



PROLUX
COMMERCIAL

PLCTB





Prolux PLCTB Vacuum

For your safety, please read the owner's manual in its entirety before use.

Congratulations on purchasing your very own Prolux PLCTB Vacuum Cleaner. This high-end vacuum is designed to provide ample power and superior filtration. Keep your floors clean and prolong the life of your flooring in just a few easy steps. Prolux.... Cleaning Reinvented!

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Specifications

- Lightweight - Vacuum weighs just over 6lbs
- Dependable - 1-year/350 hour Motor Warranty
- Large panel HEPA filter is also washable
- Brushless Motor
- Comes with 1 x 4Ah battery
- 47min of runtime (LOW SPEED)
- Powerful – 37 CFM on Low and 47 CFM on High
- Quiet Operation – 79dB on Low and 81dB on High
- Wet pickup safe with internal dirt bin safety sensors to prevent overfilling
- Durable Hose – 5ft crush proof hose gives you plenty of reach
- Includes crevice, duster, and upholstery/extraction tool with an onboard tool caddy
- Blower feature allows you to clean with more than just suction

IMPORTANT SAFETY INSTRUCTIONS

Vacuum Safety



**Read the owner's manual in its entirety before using this product.
Failure to do so can result in serious injury or death. Prolux takes no responsibility for
damages/injuries due to violations of the following operating instructions.
To reduce the risk of fire, electric shock, or injury:**

Keep this operating manual for reference. Include the operating manual if you pass the appliance to third parties.

When using an electrical appliance, basic precautions should always be followed, including the following:

WORK AREA SAFETY

- Keep work area clean and well lit. Cluttered or dark areas invite accidents.
- Vacuums have motors and other parts that can produce sparks during normal use. Do not use within 30 feet of areas where explosive materials may be present (such as gasoline pumps and places where liquids like paint thinners, cleaners, solvents, etc. are stored).
- Do not use in the presence of explosive dust, liquids, or vapors.
- Do not use where oxygen or anesthetics are used.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use extra care when using on stairs.

ELECTRICAL SAFETY

- Wear electrically insulated footwear, such as rubber boots, when vacuuming wet material.
- Do not handle battery pack or vacuum with wet hands.
- Store indoors. Do not expose to rain.

PERSONAL SAFETY

- STAY ALERT.** Watch what you are doing and use common sense. Do not use vacuum when you are tired, distracted or under the influence of drugs, alcohol or medication causing diminished control.
- The operation of a vacuum can result in foreign objects being blown into eyes, which can result in eye damage. Always wear safety goggles or glasses with side shields when operating vacuum.
- Wear a face or dust mask when working in dusty situations. Dust particles can harm your lungs.
- Avoid accidental starting. Ensure the switch is in the off position before inserting battery pack. Inserting battery pack in vacuum that has the switch on invites accidents.
- Do not overreach. Always keep proper footing and balance. This enables better control of the vacuum in unexpected situations.

- Never stand on vacuum or use as a step stool.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Use only as described in this manual. Use only manufacturer's recommended attachments.

USE AND CARE

- Do not use without tank and/or filter properly installed.
- Do not use to pick up flammable or combustible liquids such as gasoline or use in areas where they may be present.
- Do not pick up anything that is burning or smoking such as cigarettes, matches, or hot ashes.
- Do not pick up soot, cement, plaster, or drywall dust without filter in place. These are very fine particles that may affect the performance of the motor or be exhausted back into the air.
- This product is suitable for collection of silica dust when used in accordance with these instructions. To reduce the risk of health hazards from other vapors or dust, do not vacuum carcinogenic, toxic, or hazardous materials such as asbestos, arsenic, barium, beryllium, lead, pesticides, or other health endangered materials.

WARNING

Some dust created by power sanding, sawing, grinding, drilling, and other construction activities contains chemicals known to cause cancer, birth defects or other reproductive harm.

Some examples of these chemicals are:

- lead from lead-based paint
- crystalline silica from bricks and cement and other masonry products, and
- arsenic and chromium from chemically treated lumber.

