

FAQs

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WARRANTY AND REPAIR

a. What kind of warranty coverage is available?

All SEBO models include a FREE seven-year warranty on the motor, and a five-year warranty on all non-wear parts and labor charges. The AUTOMATIC X models even include a lifetime warranty on the belts.

b. Can I be sure that SEBO stands behind its products?

Absolutely! After manufacturing vacuums for the commercial cleaning industry for more than 30 years, SEBO knows from experience that its vacuums are built to last. And since 1997, SEBO has built an excellent reputation in the USA for standing behind all the products it has sold into the household market.

c. Must I register my new SEBO vacuum to receive warranty coverage?

No, but you are strongly encouraged to do so. SEBO keeps careful records of the serial numbers on its vacuums, so SEBO can reference the age of your vacuum and when it was sold. And by registering, SEBO can provide more efficient warranty service, if you ever need it.

d. What if my SEBO vacuum is not operating properly or I suspect a problem?

First, refer to the Troubleshooting section of your Owners' Manual to see if the solution can be found there. If not, call your local SEBO outlet for assistance. If there is no local outlet, call SEBO's customer service. They can advise you on self-help, or they will arrange repair services. But before phoning for service, please ensure that you have checked for clogs, fitted a new bag, replaced dirty filters and cleaned the brush roller. If you still need to contact SEBO, please have your serial number (found on the underneath side of the power head), name of the sales outlet, and date of purchase details available. Without proof of purchase, repairs may be chargeable.

e. How do I find repair services, and what is the procedure for warranty work?

First, SEBO prefers local repairs, so go to the Dealer Locator on this website to see if an authorized dealer is located in your area. If yes, call to see if they provide SEBO repair services. If they do, take your machine to them and they will handle the problem from there. They will call SEBO to get the warranty work authorized and to obtain any needed replacement parts.

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Second, if local repair is not available, then the vacuum must be repaired at SEBO's corporate office in Centennial, Colorado. Please refer to the "Warranty Repair Procedure," located in the Warranty and Support section of this website for additional details about this method.

f. How long does it take to repair a SEBO?

If a local dealer does the job, just a few days are required. If the repair is minor and no replacement parts are needed, less time is likely. However, when ordered, replacement parts can take from 2 to 5 days to arrive from SEBO's parts warehouse in Colorado.

If SEBO must do the repair, customer service will give you a Return Material Authorization ("RMA") number and a prepaid UPS Return Label. Then, package for shipment that portion of the vacuum you are instructed to return, e.g., the power head, the bag housing, or maybe the entire vacuum. Affix the UPS Return Label to the outside of the box. Next, leave the box at any UPS Store, pick-up location or drop-off station.

Receipt of the broken machine at SEBO's corporate office in Centennial, Colorado may take three to five days, and the repairs are usually completed the same day. Then, the vacuum is returned to you via UPS. Therefore, the entire repair process typically takes about two weeks. If faster transit times are needed, SEBO can accommodate such requests, but customers are charged the amount of freight costs associated with the specified expedited freight service.

g. If my SEBO is repaired out of town, do I pay for the freight costs?

SEBO pays the freight costs for vacuum repairs that are covered under warranty. For machines that are not covered under warranty, SEBO charges customers freight costs, plus very reasonable repair fees.

h. Can I repair my own vacuum?

No, not usually. Authorized dealers or SEBO America must do most repairs. However, you can perform routine maintenance related to replacing external parts (e.g., inserting a new stretch hose, replacing a front cover or inserting a new handle). Restrictions related to machine self-repair are for your safety.