



Warranty & Return Policy

Many product issues can be resolved by contacting Pioneer Eclipse Technical Support at techsupport@pioneereclipse.com or (800) 367-3550 Ext. 2

To qualify for this warranty:

- 1) Products must be purchased from an authorized Pioneer Eclipse distributor.
- 2) Machine products must be registered at the time of purchase. To register, go to the Pioneer Eclipse online warranty registration page (pioneereclipse.com/contact/registration)
- 3) This warranty is in effect to the original end-user owner only, from the date of distributor warranty registration, and is not transferable to subsequent owners.
- 4) For warranty reimbursement, proof of purchase of Pioneer Eclipse OEM parts is required.

Product	Structural Warranty	Free From Defects In Material And Workmanship	Labor
Battery Burnishers 300BU, 350BU	5 years	3 years	1 year @ \$75/hr (per Flat Rate Manual)
Propane Burnishers 400BU, 420BU, 440BU	NA	1 year	1 year @ \$75/hr (per Flat Rate Manual)
Propane Stripping Machines 440ST	NA	1 year	1 year @ \$75/hr
Propane Concrete Polishers 420GP, 450GP	NA	1 year	1 year @ \$75/hr
Scrubbers 310AS	8 years	1 year	1 year @ \$75/hr
Corded Equipment			
225FP	5 years: motor, shroud, frame	1 year	1 year @ \$75/hr
0101XA	NA	5 years	1 year @ \$75/hr
225BU, 250ST, 225GP, 250AP	NA	1 year	1 year @ \$75/hr
Pioneer Eclipse Chemicals	NA	1 year	NA
OEM Replacement Parts	NA	90 days	NA
Rental Machines	NA	1 year	NA
General Electrical Equipment	NA	1 year	NA

Exclusions (not covered by this warranty):

- 1) Parts that fail through normal wear or by reason of their characteristics (cords, pads, brushes, belts, bumpers, skirting, dust skirt edging, deck guide wheels, dust container filters, spark plugs, air filters, oil filters, body molding, squeegees and other consumable parts).
- 2) This warranty does not extend to parts affected by misuse, neglect, abuse, or improper maintenance. *All defective parts must be returned to the distributor for credit unless instructed otherwise.*
- 3) Lead Acid & AGM Batteries warranted by battery manufacturer for one (1) year.
- 4) Thin Plate Pure Lead (TPPL) Batteries warranted by battery manufacturer for three (3) years.
- 5) Lithium Ion Batteries warranted by battery manufacturer for five (5) years.
- 6) Charger warranted by charger manufacturer for one (1) year.
- 7) Engine warranted by engine manufacturer for two (2) years. *The Kawasaki engine warranty period can be extended to four (4) years providing the customer uses only approved Sentinel oil. Contact your Pioneer Eclipse distributor for more information regarding this optional extended warranty program.*
- 8) Valve train warranted by Amano Pioneer Eclipse for one (1) year.
- 9) Electric motors warranted by motor manufacturer for one (1) year. Exception: 350BU electric motor warranted by motor manufacturer for three (3) years.
- 10) Electric motor controllers warranted by controller manufacturer for one (1) year. Exception: 350BU electric motor controller warranted by controller manufacturer for three (3) years.



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- 11) Chemical warranty applies only to replacement of product and does not cover labor costs.
- 12) Pioneer Eclipse will not reimburse expenses for service calls or travel.
- 13) Use of any non-APEC supplied parts or maintenance items during the warranty period will render the warranty null and void.
- 14) Any repairs made with parts other than Pioneer Eclipse OEM parts will render the warranty null and void.

Warranty Service:

To obtain warranty service on Equipment, take your machine and proof of purchase to any authorized Pioneer Eclipse Distributor, preferably to the distributor from whom the machine was purchased. Pioneer Eclipse will not reimburse expenses for service calls or travel. If you are unable to locate a distributor, or if dissatisfied with the service that you receive, contact Customer Service for further assistance.

To obtain warranty on Chemicals, contact your authorized distributor with proof of purchase, part number and batch code. A sample of the chemical may be needed.

Obligation of Amano Pioneer Eclipse Corporation:

- 1) The obligation of Pioneer Eclipse under this warranty is limited to repairing or replacing, at its option, any part which is proven to be defective in material or workmanship under normal use for the applicable period stated above.
- 2) Warranty repairs will be made by your authorized Pioneer Eclipse distributor without charge for parts, labor or shipping charges.
- 3) Parts repaired or replaced under this warranty are warranted only during the balance of the original warranty period. All defective parts replaced under these warranties become the property of Amano Pioneer Eclipse.

Disclaimer of Consequential:

AMANO PIONEER ECLIPSE CORPORATION DISCLAIMS ANY RESPONSIBILITY FOR LOSS OF USER TIME OF THE PIONEER ECLIPSE PRODUCT OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE EXCEPT AS STATED IN THE WARRANTY APPLICABLE TO EACH PRODUCT. EXCEPT AS STATED IN SUCH WARRANTIES, THE COMPANY DOES NOT OTHERWISE WARRANT ANY PRODUCT AND NO WARRANTY, EXPRESS, IMPLIED, OR STATUTORY IS MADE BY THE COMPANY.

Obligation of Pioneer Eclipse Distributor:

- 1) Warranty repairs will be made by distributor without charge for parts or labor to customer.
- 2) Distributor will keep adequate supply of replacement parts in stock.
- 3) Distributor will repair machine or engine in field. If distributor is unable to complete repair in field, they may return the machine to factory in accordance with procedures in Summary.
- 4) Distributor will perform service, or warranty repair, on Pioneer Eclipse machine regardless of where machine was purchased.
- 5) Distributor is required to register customer for warranty at the time of purchase on form provided by Pioneer Eclipse.
- 6) Distributor shall return defective parts covered by warranty to Pioneer Eclipse unless instructed otherwise.
- 7) To qualify for warranty credit, distributor is required to report parts that fail under warranty no later than 30 days from the date of failure.

Warranty Claim:

To file a warranty claim, visit www.pioneereclipse.com/contact/warranty-claim/ or contact the Warranty Department at warranty@pioneereclipse.com.