Your risk from these exposures varies, depending on how often you do this type of work. To reduce your exposure to these chemicals: work in a well-ventilated area, and work with approved safety equipment, such as those dust masks that are specially designed to filter out microscopic particles.

- Use special care when emptying heavily loaded tanks.
- To avoid spontaneous combustion, empty tank after each use.
- Do not leave vacuum unattended when battery pack is installed. Remove battery pack when not in use and before servicing.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything else that may reduce air flow.
- Maintain vacuum. Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the vacuum's operation. If damaged, have the vacuum repaired before use. Many accidents are caused by poorly maintained tools.

BATTERY PACK USE AND CARE

- Use vacuum only with specifically designated battery pack. Use of any other battery pack may create a risk of injury and fire.
- Turn off all controls before removing battery pack.
- Before using the battery pack or charger read the operator's manuals, and any labels on the battery pack, charger, and vacuum.
- Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.

When battery pack is not in use, keep it away from other metal objects like paper clips, coins, keys, nails, screws, or other small metal objects that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.

- Do not use damaged battery pack or vacuum. If battery pack or vacuum are not working as they should, have been dropped, damaged, left outdoors, or dropped into water, return them to a service center.

SPECIFIC SAFETY RULES

- Before using the vacuum, read this operator's manual, your battery pack and charger operator's manuals, and all labels on the vacuum, battery pack, and charger.
- Never use vacuum without tank and filter properly installed.
- Wear ear protection. Exposure to noise can cause hearing loss.
- **WARNING** To reduce the risk of injury, when working in dusty situations, wear appropriate respiratory protection or use an OSHA compliant dust extraction solution.
- Always use common sense and be cautious when using tools.

Do not use this tool if you do not understand these operating instructions or feel the work is beyond your capability.

Description of Parts



- | | |
|-------------------------------|-----------------|
| 1. Main Canister | 5. Duster Tool |
| 2. Tool Hose | 6. Crevice Tool |
| 3. Battery Charger | 7. Battery |
| 4. Upholstery/Extraction Tool | 8. Tool Caddy |

Assembly and Operation

WARNING To reduce the risk of injury, always remove the battery pack before servicing or emptying the vacuum.

Removing/Inserting the Battery - To remove the battery, open the clear cover, push in the release button, and pull the battery pack away from the vacuum. To insert the battery, open the clear cover, press the release button, and slide the battery pack into the body of the vacuum until it locks into place. Make sure it latches securely into place before turning on the vacuum.



CAUTION Keep filter clean. The efficiency of the vacuum is largely dependent on the filter. A dirty filter will reduce the air flow and overall efficiency of the system. Remove from vacuum and tap clean for a quick cleaning. For a deep clean use warm soapy water or compressed air. (SEE MAINTANCE SECTION)

Removing/Installing the Filter - Use the filter for dry pickup only.

1. Remove the battery pack.
2. Release the dirt bin latches and lift the top motor housing off the dirt bin.



3. Empty all debris from the tank.
4. Flip top motor housing over to gain access to the underside.
5. To remove the filter use a Phillips head screwdriver to remove the 4 screws on each corner of the filter. Lift filter up and out to remove filter from main housing.



6. Plastic border can be removed for easier cleaning of filter.

To clean the filter, tap clean, or wash with warm soapy water.

NOTE: If cleaning with water, let filter dry 24 hours before using with vacuum.

6. To install the filter, place plastic border back on filter, place filter back in designated filter area and screw in 4 screws on each corner of the plastic border.

7. Close dirt bin lid and secure latches.

WARNING To reduce the risk of injury, always wear proper eye protection.

When working in dusty areas, wear appropriate respiratory protection.

To reduce the risk of fire and injury, do not use to pick up flammable or combustible materials. Empty tank before use.

Before use, ensure the filter is properly installed. Remove filter before all wet pick-up operations.

Starting and Stopping Vacuum:

To turn on the vacuum, press the power button to the LOW (I) or HIGH (II) position. To turn off the vacuum, press the power button to the OFF (O) position.



