



How does the HydraMaster Truckmount Warranty process work?

Congratulations on your investment in a HydraMaster Truckmount

Register your HydraMaster Truckmount Purchase

We appreciate the confidence that you have shown in HydraMaster and your local HydraMaster Distributor in your investment in a new HydraMaster Truckmount. With proper care and maintenance, your HydraMaster truckmount will serve you for many years in providing the best deep cleaning and water extraction job possible. If you have not done so yet, we encourage you to register your machine purchase and warranty directly with HydraMaster. You can do so online at <https://hydramaster.com/warranty-registration-end-user/>. Registering your truckmount will ensure that your warranty coverage is recorded and will provide you with access to any special programs and/or incentives to which you are entitled. It also ensures that we have your contact information for future technical bulletins or updates to keep your HydraMaster Truckmount running at its highest levels.

Hang onto the paperwork

Hang onto the invoice and any related paperwork you received from your HydraMaster distributor after your machine is installed. This will help expedite the warranty process

Your Local Authorized HydraMaster Distributor is Your Best Resource for Warranty Information and Coverage

Who do you contact first?

If you have a question about your warranty or feel like you may need service that would be covered under your warranty, **the best place to start is the service department at the distributor that you purchased your HydraMaster Truckmount from.** If you purchase a new car from a Ford Dealer and need warranty service you take the car back to the Ford Dealer you purchased your car from, not to Ford's headquarters in Michigan.

How do I find a local authorized HydraMaster Distributor?

For service, maintenance, warranty work, part number and pricing, and repair of all HydraMaster Truckmounts, your best source for help and information is your local authorized HydraMaster Master Distributor. If you purchased your HydraMaster truckmount from a distributor who is long way away from you, or if your company has moved since the purchase of your HydraMaster truckmount, you can locate the distributor(s) nearest to you by clicking on this link: <https://hydramaster.com/dealer-locator/> You can call or email the location you select and ask for their service department. Make sure you have handy the truckmount model type, serial number, and date of installation

Misplaced your Truckmount Manual?

Part numbers needed for individual parts for maintenance or service are available in your equipment manuals. Manual not handy? You can always view or download your equipment manuals at <https://hydramaster.com/hydramaster-manuals/>. Your local HydraMaster Distributor is your best source for pricing on parts.



How HydraMaster will help

If your local distributor service department is unavailable the Technical Support Team at Hydramaster will be glad to start the process with your authorized HydraMaster Service Center. If you need our assistance, you can receive our fastest response times by emailing the HydraMaster Technical Support Team at techsupport@hydramaster.com. You can also call them at (800) 426-1301 and select OPTION 2. Leave a message and they will get back to you. The HydraMaster Tech Support Team is available Monday through Friday from 7:30am to 5:00pm Pacific Time.

Who covers the warranty for your HydraMaster Truckmount?

What is HydraMaster Responsible for Under Your Truckmount Warranty?

HydraMaster warrants to the original end user, each new machine, new accessories, and genuine replacement parts against defects in material and workmanship under normal use and service. Our obligation under this warranty is limited to repair or replacement of the defective item at our factory or by an Authorized Service Center at our discretion. Warranty coverage shall begin on the date of purchase by the original end user (as evidenced by your invoice from the factory or Authorized Dealer) or six (6) months from the date the machine was shipped from the factory, whichever is earlier. The warranty registration card must be completed and returned within 30 days of purchase. The warranty coverage period is specified within the specific warranty relating to your truckmount that is included in the truckmount manual. It covers the frame, covers, vacuum recovery tank (structural only), chemical systems, hoses (internal machine), hoses (external machine), High pressure bypass valve, Water heating system and heat exchangers, High pressure solution (water) pump, belts, fittings (internal machine), filter screens, gauges, electrical components, HydraMaster manufactured accessories and freshwater tanks. The specific length and duration of the warranty that covers the truckmount your purchased can be found in your equipment manual. You can also find the specifics of your truckmount warranty here: <https://hydramaster.com/warranty/>

Parts that are replaced after the warranty coverage has expired are covered for 90 days.

For replacement of parts covered under this warranty, HydraMaster will pay all freight and transportation charges within the United States, via normal ground shipping. All material must be properly authorized by HydraMaster prior to being returned. When returning, your distributor should provide us with an explanation of the problem and include the serial number of the machine as well as the name of the selling organization. All defective material must be returned to HydraMaster by the authorized service center within 60 days of authorization. The Technical Service department of the authorized Dealer Service Center or the factory will investigate and then contact you.

