



Frequently Asked Questions

3000 PSI Surface Cleaner

1. What is the recall for?

- The 3000 PSI Briggs & Stratton or Craftsman surface cleaner, sold at national and regional retail chains, online, and through Briggs & Stratton dealers in the US, and Canada between March 2009 and February 2018. More details can be found at www.briggsandstratton.com/na/en_us/support/recalls-and-notifications.html.

2. How can I identify if my surface cleaner is part of the recall?

- On the top of the surface cleaner adjacent to the warning label, there is an area of information molded into the surface cleaner. If the top row of information contains 3000 PSI, the surface cleaner is part of this recall. If it reads something other than 3000 PSI (e.g. 3200 PSI), it is not part of this recall.

3. Why are the surface cleaners being recalled?

- During operation, the spray bar can break and detach from the central hub, causing the spray bar/nozzle assembly to strike and/or break the unit's plastic housing.
- The spray bar/nozzle assembly and/or pieces of the broken plastic housing can strike consumers, posing an injury hazard.

4. Can I continue to use my surface cleaner until it is replaced?

- No. Even though your affected product appears to be in good condition, please stop using it immediately until it can be replaced.

5. How do I get a replacement surface cleaner?

- Register for a free replacement at BriggsSurfaceCleanerInfo.com or call us at (877) 370-7505, Monday through Friday, from 8:00 a.m. to 5:00 p.m. CST.
- We will provide a prepaid UPS shipping label. Then simply drop it off at your local UPS store or drop off location.

6. How long will it take for me to receive a replacement?

- Please allow 4-6 weeks from the date we receive the returned product. We apologize for any inconvenience, and assure you we are working as quickly as possible to replace your product.

7. What is the replacement product?

- You will receive a new Briggs & Stratton branded Surface Cleaner.

8. What if I have more than one surface cleaner affected by this recall?

- Register a separate replacement claim for each 3000 PSI surface cleaner owned. Only one surface cleaner can be returned per claim submission.

9. I no longer have the receipt for the product. Can I still return it?

- Yes. A purchase receipt is not required to participate in this recall.

10. Can I repair my own surface cleaner instead of returning it?

- No, the surface cleaner contains no serviceable parts.