Wet Pick-Up Operation

1. Remove ALL dirt and debris found in the tank. ALWAYS begin wet pick up with an empty tank.
 2. Remove the HEPA filter (*SEE FILTER REMOVING/INSTALLING SECTION*)
 3. Turn on the vacuum to HIGH (II) and begin pick-up.
 4. Turn off the vacuum immediately upon completing a wet pick-up job or when tank is full and ready to be emptied.
 5. Never leave wet debris in the tank. ALWAYS empty tank once your task is complete and dry tank and motor housing underside to assure no damage happens to the inner motor area.
- NOTE:** If suction shuts off, turn off the vacuum immediately and empty the tank.
5. Remove the battery pack.
 6. Raise the hose to drain any excess liquid into the tank.
 7. Remove motor housing and pour liquid waste into a suitable drain.
 8. Clean the interior of the tank and attachments periodically, more often when used to pick up wet, sticky materials. Use warm, soapy water to clean tank interior, hose, and attachments.

Automatic Suction Shut-Off

When picking up liquids, internal sensors will cut off the motor if the water level gets high enough. Internal sensors can be found on the 2 columns which hang down into the dirt bin. SEE PIC BELOW. When this happens, the motor will develop a higher-than-normal pitch and the suction is drastically reduced. If this occurs, turn off the vacuum immediately. Failure to turn off the unit will result in extensive damage to the motor. To continue use, empty the liquid waste from the tank.

NOTE: If the vacuum is accidentally tipped over, it could lose suction. Turn off the vacuum and return it to an upright position. The sensors may need to be cleaned off, but once the water level is below the sensors the motor will be able to be turned back on.



Using The Attachments

Prolux is proud to include the highest quality attachments available! Through research and development and trial and error... Prolux has finally perfected vacuum attachments, matching durability with functionality! This is Cleaning...Reinvented!



1. **Battery** – 1 – 2Ah battery gives you 18min of runtime on low power. 4Ah battery give you 47min of runtime on low power.
2. **Battery Charger** – Plug into 120V wall outlet to charge 1 battery at a time. Charge time depends on the amount of charge a battery already has, but a fully dead 2-amp battery will be 100% charged after 1.5hrs.
3. **Tool Hose** – Crushproof hose gives you 5ft of extendable reach and can be used solo or with any of the 3 attachments.
4. **Upholstery Tool** - Best used for couches, cars, stairs, pet hair & more. Works great for wet pickup as well.
5. **Dusting Brush** - The dusting brush is your answer to dusting furniture, wood or laminate blinds and fan blades. *Warning: NEVER attempt to dust a fan while it is moving. *Note: Never press hard into delicate surfaces. Allow only the brushes to move lightly across surfaces.
6. **Crevice Tool** - Perfect for radiators, crevices, corners, baseboards, and in-between cushions.
7. **HEPA Filter** – Gives you great filtration for dry pick up and makes it so any air coming back out of your vacuum is clean and dust free.
8. **Tool Caddy** - On board tool storage. Always have the tool you need right at your fingertips.

Installing/Removing the Attachments

1. To install the attachments onto the hose end push the attachment onto the hose end. The attachment will lock itself on with friction. To remove the attachments twist and pull from the hose end.



Suction/Blower Options

The vacuum can be used for debris pick-up or as a blower, depending on the port used.

1. For debris pick-up, insert the canister end of the hose into the suction port of the motor housing, arrow pointing IN. Twist to secure and form a tight fit.



2. To use as a blower, open exhaust port flap, arrow pointing OUT, and insert the canister end of hose into the blower port of the motor housing. Twist to secure and form a tight fit.



Charging the Battery

1. The battery with this unit comes with a battery life indicator which allows you to check how much of a charge your battery currently holds. Simply press the release button and 1 of the LED lenses on the battery will light up indicating the amount of charge. The higher the charge the more lenses will light up. We recommend charging the battery until it's fully charged rather than spot charging for short periods of time.



2. If battery is installed make sure the vacuum is off and remove the battery from the vacuum by lifting the clear battery cover, pressing the battery release button, and pulling the battery out and away from the vacuum.



3. Insert battery into battery charger by pressing the battery release button and sliding the battery into the charger until it locks into place.



4. Plug the charger cord into a grounded 120V wall outlet

5. A completely dead 2-amp battery will take 1.5hrs to fully charge. A 4-amp battery which is completely dead will take 3hrs to fully charge.

