

KÄRCHER

makes a difference



KÄRCHER WARRANTY

Now available on Infonet

WARRANTY

Located in Service Menu:

- Warranty Policies
- Warranty Claim Form
- Warranty Claim History

The screenshot displays the Infonet website interface. At the top, a navigation bar includes links for NEWS, SALES, SERVICE, MARKETING, TRAINING, and USER SUPPORT. The SERVICE menu is highlighted, and a dropdown menu is open, showing options for DISISPLUS, WARRANTY (with sub-links for Warranty Policies, Warranty Claim Form, and Warranty Claim History), and REFURBISHED EQUIPMENT. On the right side of the page, there are user account options for John Smith, Quick Entry, and Shopping Cart. Below this, there is a section for CATALOGS + PRICE LISTS with a download icon. The main content area features three articles:

- Enhancements to Infonet** (May 29 2019): A notice about improvements to the Infonet US portal for marketing, product, order history, and order placement. [Read more >](#)
- The Role of LocalAdmins** (August 20 2018): A guide for LocalAdmins responsible for adding and maintaining users. [Read more >](#)
- Infonet User Guides** (July 20 2018): A guide to help navigate and access Infonet. [Read more >](#)

At the bottom center, there is a pagination control showing < 1 >.

WARRANTY POLICIES

- Double-click items within the menu to download pdfs on different policies

SEARCH

John Smith Quick Entry Shopping Cart

SERVICE > Warranty > Warranty Policies

Warranty Policies

[Content Feed](#)

Name	Last Modified	Size
Industrial Kärcher Us Warranty Policy.pdf	11/8/2019	55.83 KB
Kärcher+NA+warranty+policy+AFTER+4_15_17.pdf	11/8/2019	87.728 KB
Windsor warranty statement AFTER December 6, 2013.pdf	11/8/2019	140.418 KB

LEGAL
[Terms Of Use](#)
[Privacy Policy](#)

SUPPORT
dealersupport@karcherna.com

CONTACT
Kärcher Corporate Headquarters
4555 Airport Way
Denver, CO 80239
Corporate Main Phone
877-722-6555

WARRANTY CLAIM FORM – DATA ENTRY TAB

Enter Warranty Details

- Internal Work Order – enter your own reference number

Machine Location

- Address of where the machine is physically located

Machine Information

- SKU: x.xxx-xxx.x
- Serial #: allows up to 10 characters
- Date Sold to customer must come before Repair Date
- Cause Part #: do not enter machine sku

NOTE: Invoice numbers must be provided. For claims over \$30k, please contact kna.warranty@karcherna.com.

SEARCH

John Smith Quick Entry Shopping Cart

SERVICE > Warranty > Warranty Claim Form

Invoice #'s must be provided. Claims over \$30,000 cannot be entered online. Please contact kna.warranty@karcherna.com for claims over \$30,000.

WARRANTY ENTRY

Data entry Details Overview Confirmation

Enter Warranty Details	Internal Work Order/ PO # (Your reference #)	P012345	?
	Warranty	Warranty	⌵
Machine Location	Customer Information (physical location of machine)	ABC Enterprises	Country: USA ⌵
	Street Address	555 Main Street	State: California ⌵
	City	Burbank	Zip code: 91501
Machine information	Machine SKU (x.xxx-xxx.x)	1.009-101.0	BDP 51/1500 C
	Serial Number: i.e. 100242 or E5940B587	123456	?
	Date Sold (to end customer)	12/01/2019	📅
	Repair Date (actual finished date)	12/06/2019	📅
	Cause: Part # related to failure. (do not enter machine SKU)	8.600-495.0	! BRUSH ROLLER 12"

NEXT

WARRANTY CLAIM FORM – DETAILS TAB

Damage Code: Select from the dropdown menu

Working & Driving Time: Can be entered at the nearest quarter, half or full hour

Hours on Unit: If the machine has hours, you can enter this here

Bottom section:

- Enter your associated parts or labor/travel diagnostic sku if this exists
- Do not re-enter labor, mileage or distance
- Enter a part # and a description will automatically show
- **NEW:** In addition to pdfs or images, you can now upload video with your claim.
- **NOTE:** Browse for your file and be sure to click the Upload button before submitting.

NEWS SALES SERVICE MARKETING TRAINING USER SUPPORT

John Smith Quick Entry Shopping Cart

SERVICE > Warranty > Warranty Claim Form

Invoice #'s must be provided. Claims over \$30,000 cannot be entered online. Please contact kna.warranty@karcher.com for claims over \$30,000.

WARRANTY ENTRY

DATA ENTRY DETAILS Overview Confirmation

Repair Details

Damage Code: 185 - ASCERTAINING BATTERY DAMAGE

Working Time (hours): 1.25

Driving Time (hours): 0.5

Distance (Miles): 3

Enter Invoice # of Claimed Parts, and Consum or Failure: Invoice number: 1234567890

Cause: cause information entered here

Correction: correction details entered here

Hours on Unit: 4

Enter Parts Associated or Labor, Travel or Diagnostic SKU if no Parts associated	Part Number	Quantity	Description	
	8 641 363 0	1	GASKET REC.TANK 68.3"	x Remove Entry
				x Remove Entry
				x Remove Entry
				x Remove Entry
				x Remove Entry

