

CUSTOMER AGREEMENT · END CUSTOMERS

NORTH AMERICAN WARRANTY

Thank you for choosing IZY Equip. Our products are designed and built to meet rigorous quality standards, and this warranty confirms our commitment to standing behind that quality. Please keep this document with your purchase records.

NEW EQUIPMENT WARRANTY

Your IZY Equip equipment is warranted to be free from defects in materials and workmanship for the periods listed below, starting from the date of shipment or installation, whichever is earlier.

This warranty is valid for the original purchaser only and applies when the equipment is used, operated and maintained according to IZY Equip's operating and maintenance instructions. Any repair work must be performed by an IZY Equip Authorized Service Provider.

This warranty does not cover damage caused by improper use, neglect, unauthorized modifications, or the use of non-authorized replacement parts.

WARRANTY DATE OF ACTIVATION

Your warranty begins from the date of shipment from the factory or installation date, whichever is earlier.

60-DAY GRACE PERIOD

A 60-day grace period is provided for products sold through certified distribution channels.

WARRANTY COVERAGE

PRODUCT CATEGORY	ROTO-MOLDED PE COMPONENTS	PARTS	LABOR	BATTERY	TRAVEL
SCRUBBERS Compact, walk-behind and ride-on scrubbers · e.g. IZY-530D	5 years	1 year	1 year	1 year	1 year
FLOOR MACHINES / BURNISHERS	5 years	1 year	1 year	N/A	N/A
MULTI-SURFACE MACHINES	5 years	1 year	1 year	1 year	1 year
VACUUMS / SWEEPERS e.g. IZY-S161	2 years	1 year	1 year	1 year	N/A
PRESSURE WASHERS	1 year	1 year	1 year	N/A	N/A
AIR MOVERS & DEHUMIDIFIERS e.g. IZY-75, IZY-11045	N/A	1 year	1 year	N/A	N/A

All durations measured from date of shipment or installation, whichever is earlier. Roto-molded PE coverage applies to defects in workmanship or material only.

AIR MOVERS & DEHUMIDIFIERS: CLAIM RESOLUTION

For approved warranty claims on air movers and dehumidifiers, the method of warranty fulfillment is at the sole discretion of the supplier. In most cases, a replacement product will be provided in lieu of on-site repair — no service call will be completed for these product categories.

BATTERIES

AGM maintenance-free

SEALED LEAD-ACID BATTERIES

Covered for 1-year prorated coverage. Replacement with one of equal specification will be provided if the battery fails under normal use.

Lithium-ion

LI-ION BATTERY PACKS

Covered for 1-year prorated coverage. Subject to standard inspection process and use within rated charge / discharge cycle parameters.

ROTATIONALLY MOLDED COMPONENTS

Components found to be defective due to workmanship or material failure are covered for the warranty period specified in the coverage table. Warranty does not cover damage due to misuse or modification.

WEAR ITEMS

Wear items are not covered under this warranty. These items are expected to wear out under normal use and must be replaced as part of routine maintenance. Excluded items include but are not limited to:

Motor brushes

Floor brushes / pads

Drive belts

Hoses

Squeegee blades

Filters & gaskets

IF YOU NEED WARRANTY SERVICE

If you believe your IZY Equip product has a defect covered by this warranty:

01

CONTACT YOUR DEALER OR DISTRIBUTOR

Reach out to the dealer where you purchased the equipment, or contact your Superior Sany Solutions representative directly. Have your model number, serial number and proof of purchase available.

02

DESCRIBE THE ISSUE

Provide a clear description of the problem, when it started, and how the equipment was being used. Photos or short videos are helpful.

03

AUTHORIZED SERVICE

If the claim is approved, an IZY Equip Authorized Service Provider will be assigned to perform the warranty work. Repairs or replacements performed by anyone else will void the warranty.

REGIONAL SERVICE CENTRES

For service, parts or warranty support, contact the authorized centre for your region.

QUEBEC

SUPERIOR SANY SOLUTIONS

1 800 363-2776

Superior-Service@imperialdade.com

superiorsany.com

ONTARIO, ATLANTIC AND REST OF CANADA

SUPERIOR SANY SOLUTIONS

1 800 921-5527

Superior-Service@imperialdade.com

roc.superiorsany.com/technical-service

BRITISH COLUMBIA — VANCOUVER

WEST COAST CLEANING EQUIPMENT

Contact: Mike Luo

778 989-5779

info@westcoastcleaningequipment.com

westcoastcleaningequipment.com

ALBERTA — CALGARY, EDMONTON AND AREA

CLEANSLATE CLEANING SUPPLIES

Contact: Sandor Bosnick

403 836-5167

sandor@cleanslatesupplies.ca

cleanslatesupplies.com

SASKATCHEWAN — ALL MAJOR METRO AREAS

DEMAND JANITORIAL

Contact: Meagan Gallant

306 775-3624

demandoffice@sasktel.net

demandjanitorial.com

MANITOBA — WINNIPEG

EMPIRE SANITATION SUPPLY

Contact: Paulo Amaral

204 918-7722

empiresasu@4kleen.mb.ca

ATLANTIC CANADA

PROTECH

Contact: Russ Hanson

506 651-1601

russ.hanson@imperialdade.com

Up-to-date list and province filter: izequip.com/en/pages/repair-shops

DISCLAIMER

IZY Equip limits its liability to the repair or replacement of defective equipment and parts. This warranty does not cover incidental or consequential damages arising from the use of IZY Equip products.

The warranty provided is in lieu of all other expressed or implied warranties.

Distributed in Canada by Superior Sany Solutions (an Imperial Brady Canada company), ProTech and Solutions Sherby (div. Imperial Dade Canada)

QUESTIONS OR WARRANTY CLAIMS?

Contact your dealer, your authorized service provider, or your Superior Sany Solutions representative.