6. Once the battery is fully charged the 4 LED lenses will light up indicating a full charge. Unplug the charger from the wall right away and remove the battery from the charger by pressing the release button and sliding the battery out of the charger.

7. Battery is now ready to use in your vacuum

Maintenance

Keep your vacuum, attachments, battery pack and charger in good condition by adopting a regular maintenance program. Inspect your vacuum for issues such as noise changes, misalignment or binding of moving parts, breakage of parts, or any other condition that may affect the vacuum operation. If the vacuum does not start or operate at full power with a fully charged battery pack, clean the contacts on the battery pack. If the vacuum still does not work properly contact our service department directly.

Clean dust and debris from both the suction and exhaust ports. Keep handles clean, dry and free of oil or grease. Use only mild soap and a damp cloth to clean both the outside and inside of the unit, since certain cleaning agents and solvents are harmful to plastics and other insulated parts. Some of these include gasoline, turpentine, lacquer thinner, paint thinner, chlorinated cleaning solvents, ammonia and household detergents containing ammonia. Never use flammable or combustible solvents around tools.

Removing and Replacing HEPA Filter

Important: For dry pickup **DO NOT** use the vacuum without filter in place.

Note: **Never** use your vacuum cleaner with a clogged filter. This will cause overheating and can result in early failure of your unit.

Note: The HEPA pre-motor filter will stop most of the tiniest dust particles and airborne allergens from re-entering the air you breathe. In fact, it stops 99.97% of all particles as small as 0.3 microns. That's smaller than a human hair! Because of this incredible filtration performance, the HEPA pre-motor filter will accumulate many fine dust particles that are difficult to see. Be assured that the HEPA pre-motor filter is doing the job. Clean the HEPA filter often.

HEPA Filter:

1. Unlock battery cover and remove battery by pressing release button on battery and pulling outward.



2. Unlock dirt bin latches and remove the top motor portion. Carefully place the top portion on a safe surface.



3. Locate filter on the underside of the top motor portion



4. To remove the filter use a Phillips head screwdriver to remove the 4 screws on each corner of the plastic border. Lift filter up and out to remove filter and border from main housing.

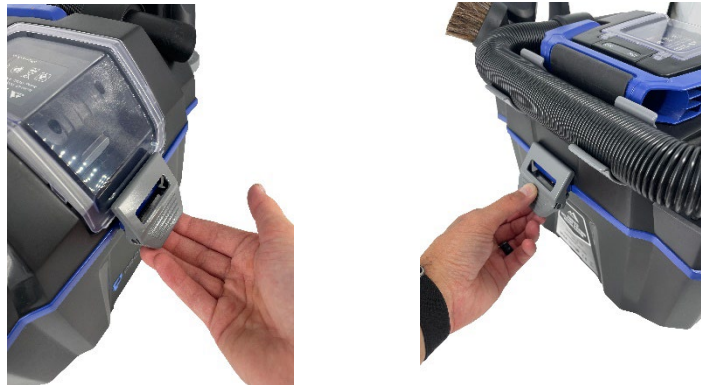


5. The plastic border can be removed for easier cleaning.
6. The filter included with your vacuum is washable so you can now wash the filter with warm soapy water and let it air dry (allow up to 24hr to completely dry). Compressed air also works well for cleaning the filter.
7. We recommend replacing the filter every 6-12 months depending upon your cleaning environment. If you're working with a lot of dust or very fine particles, we recommend changing the filter every 3 to 6 months. Less dusty environments can handle replacing every 6 to 12 months if maintained properly.
8. To reinsert/replace the filter, simply reinstall the filter back in designated filter area and screw in 4 screws on each corner of the plastic border.
9. Reinstall the top portion onto the dirt bin, lock the dirt bin latches and reinstall the battery when you're ready to use the vacuum again.

Emptying the Dirt Bin

Note: Handle the dirt bin with care and empty the bin gently into the garbage to avoid the dust puffing back up at you and/or into your air. We would recommend always doing this outside.

