



July, 2025

Kirby Owner Support

There are two main components to the brand promise that The Kirby Company makes to its customers:

3-year limited Warranty, and Factory Rebuild Plan

Kirby's Warranty covers a 3-year period from date of purchase by the registered owner and covers all parts except expendables (belts, filter bags, brush rolls, etc.) that are defective due to Workmanship/Materials. The Warranty does not cover User/Maintenance issues such as damage caused by accident, misuse, negligence, or abuse. We rely on your judgement to decide whether a part falls under the category of Workmanship/Material or User/Maintenance. If there is a doubt, please do not hesitate to call us at 800-535-8674. Complete Warranty information can be accessed at Kirby.com/warranty. We appreciate the service you provide to our mutual customers.

Unique to the category, the Kirby Factory Rebuild Plan allows registered owners to have their Kirby system rebuilt to "like new" condition at Kirby World Headquarters. Our professional team will completely disassemble the vacuum, repair or replace any worn parts, and polish/buff metal parts back to new appearance. Customers can contact the Rebuild Department for details and pricing at 800-437-7170.

Delivering on Quality, Reliability, and Performance is of utmost importance at Kirby. Thank you for all that you provide to our Kirby community.

Regards,

Jim O'Leary
Customer Support

Lou Verardi
Channel Development Manager



KIRBY[®]