

## Service & Warranty

### SERVICE & WARRANTY FOR HOOVER® REACT™ POWERED REACH™ PRODUCT

#### SERVICE INFORMATION

REPRESENTATIVE Call 1-877-839-2046 USA & Canada

In the event that further assistance is required, visit and authorized service center. Find one nearest you by visiting our website at [www.Hoover.com](http://www.Hoover.com) or [Hoover.ca](http://Hoover.ca). Costs of any transportation to and from any place of repair are to be paid by the owner. Always identify your product by the model number and manufacturing code when requesting information or ordering replacement parts (the model number and manufacturing code for the vacuum appears on the bottom of the canister).

#### LIMITED FIVE YEAR WARRANTY (DOMESTIC USE)

##### WHAT THIS WARRANTY COVERS

When used and maintained in normal household use and in accordance with the Owner's Manual, your HOOVER product is warranted against original defects in material and workmanship for a full five year from date of purchase (the "Warranty Period"). During the Warranty Period, Hoover will provide labor and parts, at no cost to you, to correct any such defect in products purchased in the United States, U.S. Military Exchanges and Canada.

##### HOW TO MAKE A WARRANTY CLAIM

If this product is not as warranted, take or send the product to either a Hoover Sales and Service Center or Hoover Authorized Warranty Service Dealer along with proof of purchase. For an automated referral to authorized service outlets in the U.S.A., phone: 1-877-839-2046 OR visit Hoover online at [www.Hoover.com](http://www.Hoover.com) or [Hoover.ca](http://Hoover.ca). For additional assistance or information concerning this Warranty or the availability of warranty service outlets, phone the Hoover Consumer Response Center, Phone 1-877-839-2046, Mon-Fri 8am-7pm EST. In Canada, contact Hoover Canada, Carson Building, 100 Carson St., Etobicoke, Ontario M8W 3R9, Phone: 1-877-839-2046, Mon-Fri 8am-7pm EST.

##### WHAT THIS WARRANTY DOES NOT COVER

This Warranty does not cover: use of the product in a commercial operation (such as maid, janitorial and equipment rental services), filter, brush roll, belt, improper maintenance of the product, damage due to misuse, acts of God, nature, vandalism or other acts beyond the control of Hoover, owner's acts or omissions, use outside the country in which the product was initially purchased and resales or transfers of the product by the original owner. This warranty does not cover pick up, delivery, transportation or house calls. However, if you mail your product to a Hoover Sales and Service Center for warranty service, cost of shipping will be paid one way.

This warranty does not apply to products purchased outside the United States, including its territories and possessions, outside a U.S. Military Exchange and outside of Canada. This warranty does not cover products purchased from a party that is not an authorized retailer, dealer, or distributor of Hoover products.

##### OTHER IMPORTANT TERMS

This Warranty is not transferable and may not be assigned. This Warranty shall be governed and construed under the laws of the state of Ohio. The Warranty Period will not be extended by any replacement or repair performed under this Warranty.

THIS WARRANTY IS THE EXCLUSIVE WARRANTY AND REMEDY PROVIDED BY HOOVER. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE DISCLAIMED. IN NO EVENT WILL HOOVER BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE TO OWNER OR ANY PARTY CLAIMING THROUGH OWNER, WHETHER BASED IN CONTRACT, NEGLIGENCE, TORT OR STRICT PRODUCTS LIABILITY OR ARISING FROM ANY CAUSE WHATSOEVER.

Some states do not allow the exclusion of consequential damages, so the above exclusion may not apply to you. This warranty gives you specific rights; you may also have others that vary from state to state.