

# IMPORTANT PRODUCT WARRANTY REGISTRATION

Thank you for purchasing a Karcher product. Please now take a few minutes to fill in this Registration Card.

Retain this tear-off page for your own records. It is also advisable to attach your original receipt to this page.

Date of purchase: |D|D| |M|M| |Y|Y|

## KARCHER WARRANTY

### DOMESTIC ELECTRIC HIGH PRESSURE CLEANER

*Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

Karcher Pty Ltd ("Karcher") of 40 Koornang Road, Scoresby, VIC 3179 Tel: 1800 675714, provides the following warranty in relation to the Karcher Electric High Pressure Cleaner ("Product").

For safety and use instructions, please refer to the user guide enclosed with the Product or our website at [www.karcher.com.au](http://www.karcher.com.au).

### WARRANTY

Kärcher warrants that, subject to the exclusions and limitations below, the product will be free from defects in materials and workmanship for the duration of the warranty period from the date of purchase, K2-K3, WD, G2500 DCE & G2800 FH - 2 Year Warranty, K3.800 & K4-K6 units - 5 year warranty \*. \*Note; domestic units used in a commercial or industrial application carry a 3 month warranty from the date of purchase.

If a defect appears in the Product before the end of the warranty period and Karcher finds the Product to be defective in materials or workmanship, Karcher will, in its sole discretion, either:

- (a) replace or repair the Product or the defective part of the Product free of charge, or
- (b) cause the Product or the defective part of the Product to be repaired or replaced by a qualified repairer free of charge.

Kärcher reserves the right to replace defective parts of the Product with parts or components of similar quality, grade and composition where an identical part or component is not available.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. (continues overleaf)



## WARRANTY REGISTRATION

**Thank you** for choosing this Karcher product. Please take a few minutes to register your purchase.

**Please help** us to learn more about what you think of our products. This information will help us to develop and design the products of the future. We appreciate you providing us with as much information as you can. All information will be collected and processed in accordance with the Privacy Act (Cth) 1988 and the New Zealand Privacy Act 1993.

**Be a winner!** As a thank you for your help, we will enter your name into a FREE PRIZE DRAW for a chance to win

# \$10,000

or one of three runner-up prizes of \$1,000

You can also register on-line at

[www.karcher.com.au](http://www.karcher.com.au)

The information that you provide will be processed by Acxiom Australia Pty Ltd (Acxiom) ABN 95 087 293 525 and used by Karcher (a) to contact you about this product, warranty issues, promotional offers and new Karcher products, and (b) to gain valuable feedback about the purchase of its products and a better understanding of the consumers who buy them. You can gain access to your personal information by contacting Acxiom at 151 Clarence Street, Sydney, NSW 2000. Tel: 02 9032 3200 Email: [consumercare@acxiom.com](mailto:consumercare@acxiom.com) or Karcher Customer Service at 40 Koornang Road, Scoresby, VIC 3179 Tel: 1800 675714.

Acxiom will use your details to notify you if you are a winner in the InContext Prize draw. Acxiom may also provide your details to other responsible organisations who would like to contact you, by mail or telephone, with information, offers, products and services that you might find interesting. Please tick here if you ( ) or your partner ( ) would prefer not to participate in this opportunity. You confirm that you have provided this privacy statement to your partner and that your partner has consented to the above

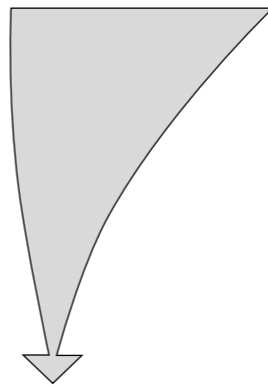
InContext Prize Draw Incentive: starts at 12.00am AEST on 1/05/12 and closes at 11.59pm AEST on 16/04/13. **(Entries received after this date will be automatically included in the following year's \$10,000 Prize Draw Incentive)**. Drawn at 4.00pm AEST on 30/04/13 at 5/15 Grosvenor Street, Neutral Bay, NSW 2089. Winners notified in writing and published in The Australian and New Zealand Herald newspapers on 14/05/13. To enter, complete and return the registration card or questionnaire (off line or online). 1st prize: AU\$10,000. Minor prizes: 3 x AU\$1,000. Maximum value of all prizes is AU\$13,000. Promoter is Acxiom Australia Pty Ltd, 151 Clarence Street, Sydney NSW 2000. Full Terms & Conditions can be found at [www.acxiom.com.au/incontext/prizedraw](http://www.acxiom.com.au/incontext/prizedraw). Authorised under NSW Permit No. LTPS/12/01452, VIC Permit No. 12/426, ACT TP12/00700, SA Licence No. T12/347.

