plug, pump valve seals and O rings.
- This warranty does not apply to accessories or damage caused where repairs have been made or attempted by a repair center not authorized by DeWALT.

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Optical Instruments

The new family of manual and self-leveling contractor grade optical instruments for checking measurements up to several hundred feet.

**DW090PK 20 X Builders Level,
DW096PK 26X Auto Level
DW092PK 20X transit level.**

Due to the special repair/calibration equipment needed to perform the necessary repairs, these units will be serviced through DeWalt Factory Owned Service Centers.

DEWALT Authorized Service Centers will be required to receive these units and ship them to your assigned service center for warranty and non-warranty calibration and/or repair.

Standard shipping is Ground unless rush service is required, per customer request.
Rush service is the responsibility of the customer.

The instrument must be packed in the original padded kit box that it is sold in and then packed in a cardboard box to ensure the unit will not be damaged in shipping. Your account will be billed for all repair charges as listed below for non-warranty repairs. Warranty and non-warranty repairs will be shipped directly to your location, unless a different ship-to location is requested. Customer can expect 7-10 days for turn around time on the repair, depending on the proximity to your assigned service center.

Warranty

90 Day Money Back Guarantee
1 Year Free Service Contract **(does not cover calibration)**
3 Year Limited Warranty **(does not cover calibration)**

Authorized locations will receive \$25.00 for handling & processing the warranty claim plus all transportation cost incurred.

Process a warranty claim on ServiceNet and select product category "Laser Transportation" this will credit your account \$25.00 for labor, then enter any transportation cost incurred on the transportation line

Non-Warranty:

Units that need to be repaired or calibrated will be shipped to your local DeWalt factory owned service center.

The repair cost to you is as followed:

<u>REPAIR CHARGES</u>	<u>AUTHORIZED COST</u>	<u>Parts</u>
Calibrations Only	\$50.00 (Labor only)	20% off list
Minor Repair & Calibration	\$80.00 (Labor Only)	20% off list
Major Repair & Calibration	\$100.00 (Labor Only)	20% off list

Estimates charges will be provided if repair charges exceed \$150.00

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WARRANTY

For more details
visit our website www.dewalt.com

DeWALT Generators w/DeWALT Engines ONLY

WARRANTY / SPANISH TBD

2

YEAR

**Engine
Warranty**

Covers manufacturer's
defects

2

YEAR

**Product
Warranty**

Normal wear and
tear items

2

YEAR

**Product
Warranty**

Covers manufacturer's
defects



Models:
DG3000/DG4400B



DW168F-2F (196 cc)
DW177F-F (270 cc)
DW188F (389 cc)

Engine – 2 Years

Covers manufacturer's defects

Free Tune Up – 1 Year**

Normal wear and tear items

Rest of Generator – 2 Years

Covers manufacturer's defects

Labor reimbursed - \$60.00 flat-rate

Parts reimbursed at cost

****FREE MAINTENANCE FOR 2 YEARS ALSO AVAILABLE!!****

WHAT DOES FREE MAINTENANCE COVER?

- Oil change
- Clean/replace air filter
- Clean/replace spark plug
- Replace fuel filter

Labor reimbursed at \$32.00 (this includes oil cost)

Parts reimbursed at cost (limited to parts on list)

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WARRANTY

For more details

visit our website www.blackanddecker.com

The following current warranty statements are the only warranties to be written or expressed relative to their specific products.

- 1. Quantum Pro Consumer Power Tools** are warranted for three (3) years from date of purchase. This warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance and care. (Proof of purchase may be required).
- 2. Black & Decker Tools and Home Products** are warranted for two (2) years from date of purchase. This warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance and care. (Proof of purchase maybe required).
- 3. Black & Decker Lawn & Garden Electric Tools** are warranted for two (2) years from date of purchase. This warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance and care. (Proof of purchase maybe required).
- 4. Black & Decker Lawn Mowers** - plastic deck warrants for five (5) years from date of purchase (proof of purchase is required to validate warranty). This warranty does not cover damage resulting from negligent handling, misuse or lack of reasonable maintenance and care.
- 5. Black & Decker Reconditioned Tools** – Two (2) year Limited warranty. To recognize a recondition tool there will be an “R” engraved in the housing along with a recondition sticker with the date code on it. If the date code is illegible proof of purchase maybe required.