+ ADD ROWS

Attach invoice, document or video if applicable (pdf, jpg, mp4)

demo of part failure.mp4

UPLOAD

PREVIOUS NEXT

185 - ASCERTAINING BATTERY DAMAGE
300 - BROKEN, CRACKED, SHEARING, FLAKING, TORN OFF / OUT
310 - BENT, DEFORMED, TWISTED, CROOKED, CRUSHED, SQUEEZED
320 - SURFACES FLAWS
330 - FAULTY OR LOOSE MECHANICAL CONNECTION
340 - FAULTY MECHANICAL FUNCTION OF THE PART
349 - LEAKAGE
350 - FAULTY OR LOOSE ELECTRIC CONNECTION
360 - FAULTY ELECTRIC FUNCTION OF THE PART
370 - FAULTY ADJUSTMENT
380 - BLOCKAGE / SOILING
390 - PART INCOMPLETE / MISSING
399 - OTHER FAULTS
999 - BURNED/SCORCHED DAMAGE

WARRANTY CLAIM FORM – OVERVIEW

- This page provides a summary of the warranty entry
- Labor, Travel and Mileage are pulled in automatically from our SAP system. If you have a question about rates, please contact the warranty team at kna.warranty@karcherna.com
- Click **Submit Warranty** to finalize

SERVICE > Warranty > Warranty Claim Form

Invoice #'s must be provided. Claims over \$30,000 cannot be entered online. Please contact kna.warranty@karcherna.com for claims over \$30,000.

WARRANTY ENTRY

Data entry > Details > **Overview** > Confirmation

WARRANTY DETAILS

Warranty details	Warranty PO12345 Machine SKU 1.009-101.0 Serial number: 123456 Purchase date: 2019-12-01 Repair date: 2019-12-06 Part # Associated 8.600-495 0, BRUSH ROLLER 12" Damage Code: 185 - ASCERTAINING BATTERY DAMAGE Concern/Failure invoice number: 1234567890 Cause cause information entered here Correction correction details entered here Hours on Unit 4	Sold to Acct/Company ABC Enterprises 555 Main Street 91501 Burbank
-------------------------	---	---

Parts	Part #	Description	Quantity	Price
000010	8.641-363.0	GASKET, REC TANK 68.3"	1.0 PCE	\$ 18.78
000020	9.849-103.0	Class 200 Labor Rate - \$52 p/hr	1.25	\$ 65.00
000030	9.849-104.0	Class 200 Travel Rate - \$25 p/hr	0.5	\$ 12.50
000040	9.849-105.0	Class 200 Mileage Rate - \$0.37 p/mile	3.0	\$ 1.11
		Sum		\$ 97.39

PREVIOUS SUBMIT WARRANTY

WARRANTY CLAIM FORM – CONFIRMATION

- Warranty confirmation number is provided
- Download confirmation pdf
 - Shows list price
 - Does not say if the value has been approved or that a credit amount has been given
- Email confirmation will be sent to you from Kärcher North America
- Note: Check your spam folder if you haven't received it

The screenshot shows a web page for a warranty claim confirmation. At the top, there is a navigation bar with links for NEWS, SALES, SERVICE, MARKETING, TRAINING, and USER SUPPORT. Below this is a search bar and user account information for John Smith, including links for Quick Entry and Shopping Cart. The main content area is titled 'SERVICE > Warranty > Warranty Claim Form'. A message states: 'Invoice #'s must be provided. Claims over \$30,000 cannot be entered online. Please contact kna.warranty@karcherna.com for claims over \$30,000.' Below this is a 'WARRANTY ENTRY' section with a progress bar showing 'Data entry', 'Details', 'Overview', and 'Confirmation' (the current step). A 'Thank you for your Warranty Claim' message follows, stating 'Your request was successfully transmitted.' The 'CONFIRMATION OVERVIEW' section displays a PDF icon and the text 'Order Number: 5312453856' with a 'DOWNLOAD PDF' button. At the bottom of the main content area, there are two buttons: 'CREATE A NEW WARRANTY REQUEST.' and 'VIEW DETAILS IN WARRANTY RESEARCH.' The footer contains three columns: 'LEGAL' with links for Terms of Use and Privacy Policy; 'SUPPORT' with the email dealersupport@karcherna.com; and 'CONTACT' with the address: Kärcher Corporate Headquarters, 4355 Airport Way, Denver, CO 80239, and phone number: Corporate Main Phone 877-722-6555.

WARRANTY CLAIM HISTORY

- Search past claims by confirmation number or by filtering search query
- Claim status is listed as In Progress or Completed (will show if all line items have been addressed)
- Click on claim number for a detailed view

SERVICE > Warranty > Warranty Claim History

Warranty Claim Research is based on Order Confirmation number only. Please use order number 531... received at time of claim entry, or search by general date range. Any corresponding credit memo's (535...) will display in search results if available.

CLAIM RESEARCH

Search Order Confirmation 531...

List Claim by Claims Items All

Reference No.

Material No.

Valid From

Valid To

Claim No.	Invoice No.	Reference No.	Order Date	Order Value	Location	Status
📍 5312453856		PO12345	12/12/2019	\$ 97.39	ABC Enterprises, Burbank	In Progress

MAKE A DIFFERENCE
THANK YOU

CONTACT

Warranty-specific questions:

Warranty Support

kna.warranty@karcherna.com

Infonet website issues:

Infonet Dealer Support

dealer.support@karcherna.com