Transportation of hazardous waste or contaminated equipment is subject to various laws and regulations. When returning machines, parts, or accessories under this limited warranty, the distributor or end user must certify in writing that the machines, parts or accessories being returned have not been used for handling, clean up, or disposal of hazardous waste or hazardous materials including but not limited to such things as asbestos, anthrax etc. or if the machines, parts or accessories being returned have been used for handling, clean up, or disposal of hazardous waste or hazardous materials, then the end user must have the machines, parts or accessories decontaminated by licensed and qualified decontamination professionals and provide written certification of this decontamination signed by the decontamination professionals. These machines, parts or accessories are to be returned only to the local HydraMaster Authorized Service Center for Warranty service along with decontamination certification.

HydraMaster reserves the right to change its warranty policy without notice



The installation of the truckmount itself

Since you most likely paid for an authorized HydraMaster Distributor to install your truckmount into your vehicle, the quality and performance of the installation itself is the responsibility of the installing distributor. While HydraMaster provides specific installation instructions and training for each truckmount to our distributors, they are responsible for the installation. In addition, your HydraMaster distributor may have sold you and installed other truckmount related accessories or tanks that connect or interact with your HydraMaster truckmount that were not manufactured or supplied by HydraMaster. HydraMaster is not responsible for the operation or performance of any accessory, tank or tool that was not supplied by HydraMaster. Performance and operation issues of your HydraMaster truckmount caused by improper installation of your HydraMaster Truckmount are not covered by your HydraMaster warranty. Please contact the installing distributor for further assistance.

The engine warranty

If you invested in a slide-in truckmount, the engine warranty itself is administered by the manufacturer of the engine. The length of the warranty and the process for making a warranty claim are determined by the policies and procedures of the engine manufacturer. Your HydraMaster Slide-in truckmount has an engine manufactured by one of the following companies: Briggs and Stratton, Kohler, Kubota, or RATO. For more information about how the engine warranty process works, see the section below

The vacuum blower warranty

The vacuum blower warranty itself is administered by the manufacturer of the vacuum blower. The length of the warranty and the process for making a warranty claim are determined by the policies and procedures of the blower manufacturer. Your HydraMaster Slide-in truckmount has a vacuum blower manufactured by one of the following companies: Tuthill (MD-Kinney), Gardner-Denver (Sutoribilt), or Roots. For more information about how the vacuum blower warranty process works, see the section below

Does the installation of a CDS 4.8SV or CDS xDRIVE Direct Drive Truckmount into a Chevy, GMC, or Ford Van Alter your Van Warranty in Any Way?

Let us address one of the most mistaken and often repeated myths about after-market modifications of vans. HydraMaster is unaware of any specific certification or approval program maintained by Chevy or Ford when it comes to after-market modifications of their vans – whether it be ambulance conversions, news truck conversions, camper conversions, box truck modifications, or direct drive or power take off truckmount installations. HydraMaster has manufactured and installed the CDS direct drive truckmount in more than 18,000 Chevy Vans since 1985. In doing so we have worked with the GM Upfitter Group – a liaison group that provides us with access to GM’s engineering data. The GM Upfitter Group does not provide any sort of certification or approval for Special Vehicle Manufacturers like us. Instead, they provide Integration Best Practice Manuals for areas of the vehicle affected in our conversion process.

- Here is a link to the GM Upfitter website: <https://www.gmupfitter.com/>
- We work with a similar group at Ford in relation to the Ford Transit and the CDS xDRIVE: <https://www.fordupfits.com/>

In reference to potentially affecting your warranty protection on the van, the manufacturer’s policies are clear: The installation of the after-market modification needs to follow the upfitter guidelines. Their policy has always been that if the modification caused a GM component to fail, they will not warranty the component. If the modification did not cause “x” component to fail it will be covered under warranty unless it is determined the failure was caused from lack of maintenance. Our fleet of 18,000 CDS units are serviced by dealerships nationwide. We work with one of the largest Chevy and Ford fleet dealers in the United States, and in many places, our distributors and/or end user customers purchase vans from dealerships of their own preference. GM and their dealer network have always dependably honored the GM warranty unless it is determined that a failure is the direct result of the special vehicle modification.



