

Wet/Dry Vac Warranty

What is the lifetime warranty of the vac?

The lifetime warranty of the vac is against defect in workmanship and material. Failures due to misuse, abuse and normal wear and tear are not covered by warranty.

What does lifetime warranty mean?

Lifetime warranty lasts for the lifetime of your vac. The vacs are designed to have a minimum run life of 500-700 hours which equates to many years of normal usage in a household environment. The warranty coverage ends when the product becomes unusable for reasons other than defects in workmanship or material.

How does the warranty work?

If the vac was purchased within 90 days, you can take it back to Home Depot with the receipt to get a replacement. Other retailers would have their own return/exchange policies you can take advantage of.

If the product no longer qualifies for the return/exchange policy of the retailer, warranty claims would need to go through us (manufacturer). We would need to inspect the vac to verify if the failure was due to defects in workmanship and material. If your claim is covered under the warranty, we will, at our sole option, (a) send replacement for the defective portion of your RIDGID Wet/Dry Vac or (b) replace your entire RIDGID Wet/Dry Vac. To initiate a warranty claim, click [here](#).

Why there are different warranties for the RIDGID line of products and what is the warranty?

There are numerous products in RIDGID product line and the warranty applicable to any particular product can vary due to the nature of the product, how it is used, the necessity and complexity of repair, etc.... For example, our Wet / Dry Vacs have a lifetime warranty;

power tools have a 3-year limited warranty. Information on the various warranties can be found at www.ridgid.com.

What is Not Covered - Warranty Exclusions

This limited warranty does not extend to and expressly excludes:

Normal wear and tear and/or replacement attachments or accessories, including, without limitation, power cords, hoses, filters, and other attachments or accessories that may be offered for sale by us for use with the RIDGID Wet/Dry Vac.

Damage or burnout of the RIDGID Wet/Dry Vac motor resulting from failure to clear a blockage occurring during the normal course of use.

Loss or damage to the RIDGID Wet/Dry Vac resulting from conditions beyond Emerson Tool Company's (ETC's) control including without limitation, misuse, accident, abuse, neglect, negligence (other than ETC's), overuse beyond intended capacity as set forth in your Owner's Manual, or modifications or alterations made by anyone other than ETC.

Loss or damage to the RIDGID Wet/Dry Vac resulting from failure to use the RIDGID Wet/Dry Vac in accordance with the written instructions, guidelines, and terms and conditions set forth in the Owner's Manual.

TROUBLESHOOTING YOUR RIDGID WET/DRY VAC

[Click here to go to Replacement Parts](#)

What issues are you experiencing?

[The vacuum is not turning on, motor does not run.](#)

[Motor exhaust is smoking.](#)

[Burning/Electrical smell](#)

[Sparking on the switch or the motor](#)

[Poor Suction](#)

The vacuum is not turning on, motor does not run.

- Check power supply.
 - Check your fuse/circuit breaker.
 - Is the vacuum plugged in?
 - Are you using the proper voltage of 120?
 - Are you using an extension cord?
 - Using an extension cord is highly discouraged. If unavoidable, follow safety guidelines and the proper extension cord rated for the amount of current the appliance uses.

- Check cord/plug.

Replace cord or plug if there is any damage. ([click to purchase service part](#))

- Check switch.
 - Use a multimeter or an ohmmeter to check for continuity.
 - Replace switch.
 - If you are able to replace the switch, we will send a replacement switch at no charge.
 - Otherwise, click [here](#) to initiate warranty claim.

Motor exhaust is smoking

- Turn off and unplug the vac immediately. Click [here](#) to initiate warranty claim (send to lab - safety).

Burning/Electrical smell

- Is your vac brand new?

- Yes - New motors often will have a break-in, "motor odor." This should go away after several minutes of running. The cause is the varnish that is on the motor windings. After the break-in period, this odor should no longer be present.
- No - Turn off and unplug the vac immediately. Click [here](#) to initiate warranty claim (send to lab- safety).

Sparking on the switch or the motor

- Is there a burning/electrical smell?
 - No - If the vac and the switch are working, there is no problem with the vac.
 - Yes - Turn off and unplug the vac immediately. Click [here](#) to initiate warranty claim (send to lab- safety).

Poor Suction

- Is air coming out the blower port?
 - No - The blower wheel could have been sheared off.
 - Contact Customer Service at 1-800-474-3443 from Monday to Friday between 8:00 AM to 5:00 PM CST to check if replacement blower wheel for your model is available.
 - Yes -

Check for blockage

- Empty the tank
- Clean or replace the filter
- Check the float. It should be moving freely
- Check the hose for any blockage

Check for loose connections

- Check hose connections
- Tighten the drain cap
- Replace hose if there are holes or tears
- Make sure that the powerhead is seated correctly to the drum

If you need to contact Customer Service, their hours of operation are Monday through Friday, 8-5 PM CST.

If after troubleshooting, you are still experiencing issues – click [here](#) to initiate warranty claim request.