1. Remove the bin from the unit by unlocking the latches on either side of the



2. Lift the top motor portion off the dirt bin and place on a safe surface.



3. Dump dirt bin in a garbage can or suitable area if being used for wet pickup

Cleaning the Dirt Bin

1. After emptying the dirt bin contents, you'll then want to clean the dirt bin
2. Use a damp cloth to wipe away dust and debris inside the bin. If needed, soapy water can be used to clean any built up dirt particles.
3. Let the dirt bin dry properly before reassembly.

Note: Always allow all the pieces of the dustbin to dry entirely before using the vacuum.

Storage

Before storing your vacuum, empty and clean the tank, filter, and accessories. Remove the battery pack and store in a dry area. The hose and attachments can be stored on the vacuum in their designated areas. The hose has its own designated storage area on the top of the main vacuum. Simply leave the hose inserted into the suction port, insert hose body into the clips on the back and place the attachment end of the hose into the cut out on the opposite side of the suction port. The tool caddy can be inserted into the notch next to the hose attachment end cut out. Slide the tool caddy down into this notch to lock it into place. The 3 tools can now be stored on the tool caddy in the order of your choice.



Frequently Asked Questions

1. Why is my vacuum not picking up?
 - Vacuum dirt bin is full. Open the top of the unit and check bin capacity.
 - Clog in the hose or attachment. Remove the hose from the vacuum. Separate the hose from the attachment. Check for clog. If a clog is found using compressed air at a low pressure is the ideal means of removal.
 - Clogged filter does not allow proper airflow. Remove and clean your filter by lightly tapping on the edge of a garbage can (preferably outdoors). You may also use compressed air at a low pressure.
2. Why is my vacuum not turning on?
 - Check if the battery is fully inserted and is fully charged. Make sure the ON/OFF switch is set to either the LOW (I) or HIGH (II) setting.
 - Water level safety sensors are dirty or wet and need to be cleaned off
3. Why is my vacuum getting hot?
 - Vacuum bin is full. Open the top of the unit and check bin capacity.
 - Clog in the hose or attachment. Remove the hose from the vacuum. Separate the hose from the attachment. Check for clog. If a clog is found using compressed air at a low pressure is the ideal means of removal.
 - Clogged filter does not allow proper airflow. Remove and clean your filter by lightly tapping on the edge of a garbage can (preferably outdoors). You may also use compressed air at a low pressure.
4. How often should I replace the vacuum filters?
 - 3-12 months depending on use and the state of your area. Most people will need replacement filters around 6 months but if you work in an exceptionally dusty environment or have multiple jobs per day you will want to change them more frequently.
5. Where do I purchase replacement filters and parts?
 - proluxcleaners.com
6. I need help with something regarding this vacuum, who do I contact?
 - service@proluxcleaners.com
7. Is this vacuum wet pick up capable?
 - Yes. This model is both wet and dry pick up capable, so it can handle either style of cleaning.

Troubleshooting

WARNING: Never use a defective appliance. Always switch the appliance off and disconnect it from the outlet or remove the battery before you start to troubleshoot.

Fault	Possible Cause(s)	Solution
The vacuum will not turn on.	The battery is not charged.	Make sure the battery is fully charged by plugging the battery into the charger, then plug the charger into your wall outlet and keep the battery plugged into the charger until the charger light turns Green.
	The battery is not fully inserted into the vacuum.	Make sure to insert the battery into the vacuum, making sure the raised center channel of the battery aligns with the notch inside the battery compartment of the vacuum. Place battery all the way down into the vacuum and press firmly until top of battery is flush with the top of the battery compartment
	Dirt bin safety sensors are dirty or wet	Clean off both sensors with a dry cloth
Suction power is low.	The dirt bin is full or clogged.	Change or clean the filter
	The attachment or suction hose is clogged.	Remove the debris that is causing the clog. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.
	The dirt bin container is installed incorrectly.	Remove the dirt bin container and reinstall; making sure the container is locked into place when reinstalling
	The tool attachment being used does not work properly on the surface you are vacuuming.	Attach the appropriate tool for the surface you are vacuuming. See page 14.
	Dirty filter.	Change or clean the filter. See page 18.
The vacuum makes unusual noises or is louder than usual.	The attachment, suction hose, or filter is clogged.	Remove any clogs. If necessary, use a long wooden stick (e.g., a broomstick) or coat hanger to do this. Clean or change the filter

The information contained herein is confidential and is intended to be used by Prolux Cleaners authorized distributors and sales representatives.