In addition, provisions of the Magnuson-Moss Act protect our customers from arbitrary decisions made about their warranty that unfairly attribute the cause to aftermarket modifications. The Federal Trade Commission requires that a manufacturer or dealer be able to demonstrate that a failure is the direct result of the special vehicle modification before denying warranty coverage. Even if a particular failure is demonstrated to be caused by an aftermarket modification the warranty remains in effect for all other parts of the vehicle. Here is a link to the U.S. Federal Trade Commission Website discussion of the Magnuson – Moss Act. Pay particular attention to the point about after-market modifications: <https://www.consumer.ftc.gov/articles/0138-auto-warranties-routine-maintenance>.

There is one other practical consideration to keep in mind here. This applies to your van even if you have a slide-in. It is our experience that it is almost always smoother to take your van in for service or maintenance to a Ford or Chevy dealership that has a strong commercial fleet division. There are many smaller, consumer focused dealerships that when encountering any modification at all – anything from an after-market remote starter – to a box conversion – to a direct drive truckmount installation, their first reaction is that they really don't want to work on it. They may throw out the modification as a potential "fly-in-the-ointment" when it comes to your warranty coverage. Everything is computer driven now. They need to plug into the SEIC system, and when they see after-market things plugged into that also, they occasionally are full of excuses. Mindfully, not all small or consumer-based dealers are like this. Just keep in mind that, if a local Ford or Chevy dealer is not cooperating with you, there are always alternatives. Those with fleet divisions generally are easier to work with. As previously stated, GM and Ford and their dealer networks have almost always dependably honored the warranty unless it is determined that a failure is the direct result of the special vehicle modification

What kind of things can affect or void your warranty protection?

This warranty shall not apply to repairs resulting from accidents, misuse, damage in transit, overloading the capacity of the machine, failure due to lack of proper maintenance or care as described in the operating and maintenance instructions. Freezing of any water or chemical related component will VOID all warranties on water or chemical related components, internal or external. Corrosion, deposits and/or build-up in the water, chemical, recovery, or heating systems due to hardness in the water or chemicals used which result in deposits, will VOID all warranties on affected components. The use or application of any chemical, including but not limited to acids or solvents, which results in damage to metal, rubber, plastic, or painted parts will VOID all warranties on those parts. Minor adjustments, such as tightening of screws or bolts not connected with the replacement of parts, are not covered. Replacement of expendable wear items including, but not limited to paint, labels and other cosmetic parts are also not covered. Repairs or alterations by an organization other than the factory or an Authorized Service Center are not covered and will void any HydraMaster warranty as to the parts or systems repaired or altered by a non-authorized organization.



Can the warranty be changed by someone? Besides the equipment itself, does it cover anything else?

THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTIES STATED WITHIN. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS MADE EXCEPT AS EXPRESSLY STATED HEREIN. ANY STATUTORY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT ARE IMPOSED BY LAW DESPITE THE EXPRESS LIMITATION OR WARRANTIES ABOVE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE WRITTEN WARRANTY. BUYER UNDERSTANDS, ACKNOWLEDGES AND AGREES THAT THE REMEDIES PROVIDED UNDER THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE BUYER. HYDRAMASTER WILL NOT BE LIABLE FOR ANY OTHER OR ADDITIONAL DAMAGES, INCLUDING BUT NOT LIMITED TO INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE FURNISHING, PERFORMANCE, USE OF OR INABILITY TO USE THE MACHINE. ANY EXTENSIONS OF OR MODIFICATIONS MADE TO THIS WARRANTY BY A DEALER/DISTRIBUTOR OF HYDRAMASTER ARE THE SOLE RESPONSIBILITY OF THE DEALER/DISTRIBUTOR.

Special Provisions for Warranty Processing on Engines and Vacuum Blowers

Engine warranty overview and process

1. The engine must be removed from the machine by the authorized HydraMaster Distributor. HydraMaster warrants the labor for removal and reinstallation of the engine up to two hours
2. The engine needs to be transported to a local authorized service center for the specific engine brand for Warranty evaluation
3. The authorized service center will determine the level of repair or replacement under their warranty policy. HydraMaster Tech Support will support the authorized HydraMaster distributor for any questions relating to warranty coverage or exclusions set forth by the engine service center. **The final determination of whether the engine is repaired or replaced under the warranty provisions of the engine manufacturer are made by their authorized service center and the engine manufacturer themselves.**
4. If the engine is replaced or repaired under warranty the engine must be transported back to the authorized HydraMaster Distributor for reinstallation onto the machine.