We will repair, without charge, any defect due to faulty material or workmanship. Please return the complete unit, transportation prepaid, to any Black & Decker/DEWALT Certified Service Center, any Black & Decker Authorized Service Centers or DEWALT Authorized Service Centers listed in the Yellow Pages under "Tools-Electric".

These warranties do not cover failures due to abuse, accidental damage or when repairs have been made or attempted by other than Black & Decker and it's Authorized Service Centers. These warranties give you specific legal rights, and you may have other rights which vary from state to state.

Should you have any questions, contact your assigned Service Center (proof of purchase may be required).

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WARRANTY

For more details

visit our website www.deltaportercable.com

Delta Tools Warranty

This standard 2 year warranty covers any Delta machine, machine part or machine accessory.

Delta Equipment Warranty

This warranty covers Delta equipment including:

- Air compressor pumps
- Air compressor components
- Electric generator alternators
- Electric generator components
 - Pneumatic air tools
 - Pressure washers
- Equipment Accessories

DELTA MACHINERY warrants to the original purchaser that all products covered under this warranty are free from defects in material and workmanship. Products covered under this warranty include air compressors, air tools, service parts, pressure washers, and generators, which have the following warranty periods:

3 YEARS - Limited warranty on 2-stage oil-free air compressor pumps that operate at 1725 RPM.

2 YEARS - Limited warranty on oil-lubricated air compressor pumps.

1 YEAR - Limited warranty on all other air compressor components.

2 YEARS - Limited warranty on electric generator alternators.

1 YEAR - Limited warranty on other generator components.

2 YEARS - Limited warranty on pneumatic air tools as described in **Delta** general catalog.

1 YEAR - Limited warranty on pressure washers used in consumer applications (i.e. personal residential household usage only).

90 DAY - Pressure washers used for commercial applications (income producing) and service parts.

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Where To Find Warranty Information For All Brands



WARRANTY

For more details

visit our website www.deltaportercable.com

DELTA X5® Warranty

This warranty covers DELTA X5® machines including:

17-990X	33-895X	36-L31X U50	37-275X
22-780X	36-505X	36-R31X U50	37-365X
28-475X	36-507X	36-L51X BC50	43-495X
31-255X	36-L31X BC50	36-R31X BC50	46-765X

DELTA Five Year Limited New Product Warranty

Delta will repair or replace, at its expense and at its option, any new Delta machine, machine part, or machine accessory which in normal use has proven to be defective in workmanship or material, provided that the customer returns the product prepaid to a Delta factory service center or authorized service station with proof of purchase of the product within five years and provides Delta with reasonable opportunity to verify the alleged defect by inspection.

For more details log into <http://www.deltaportercable.com> under warranties and click on the Delta X5 warranty

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For more details

visit our website www.deltaportercable.com

WARRANTY

FOR TOOLS PURCHASED PRIOR TO JANUARY 1, 2008 OR WITHOUT DATE CODE 200714.

Porter-Cable Standard Warranty

This standard one-year warranty covers most Porter-Cable Professional power tools

Porter-Cable warrants its Professional Power Tools for a period of one year from the date of original Purchase. We will repair or replace at our option, any part or parts of the product and accessories Covered under this warranty which, after examination, proves to be defective in workmanship or Material during the warranty period. For repair or replacement return the complete tool or accessory, Transportation prepaid, to your nearest Porter-Cable Service Center or Authorized Service Station.

Porter-Cable Nailers & Stapler Warranty

This one-year warranty covers Porter-Cable nailing and stapling tools.