Prolux Cleaners guarantees its products according to the terms outlined below. There are no other warranties expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense, or consequential damage arising in connection with the use or inability to use these products. If a component fails to meet the term of the warranty due to defects in workmanship or materials, Prolux Cleaners will repair or replace the defective component free of charge, including labor according to our flat rate schedule and the Prolux Cleaners Warranty Procedures.

All warranties implied below are subject to the Exceptions and Exclusions clause in this policy located in this document.

Product Category	Polyethylene and Structural Foam	Steel Body Parts	Switches, Motors Electrical Parts	Labor Paid
Machine	Years	Years	Years	Years
Battery Walk Behind Scrubbers 14" and 18"	5	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts 12mo Pro Rated Lithium Ion Battery	1
Wide Area Vacuum	5	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Gel Batteries (3) (4)	N/A	N/A	12mo of Full Coverage	N/A
Micro Scrubber	3	2	12mo Pro Rated Lithium Ion Battery	1
Canister Vacuums	5	N/A	2yr Switches 3yr or 800hrs (whichever comes first) on the motor 3yr Electrical Parts	1
Backpack Vacuums	5	N/A	2yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2
Upright Vacuums	N/A	N/A	1yr Switches 2yr or 500hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Garage Vacuums	1	10	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Wet Dry Vacuums	10	N/A	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 2yr Electrical Parts	2

Carpet Extractors and Fabric Care	10	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1
Central Vacuums	N/A	10	2yr Switches 2yr or 800hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Structural Foam Floor Machines	10	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2
Commercial Floor Scrubber 13"/15"/17"/20"	5	3	1yr Switches 2yr or 900hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Ozone Generator	N/A	1	1yr Switches 1yr or 300hrs (whichever come first) on the motor 1yr Electrical Parts	1
Steam Extractor	5	N/A	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1

Warranty Coverage Information and warranty voids/exclusions

1. Vacuum(s): (Backpack, Cannister, Wide Area and Upright Vacuums) must be used with a Prolux Vacuum bag to qualify for their applicable motor warranty. If the vacuum is used bagless or with another manufacturer's vacuum bag, the warranty is 1 year. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the equipment, replacing filters) or damage due to mishandling in transit.
2. Subject to the Gel Battery exception and exclusion paragraph located on page 4 of this document.
3. Subject to the Gel Battery Warranty Coverage explained on page 3 of this document.
4. Steam Extractor/Steam Carpet Extractor: This warranty does not apply and is void if the pump, vacuum motor, or heater has worn motor brushes, water damage, freezing, chemical build-up, chemical damage, or evidence of abuse, neglect, or tampering. brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered.
5. Walk behind 14" and 18" automatic scrubbers: This warranty does not apply to normal wear, or to items whose life is dependent on their use and care such as belts, cords, switches, hoses, rubber parts, brushes, electrical motor components or adjustments.
6. Ozone Generators: Warranty does not ozone cover plates or filters.

Warranty shall commence six (6) months from the purchase date by the Prolux Cleaners distributor, or on the purchase date by the original end user. Whichever comes first.

Labor Rate

Prolux Cleaners will allow \$50.00 per hour for warranty labor work. All warranty labor charges will be paid on this basis. Any repair that requires less than fifteen minutes of labor will not be eligible for reimbursement. This labor allowance does not take into consideration troubleshooting or diagnosis time taken for the repair. All repair times are subject to the flat rate schedule enclosed in this document.

If any operation is not covered in this flat rate schedule, Prolux Cleaners will determine a labor rate when a claim is made based on actual repair times by our own service technicians.

Please note: Situations may arise that require special consideration. In these cases, to request special consideration, please contact your Prolux Cleaners warranty department or Prolux Cleaners salesperson and or rep group.