Please complete address as appropriate for:

AUSTRALIA  
GPO BOX 2637  
Sydney NSW 2000

OR

NEW ZEALAND  
PO Box 91944,  
Victoria Street West,  
Auckland 1142



KARCHER Priority Registration

Please send your registration in the next 14 days.



Registration Department makes a difference

PLEASE AFFIX STAMP HERE

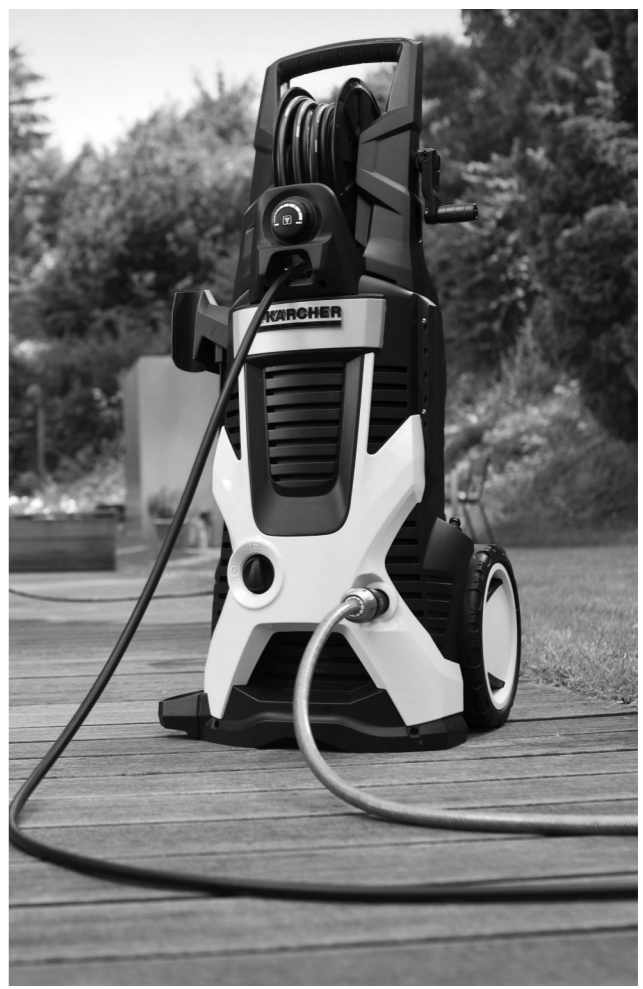
PLEASE SEAL HERE WITH TAPE

PLEASE SEAL HERE WITH TAPE

AU 031 09



Register your  
PRODUCT WARRANTY  
and enter the  
**FREE PRIZE DRAW**  
to WIN \$10,000



Part No. 0.093-131.0 (Revised 0212)

## PRODUCT REGISTRATION

1  Mr. 2  Mrs 3  Miss 4  Ms 5  Dr  
 Gender 1  Male 2  Female AU 031 09  
 First Name

\_\_\_\_\_  
 Surname

\_\_\_\_\_  
 Address

\_\_\_\_\_  
 Suburb

\_\_\_\_\_  
 State Postcode Country

\_\_\_\_\_  
 Telephone

\_\_\_\_\_  
 Please give your email address if you would like to receive information from Karcher

\_\_\_\_\_

2 Date of purchase: |D|D|D| |M|M| 20 |Y|Y|

### 3 Product purchased

Pressure Cleaner Range	Wet n Dry Vacuum	Other Product
1 <input type="checkbox"/> Winner	9 <input type="checkbox"/> WD 3.300	15 <input type="checkbox"/> Other
2 <input type="checkbox"/> K2 .....	10 <input type="checkbox"/> WD 3.330	_____
3 <input type="checkbox"/> K3 .....	11 <input type="checkbox"/> WD 4.200	_____
4 <input type="checkbox"/> K4 .....	12 <input type="checkbox"/> WD 5.200	_____
5 <input type="checkbox"/> K5 .....	13 <input type="checkbox"/> WD 5.500	_____
6 <input type="checkbox"/> K6 .....	14 <input type="checkbox"/> Other	_____
7 <input type="checkbox"/> G.....		
8 <input type="checkbox"/> Other		_____

## YOUR PRODUCT

### 1 Where was this product purchased?

1  Big W 6  Super Cheap Auto  
 2  Bunnings 7  Total Tools  
 3  Harvey Norman 8  Thrifty Link  
 4  Home Hardware 9  True Value  
 5  Mitre 10 10  Other .....