Authorized Service Center locators for the engine manufacturers

- Briggs and Stratton: https://www.briggsandstratton.com/na/en_us/support/dealer-locator-engines.html. Also visit https://www.briggsandstratton.com/na/en_us/support.html
- Kohler Command Pro Engines: <https://kohlerpower.com/en/engines/dealers> or email them at enginefieldservice@kohler.com
- Kubota: <https://www.kubotaengine.com/find-sales-service/>



Vacuum Blower Warranty overview and process

1. Truckmount is taken to authorized HydraMaster Distributor for evaluation.
2. Information is provided by the distributor to HydraMaster to determine if the vacuum blower is under warranty.
3. Blower manufacturers provide an 18-month warranty from manufacturing date. HydraMaster provides warranty coverage from end of blower manufacturer warranty until end of 24 months or 36 months depending upon the specific truckmount coverage.
4. The authorized distributor removes the vacuum blower and sends it back to HydraMaster headquarters.
5. HydraMaster blowers are manufactured to HydraMaster specifications. They are not “off the shelf units.” While the manufacturer of the vacuum blower is the one providing the warranty for the first 18 months, the warranty process starts with HydraMaster. When an authorized distributor contacts HydraMaster that a blower needs replacement and may be under warranty, we ship to the authorized distributor a replacement blower for installation into the machine.
6. If the blower failure occurred within the 18-month blower manufacturer warranty, HydraMaster sends the blower back to the blower manufacturer for evaluation. If it is determined that the vacuum blower is covered under the warranty, no further action on your behalf is needed. If the blower manufacturer determines that the failure of the blower was due to lack of maintenance, misuse, or in the extraction of materials that should not have been run through the blower, then the warranty on the blower is denied. The distributor is then charged for the replacement blower that was sent on will pass on those charges to the truckmount owner.

Authorized Service Center Finder for Vacuum Blowers

- Tuthill/MD-Kinney: <https://www.md-kinney.com/en-us/factory-certified-service-centers>
- Gardner-Denver – Sutorbilt: <https://www.gardnerdenver.com/en-us/parts-and-services/blower-repair>



What do we mean by The HydraMaster “Hassle-Free” Ownership Experience when it comes to our equipment?

HydraMaster is the industry leader in manufacturing truckmount cleaning systems, portable extractors, accessories, cleaning tools, and chemicals. For over 5 decades, **HydraMaster** has stood behind its products 100%. We commit ourselves to providing our customers with the highest quality products and unparalleled support. We do not just sell you a machine and send you on your way. Through our international distributor network, we are there with you every step of the way. It is what we like to call the “Hassle-Free” ownership experience.

7/24/365 Internet Technical Support and Advice – our website manual access and YouTube video library provide you with maintenance and troubleshooting advice day or night. Join the HydraMaster Owner’s Group on Facebook and talk with other cleaners and restorers who own HydraMaster Equipment.

- Truckmount Manuals at our website: <https://hydramaster.com/hydramaster-manuals/>. Here you will find manuals you can download for virtually every truckmount HydraMaster has ever built.
- Youtube library: www.youtube.com/hydramastertv
- HydraMaster University: <https://hydramaster.com/category/technical-service-and-support/>

Hassle-Free Warranty Service – on the rare occasion something goes wrong outside of regular maintenance, your local HydraMaster distributor and HydraMaster combine to provide you with warranty support. In fact, Distributor mechanics consistently rate HydraMaster Truckmounts #1 when it comes to hassle free warranty service and support.

Phone Technical Support – Our HydraMaster Technical Support line puts you in touch with our highly trained, patient, and reliable tech support team to talk you through your operations, maintenance and troubleshooting questions. They are available Monday through Friday from 7am – 5pm (PST). You can also email them at techsupport@hydramaster.com

Customer Support Truckmount Trouble Shooting “Smartphone” App - HydraMaster has a FREE “smartphone” app you can download for 24/7/365 troubleshooting support

- Download our smartphone truckmount troubleshooting app: <https://hydramaster.com/hydramaster-support-app/>

For community discussion and assistance from other HydraMaster Truckmount Owners and the HydraMaster Tech Support Team on Social Media Platforms:

- Join the HydraMaster Owner’s Group on Facebook: <https://www.facebook.com/groups/1635230959835829>. This is the official HydraMaster discussion community for truckmount service and support. You will be required to provide the HydraMaster truckmount(s) you own, who your local distributor is, and agree to the group rules to join this group
- Participate in the HydraMaster Truckmount Owners Group: <https://www.facebook.com/groups/1750567011830001>. This group is owned and controlled by a third party. However, the HydraMaster Tech Support Team does monitor this group and answers questions when they can

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