Travel Allowance

Travel allowance charges are covered for 180 days from date of purchase to the original end-user for all **battery equipment** Prolux Cleaners will pay \$50.00 per hour to a maximum of 2 hours. Travel allowance for other products is not covered under the warranty policy. It is the purchasers' responsibility to bring equipment to the dealer for warranty repair.

Repair of any components or machines by independent service stations is not allowed except by prior authorization. If unauthorized service is performed by a third party, any debts incurred are the responsibility of the distributor.

Replacement Parts

Replacement parts for machines exceeding the original warranty period are covered for ninety (90) days. Replacement parts that are considered wear items carry no warranty.

Clearance and Demo Products

Clearance and demo products are covered for the remainder of the original warranty period or six (6) months from the date of sale to the original end user, whichever is greater. This excludes gel batteries.

Warranty Parts Shipping Policy

All parts ordered for warranty replacement will be shipped standard ground service. Any requests for expedited delivery will be at the expense of the distributor.

Batteries used in Prolux Cleaners equipment are warranted by their original equipment manufacturers. All warranty claims on batteries will be referred to their original OEM by Prolux Cleaners for inspection. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense or consequential damage arising in connection with the use or inability to use these products.

If you have a defective gel battery within its respective warranty period, please follow the instructions below:

1. Contact the Prolux Cleaners warranty department with the machine information (Serial number, Date of Purchase etc.)
2. If the battery is deemed to be within the warranty period, Prolux Cleaners will arrange a date to inspect and replace (upon inspection approval) the battery with the OEM.
3. The OEM will pick-up and test/inspect the battery to determine the defect.
4. If the battery is deemed to be defective by manufacturers defect, the OEM will replace the battery with a new battery.
If the defect was caused by the user (i.e. undercharging, left in a discharged state etc.), the battery manufacturer will deliver the defective battery back to you with a report explaining why the warranty coverage was denied.

Prolux Cleaners is not responsible for labor, freight, travel, or installation charges associated with battery diagnosis or replacement when the warranty coverage is denied by the OEM.

All warranties implied above are subject to the Exceptions and Exclusions clause in this policy.

Gel Batteries:

Our warranty does not cover batteries that have suffered damage due to over or under charging or batteries that have suffered sulphation due to being left in an uncharged state for any period of time. Warranty will not be allowed under any circumstances if there has been any tampering with the vent covers. Transit or storage damage is also not covered.

Warranty coverage does not apply to parts which fail due to the following conditions:

- Improper or low voltage
 - Improper extension cord selection
 - Dirty or inefficient water supply
 - Inappropriate chemical use
 - Improper or insufficient service or maintenance
 - Used with clogged or damaged filters.
 - Used without a filter.
 - Use of a machine in excess of design duration or any conditions damaging to the normal operation of the equipment.
 - Disassembly of any components, such as motors, may result in the refusal of warranty coverage.
1. Any parts replaced under warranty are only covered for the remainder of the original warranty period.
 2. Warranty service can only be performed by authorized distributors or approved warranty repair centers.
 3. Compensation for repairs is determined by the flat rate schedule enclosed in this document.
 4. Components that have become defective through wear or abuse are not covered by this warranty.

Wear Items

Numerous items wear out under normal usage conditions. These items are not eligible for warranty coverage. These include vacuum hoses, hose cuffs, hose fittings, brushes, belts, filters, filter screens, grips, skirts, pad drivers or brushes, Clutches, Castors, Pulleys, Wheels, Tires, Light Bulbs, Gaskets, battery cables and connectors, carbon brushes, filters, fuses, drain hoses, power cords, squeegee blades, bearings, O-rings, armatures, floor tools, and vacuum bags.

This is only a partial listing of wearable items. Please contact the Prolux Cleaners warranty department for clarification of wearable items not listed in this document.

Freight Damage:

Freight damage is not covered under the Prolux Cleaners warranty policy.

Replacement Parts:

Prolux Cleaners will not honor any warranty claims for parts, labor, or travel if the replacement part was not purchased through Prolux Cleaners.

Prolux cleaners reserves the right to review or modify the above document at any time without specific written or prior notice. This warranty policy precedes all other warranty policies previously published.