### 2 How did you first learn about this product?

(Tick only ONE)

1  In store display 6  TV advertisement  
 2  Magazine/newspaper article 7  Magazine/newspaper advert  
 3  Friend's/relative's recommendation 8  Radio advertisement  
 4  Salesperson's recommendation 9  Website  
 5  Exhibition 10  Other

### 3 Which of the following factors MOST influenced your choice of this particular product? (Tick no more than TWO)

1  Did not choose/received as gift 8  Brand name  
 2  Salesperson's recommendation 9  Ease of use  
 3  Previous experience of Karcher 10  Product features  
 4  Personal recommendation 11  After sales service  
 5  Price 12  Product demonstration  
 6  Design/style/appearance 13  Special promotion  
 7  Quality/reliability 14  Other

### 4a Is this product.....?

1  ... your first purchase of this type of product? (Go to Q5)  
 2  ... additional to one already owned?  
 3  ... a replacement for another product?

### 4b How old is the product being added to/replaced??

\_\_\_\_ years

### 5 What will you MAINLY use this product for? (Tick only one)

1  Cleaning interior of home 4  Cleaning backyard / driveway  
 2  Cleaning exterior of home 5  Other  
 3  Cleaning car / vehicle

## OUR CUSTOMER

1 Please tell us your date of birth: |D|D|D| |M|M| |Y|Y|

2 Are you: 1  Married/De Facto  
 2  Single/never married  
 3  Widowed/divorced/separated

### 3 What are the ages of your children who still live at home?

None living at home

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_

### 4 Occupation(s)

	You	Partner		You	Partner
Director	1 <input type="checkbox"/>	14 <input type="checkbox"/>	Trade Worker	8 <input type="checkbox"/>	21 <input type="checkbox"/>
Senior Management	2 <input type="checkbox"/>	15 <input type="checkbox"/>	Home Duties	9 <input type="checkbox"/>	22 <input type="checkbox"/>
Professional (eg. Dr)	3 <input type="checkbox"/>	16 <input type="checkbox"/>	Student	10 <input type="checkbox"/>	23 <input type="checkbox"/>
Education	4 <input type="checkbox"/>	17 <input type="checkbox"/>	Farming/agriculture	11 <input type="checkbox"/>	24 <input type="checkbox"/>
Public Sector	5 <input type="checkbox"/>	18 <input type="checkbox"/>	Services		
Clerical / Office	6 <input type="checkbox"/>	19 <input type="checkbox"/>	(eg. police / army)	12 <input type="checkbox"/>	25 <input type="checkbox"/>
Manual / Factory	7 <input type="checkbox"/>	20 <input type="checkbox"/>	Retired	13 <input type="checkbox"/>	26 <input type="checkbox"/>

Are you self- employed ?

27  28

### 5 What is your annual HOUSEHOLD income?

1  Up to \$10,000 4  \$30 - \$40,000 7  \$80 - \$100,000  
 2  \$10 - \$20,000 5  \$40 - \$60,000 8  \$100 - \$150,000  
 3  \$20 - \$30,000 6  \$60 - \$80,000 9  More than \$150,000

### 6 Is your home... 1 Owned? 2 Home Loan? 3 Rented?

When did you move there? |M|M| |Y|Y|Y|Y|

Do you have / would you consider an investment property? 1  Already have 2  Would consider

### 7 What are your / your partner's favourite interests?

	You	Partner	You	Partner
Bush walking / hiking	1 <input type="checkbox"/>	19 <input type="checkbox"/>	Regular travel	10 <input type="checkbox"/>
Gardening	2 <input type="checkbox"/>	20 <input type="checkbox"/>	Movies / videos / DVDs	11 <input type="checkbox"/>
Current Affairs	3 <input type="checkbox"/>	21 <input type="checkbox"/>	Home-computing / games	12 <input type="checkbox"/>
Exercise / active sports	4 <input type="checkbox"/>	22 <input type="checkbox"/>	Golf	13 <input type="checkbox"/>
Finance & Investments	5 <input type="checkbox"/>	23 <input type="checkbox"/>	Wine	14 <input type="checkbox"/>
Further Education	6 <input type="checkbox"/>	24 <input type="checkbox"/>	Reading	15 <input type="checkbox"/>
Listening to music / concerts	7 <input type="checkbox"/>	25 <input type="checkbox"/>	Eating out	16 <input type="checkbox"/>
Theatre / culture / arts	8 <input type="checkbox"/>	26 <input type="checkbox"/>	Health/diet	17 <input type="checkbox"/>
Home improvements/DIY	9 <input type="checkbox"/>	27 <input type="checkbox"/>	Fashion	18 <input type="checkbox"/>

