



Product Warranty Information

Below you can find information on our Goodway product warranty. Goodway stands behind our products, and your satisfaction is our top priority. If you need further assistance with warranty information or repair, please [contact us](#).

LIMITED WARRANTY

All Goodway products are manufactured, tested, and inspected in accordance with strict engineering requirements and are warranted to be free from defects in materials and workmanship.

THIS WARRANTY IS SUBJECT TO THE FOLLOWING CONDITIONS AND LIMITATIONS: WARRANTY DURATION

This warranty extends for three years from the date of the original purchase of the equipment when the original purchaser is an end user. The warranty is 180 days when the purchaser is using the equipment to perform commercial service.*

VAC-EX explosion-proof vacuums are covered by a two-year end-user warranty (180 days for commercial service)

THE FOLLOWING PRODUCTS ARE COVERED BY A ONE-YEAR END-USER WARRANTY (180 DAYS FOR COMMERCIAL SERVICE)

- Model GPW-1300 + GPW-1200 High Pressure Washer
- Model CC-JR CoilPro Jr
- Model CVC-100 coil vacuum
- Series EV & DV Vacuums
- Series GVC Vapor Steam Cleaners (3 yr warranty on the boiler)
- Video Inspection Systems
- AQ-FG & AQ-ID, AQ-RV450 machines
- Promotional Items (Flashlights)

**Exceptions to the three-year end-user warranty*

The oil burners used in Goodway hot water pressure washers carry a limited warranty direct from the manufacturer. All warranty claims will be directed to the manufacturer.

Honda gasoline engines are guaranteed by Honda of America for 2 years. Warranty service is available only through Honda authorized service outlets.

PARTS NOT COVERED BY THE WARRANTY: Parts requiring replacement due to normal wear are not covered under warranty. These include belts, hoses, cords, gaskets, carbon brushes, cleaning tools, spray nozzles, filters, bearings, flexible shafts, batteries, seals, grips, switches, etc.

WARRANTY EXCEPTIONS AND EXCLUSIONS: Goodway electric equipment must be used on an electrical supply as specified on the equipment nameplate. Failure or other equipment damage caused by operating on electrical supply not as indicated is exempt and excluded from this warranty.

Failure or other equipment damage resulting from the improper or negligent use or abuse by the purchaser is exempt and excluded from this warranty.

All warranted defects will be repaired at no additional cost to the customer, and the product will be returned to the customer freight prepaid.

REPLACEMENT: Goodway Technologies Corporation may elect, at its expense, to replace the equipment or warranted part with another new identical or reasonable equivalent model or part in lieu of repairing the defect.

REFUNDS: Under warranty policy, Goodway Technologies Corporation will not refund the customer's purchase price.

SPECIALTY PROCURED NON-INVENTORY PRODUCTS: Products that are specially procured for customers that are not within Goodway's standard inventory carry no warranty coverage and are not returnable.

Repairs performed by anyone other than those designated by Goodway Technologies Corporation may void the warranty.

Use of incompatible cleaning or descaling chemicals will void the warranty. Contact Goodway Technologies Corporation for guidance.

The heating coils used in Goodway hot water pressure washers carry a one year warranty.

TO OBTAIN WARRANTY SERVICE: All items returned for warranty service must be accompanied by a Return Material Authorization (RMA). Please contact Goodway Customer Service by phone at 1-800-370-2855 or visit our website at www.goodway.com to obtain your RMA.

All units (vacuum cleaners, sprayers, etc.prior to) which have been exposed to chemicals must be thoroughly cleaned before returning the unit to Goodway for service. Safety Data Sheets must accompany the unit. Failure to comply may result in a delay of the warranty activity.

Warranty equipment or parts together with proof of purchase and a copy of the RMA must be shipped prepaid to:

Goodway® Technologies Corporation Attn: Warranty Service, RMA# (Please write RMA Number), 420 West Avenue Stamford, CT 06902-6384 U.S.A.

If you have further questions, please [contact us](#).