

ICE Warranty Policy 2026

i-Synergy Lithium Batteries:

- i-Synergy lithium batteries are warranted for the life of the machine against defect by ICE USA.
 - Warranty begins with machine invoice.
 - Warranty applies to machines purchased starting in January 2024
 - Warranty applies to original purchaser of the machine.
 - Warranty must be registered with ICE USA (Online or Warranty Card).
 - Warranty does not apply in cases of misuse, abuse, or improper care.
 - Battery must be charged as per instructions in Owner's Manual.

Standard Batteries:

- Standard battery warranties are covered by the battery manufacturer.
 - Warranty begins from date on battery, per manufacturer.
 - Warranties vary by battery manufacturer in length, start date, and treatment.
 - Warranty details available through your local representative or call ICE USA directly.
 - 1-year travel and labor on standard batteries (excluding i15B/No travel on i15B)

Automatic Scrubbers:

- 5-year warranty on all parts
- 5-year warranty on labor
- 3-years travel (excluding i15B Micro Scrubber and i18C Electric Scrubber/No travel on i15B and i18C)
 - 5/5/3 Warranty excludes wearables
(Brushes, Pad Drivers, Chargers, Wet Cell/AGM Batteries, Hoses, Belts, Squeegees, Cords, Switches, etc.)

Orbital Scrubber:

- Lifetime warranty on eccentric shaft and oscillating head isolators.
- 5-year warranty on labor.

Rotomolded Tanks:

- All ICE products carry a lifetime parts, 5-year labor warranty on rotationally molded tanks.

Refurbished/Reconditioned Equipment:

- Purchased as is
 - 3-Year parts (Excluding wearables, such as brushes, pad drivers, chargers, batteries, hoses, belts, squeegees, cords, and switches).
 - 1-Year labor

Cobi Warranty Policy

Lithium Batteries:

- Lithium batteries are warrantied for the life of the machine against defect by ICE USA.
 - Warranty begins with machine invoice.
 - Warranty applies to original purchaser of the machine.
 - Warranty must be registered with ICE (Online or Warranty Card).
 - Warranty does not apply in cases of misuse, abuse, or improper care.
 - Battery must be charged as per instructions in Owner's Manual.

Parts/Labor:

- 2-year warranty on parts and labor, excluding wearables

Rotomolded Tanks:

- Cobi tanks carry a limited lifetime parts warranty against manufacturing defects.

Wearables:

- Cobi wearables are warrantied for 1 year against manufacturers defects. (Brushes, Squeegees, Hopper, Filters, Hoses, etc.)

Misuse and Neglect:

- Misuse and neglect that can void a warranty claim typically involves improper use, handling, or maintenance of the product beyond what is recommended by ICE USA. Common examples include:
 1. **Physical Damage:** Intentional or accidental damage caused by dropping, hitting, or otherwise physically damaging the product.
 2. **Battery:** Lithium batteries must be charged when the machine is not in use.
 3. **Unauthorized Repairs or Modifications:** Repairs or modifications performed by anyone other than an authorized service provider, including using non-approved parts.
 4. **Improper Use:** Using the product in a way that is not intended or recommended by the manufacturer.
 5. **Neglect:** Failure to perform regular maintenance or care as outlined in the user manual, leading to the product's degradation. Including not charging the battery.
 6. **Environmental Damage:** Exposure to extreme temperatures, moisture, or other environmental conditions that are outside the product's specified operating range.
 7. **Misuse of Consumables:** Using incorrect or poor-quality consumables that are not recommended by the manufacturer.