### 8 Which of these causes do you or your partner support?

Animal Welfare	1 <input type="checkbox"/>	Mental Health	6 <input type="checkbox"/>	Medical Research	11 <input type="checkbox"/>
Cancer Research	2 <input type="checkbox"/>	Third World Causes	7 <input type="checkbox"/>	Human Rights	12 <input type="checkbox"/>
Disabled	3 <input type="checkbox"/>	Blind/Deaf Charities	8 <input type="checkbox"/>	The Elderly	13 <input type="checkbox"/>
Environment	4 <input type="checkbox"/>	Childrens' Charities	9 <input type="checkbox"/>	Wildlife	14 <input type="checkbox"/>
Homeless	5 <input type="checkbox"/>	Disaster Relief	10 <input type="checkbox"/>		

### 9. Which of the following types of magazines do you SUBSCRIBE to or READ REGULARLY?

	You	Partner	You	Partner
Womens Interests	1 <input type="checkbox"/>	12 <input type="checkbox"/>	Women's Fashion	7 <input type="checkbox"/>
Food & Entertainment	2 <input type="checkbox"/>	13 <input type="checkbox"/>	Home & Garden	8 <input type="checkbox"/>
Men's Interests	3 <input type="checkbox"/>	14 <input type="checkbox"/>	Health	9 <input type="checkbox"/>
Business & Current Affairs	4 <input type="checkbox"/>	15 <input type="checkbox"/>	Computing	10 <input type="checkbox"/>
Money/Investment	5 <input type="checkbox"/>	16 <input type="checkbox"/>	Motoring & Sport	11 <input type="checkbox"/>
Music, TV & Entertainment	6 <input type="checkbox"/>	17 <input type="checkbox"/>		

### 10 Which of these cards do you or your partner have?

1  Credit Card (eg Visa/Mastercard/Amex/Diners) 3  Frequent Flyer Card  
 2  Store Card (eg David Jones/Myer) 4  None of these

### Do you pay your monthly card bill in full?

1  always 2  sometimes 3  rarely 4  never

### 11 Do you shop for goods and services...? Regularly Sometimes Never

Through the post / mail order 1  2  3   
 Over the internet 4  5  6

### Do you have / are you considering....? Have Considering

Broadband internet 1  3   
 Satellite / cable TV 2  4

## KARCHER WARRANTY

continued from overleaf

### WARRANTY CLAIMS

1. If a fault covered by the warranty occurs, the purchaser must first contact Karcher or an authorised Karcher distributor.  
 2. Any warranty claim must be accompanied by proof of purchase and details of the alleged defect.  
 3. This warranty is limited to defects in the materials or workmanship in the Product and does not cover expendable parts or the replacement of parts due to fair wear and tear.

### EXCLUSIONS

The warranty will not apply where:

- the Product has been modified, repaired or serviced by someone other than Karcher or an authorised repairer;
- Karcher cannot establish any fault in the Product after testing;
- the Product has been used other than for the purpose for which it was designed;
- the Product has been subject to abnormal conditions, whether of temperature, water, humidity, pressure, stress or similar;
- the purchaser has used or fitted non-genuine or non-approved parts and accessories;
- the Product's defect has arisen due to abuse, misuse, neglect or accident;
- the Product's defect has arisen due to the purchaser's failure to properly maintain or use the Product;
- the damage to, or failure of, the Product has resulted from low or high voltage, the use of an incorrectly sized extension lead or a coiled electrical extension lead;
- the damage has been caused by impurities in the water supply to the Product and/or debris contaminating the pump and motor;
- the damage has been caused by the use of chemicals and detergents not approved by Karcher, and
- the water used exceeds 40-60deg C (see instruction manual for specific model information). NB Water left in the hose in direct sun for an extended period can reach above 40-60deg C.

### LIMITATIONS

Karcher makes no warranties or representations other than set out here.

The repair or replacement of the Product or part of the Product, or a refund of the purchase price of the Product is the absolute limit of Karcher's liability. Karcher is not otherwise liable for or in connection with the Product's assembly, manufacture, design, supply or use, or the Product's description, quality, condition, performance, merchantability or fitness for purpose.

Karcher will not be liable to the purchaser or any other person for any consequential, direct or indirect loss, damage or costs incurred or suffered by the purchaser or any other person.

Karcher Pty Ltd, 40 Koornang Rd, Scoresby, VIC 3179  
 Acxiom (Australia) Pty Ltd, 151 Clarence St, Sydney, NSW 2000

PLEASE CUT OFF AND RETAIN THIS PANEL