Porter-Cable warrants its nailing and stapling tools for a period of one year from the date of original Purchase. We will repair or replace at our option, any part or parts of the product and accessories Covered under this warranty which, after examination, proves to be defective in workmanship or Material during the warranty period. For repair or replacement return the complete tool or accessory, Transportation prepaid, to your nearest Porter-Cable Service Center or Authorized Service Station. Proof Of purchase may be required. This warranty does not apply to o-rings and driver blades or to repair or Replacement required due to misuse, abuse, normal wear and tear or repairs attempted or made by Other than our Service Centers or Authorized Service Stations.

Porter-Cable Palm Sander Warranty

This one-year warranty covers Porter-Cable palm sanders.

Porter-Cable warrants its Professional Power Tools for a period of one year from the date of original purchase. We will repair or replace at our option, any part or parts of the product and accessories covered under this warranty which, after examination, proves to be defective in workmanship or material during the warranty period. For repair or replacement return the complete tool or accessory, transportation prepaid, to your nearest Porter-Cable Service Center or Authorized Service Station. Proof of purchase may be required. This warranty does not apply to repair or replacement required due to misuse, abuse, normal wear and tear or repairs attempted or made by other than our Service Centers or Authorized Service Stations.

NOTE: THIS WARRANTY WILL BE VOID IF THE TOOL IS USED ON DRYWALL.

Authorized Servicer Guidelines

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For more details
visit our website www.deltaportercable.com

WARRANTY

Porter-Cable Equipment Warranty

This warranty covers Porter-Cable equipment including:

- Air compressor pumps
 - Air compressor components
 - Electric generator alternators
 - Electric generator components
- Pneumatic air tools (excludes nailers and staplers)
 - Pressure washers
- Equipment Accessories

PORTER-CABLE

Warrants to the original purchaser that all products covered under this warranty are free from defects in material and workmanship. Products covered under this warranty include air compressors, air tools, service parts, pressure washers, and generators, which have the following warranty periods:

3 YEARS - Limited warranty on 2-stage oil-free air compressor pumps that operate at 1725 RPM.

2 YEARS - Limited warranty on oil-lubricated air compressor pumps.

1 YEAR - Limited warranty on all other air compressor components.

2 YEARS - Limited warranty on electric generator alternators.

1 YEAR - Limited warranty on other generator components.

2 YEARS - Limited warranty on pneumatic air tools.

1 YEAR - Limited warranty on pressure washers used in consumer applications (i.e. personal residential household usage only).

90 DAY - Pressure washers used for commercial applications (income producing) and service parts.

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For more details

visit our website www.deltaportercable.com

WARRANTY

NEW PORTER-CABLE WARRANTY

**This warranty is effective immediately on all
Portable Power Tools & Nailers.**

***Any product purchased on or after January 1, 2008 with a valid receipt or
manufactured on or after the Date Code 200714 (week of April 2, 2007)
will be covered by the new warranty.***

THREE YEAR LIMITED WARRANTY

PORTER-CABLE will repair, without charge, any defects due to faulty materials or workmanship for three years from the date of purchase.

- This warranty **does not cover part failure due to normal wear or tool abuse.**
- This warranty **does not apply to accessories or damage caused where repairs have been made or attempted by others.**
- This warranty gives you specific legal rights and you may have other rights which vary in certain states or provinces.

1st Year FREE SERVICE: PORTER-CABLE will maintain the tool and replace worn parts caused by normal use, for free, any time during the first year after purchase.

2nd and 3rd Year – LIMITED warranty

90 DAY MONEY BACK GUARANTEE: If you are not completely satisfied with the performance of your PORTER-CABLE Power Tool, Laser, or Nailer for any reason, you can return it within 90 days from the date of purchase with a receipt for a full refund – no questions asked.

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WARRANTY

For more details visit our website www.devap.com

Our Limited Warranty statement can be found in the owner's manual supplied with each product.

Warranty is **one year from date of purchase by the original purchaser** (initial user) and **90 days for commercial** (income producing) applications.

Please present the original cash register sales receipt to the Authorized Warranty Service Center as proof of purchase for warranty work.

To get more info on DeVilbiss warranty go to www.devap.com .
To view or download a manual, select from the following products when at this site.

