



September, 2025

Warranty Coverage: 3-year Warranty for the original owner from date of purchase.

What constitutes proper Warranty Coverage? Warranty Service is for the Material/Workmanship classification ONLY. Many customers interpret that Warranty coverage covers all parts. This is where we rely on your experienced judgement as to whether there was misuse, damage, or a lack of maintenance by the customer. In these cases, explain to the customer how to avoid those issues in the future. We want you to provide top notch service for Kirby customers, so fix whatever is needed but reserve the Warranty Classification for those issues that fall under Material/Workmanship. Kirby prides itself on manufacturing the best Vacuum in the industry and we will always stand behind our Quality and Performance.

We trust your judgement and always want the customer to feel they have been treated fairly and respectfully. If there are any concerns as to whether something is covered under Warranty, please give us a call at 800- 535-8674. We are there to help you and assist in customer issues.

Only use Genuine Kirby Parts

Never compromise using counterfeit or used parts that are inferior to Kirby standards. To ensure that the Kirby operates to the highest performance level, you must use, "Genuine Kirby Parts". Your customer deserves the Best! Make sure you always have a supply of: Disposable Bags, Belts, and Brushrolls. Parts are always available from your National Wholesaler; Steel City, Essco, Desco and Hibbert in Canada.

Thank you for being an Authorized Kirby Service Center. We appreciate all that you do for our mutual customer.

Regards,

Jim O'Leary
Customer Support

Lou Verardi
Channel Development Manager



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