



# Retailer Warranty Policy & Procedure Manual

*This manual supersedes all previously published Warranty Policy & Procedure Manuals.*

**Effective January 1, 2013 In United States and Canada**

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9335 Harris Corners Pkwy, Ste. 500, Charlotte, NC 28269 • 1-800-448-7543  
850 Matheson Boulevard West, Unit 1, Mississauga, ONT, L5V 0B4 • 1-800-448-7543

**[power.husqvarnagroup.com](http://power.husqvarnagroup.com) (USA)**

**[support.husqvarna.ca](http://support.husqvarna.ca) (Canada)**

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Effective January 1, 2013, Husqvarna will **NO LONGER ACCEPT** paper warranty claim forms.\* All warranty claims must be submitted on the Web Warranty web site.

*NOTE: Poulan/WeedEater: ServiceBench paper claims may still be sent to ServiceBench, PO Box 1450, Deposit NY 13754 for processing until further notice.*

# HUSQVARNA WARRANTY POLICY & PROCEDURE MANUAL

## INTRODUCTION

This manual has been produced as a Retailer's guide to the Husqvarna Warranty Statement and sets forth the warranty procedures required after the sale of any Husqvarna name brand product. Please read this manual carefully. Make sure that all employees and agents associated with the handling of any Husqvarna product read and fully understand this manual.

We would like to thank you in advance for your qualified help and support of the Authorized Husqvarna Retailer network.

## CUSTOMER RESPONSIBILITIES

**The Customer has the right to submit his Husqvarna product for warranty service consideration to any authorized Husqvarna Retailer of his choice.** The Customer must furnish to the authorized Husqvarna Retailer proof of purchase information such as a receipt. A properly filled out warranty registration card should be presented. However, by itself, it is not considered proof of purchase. From this information it can be determined whether the Customer's product should be considered for warranty. The product must exhibit reasonable care in the maintenance, operation, storage, and general upkeep practices as explained in the maintenance section of the Owner's/Operator's Manual. This includes the whole product or any general wear item or component on the product.

**Any costs incurred to obtain warranty consideration or services is the Customer's responsibility, including shipping and handling, travel expense, lost time, lost production, or pickup and delivery.** The Warranty Statement identifies items and defects not covered by the warranty and the Customer's responsibilities.

## RETAILER RESPONSIBILITIES

The Retailer is expected to use reasonable judgment in any warranty situation.

**All authorized Husqvarna Retailers shall provide service to all customers on an equal basis regardless of where the product was purchased including products covered by Husqvarna Extended Warranty and Service Plans.**

As long as all of the requirements are satisfied in the Warranty Statement, warranty service must be provided. Husqvarna Retailers are required to provide authorized warranty support through the appropriate vendors for products with engines, drive systems, and attachments covered by third party warranty. If the defect is in fact warrantable, the **Retailer is obligated to perform warranty service on that item at no cost to the Customer.** If the Retailer is not able to decide clearly that the failure is due to "defects in materials or workmanship," the Husqvarna Technical Services Department should be contacted for assistance.

**At the time of sale, it is the Retailer's obligation to comply with the following instructions:**

1. The Retailer must furnish the Owner's/Operator's Manual and, if applicable, the current Operator's Safety Manual to the Customer at the time of sale together with all accessories intended to be furnished with the product as part of the unit sale.
2. The Retailer must make sure that all warning decals are affixed to the product and accessories.
3. The Retailer must register the product online at [www.usa.husqvarna.com](http://www.usa.husqvarna.com) or [power.husqvarnagroup.com](http://power.husqvarnagroup.com).
4. The Retailer must render pre-delivery service on all Husqvarna products, except those products that are "Pre-assembled" by the Husqvarna factory. Refer to the Pre-delivery Service requirements section.
5. The Retailer must not make any unauthorized modifications or alterations to the product.
6. The Retailer may not make any warranties on behalf of Husqvarna which have not been authorized by Husqvarna in writing.
7. When selling replacement chains and guide bars to a Customer, the Retailer must check the guide bar and chain list for Husqvarna products to ascertain that the bar and/or chain he is selling is on the approved list and of a reduced kickback force type where applicable.
8. The Retailer shall maintain a sufficient inventory of replacement parts to promptly satisfy consumer warranty requirements.

Warranty coverage on any Husqvarna product is determined by the policy in force on the date the product was purchased by the retail customer. If in doubt regarding the coverage for a specific repair, please contact Technical Support for assistance.

**PRE-DELIVERY SERVICE REQUIREMENTS**

Pre-delivery service is necessary on all Husqvarna products. It is your obligation as a Husqvarna Servicing Retailer to ensure that prior to every sale of a Husqvarna product, the product is properly setup, adjusted and operating within factory established guidelines. Before you do anything, read the Operator's Manual and any Safety Manuals that are supplied with the product. Only after you become familiar with the operating and safety instructions are you prepared to proceed with pre-delivery service and operation of any Husqvarna product.

Please refer to checklist for all other products.

**ROBOTIC MOWERS**

General: It is the responsibility of the selling retailer to insure that the customer has received thorough training in the use, operation and basic fault correction of the Robotic Mower. Poor or improper installation of the boundary/perimeter wire and/or charging station is an invitation for problems. Daily faults which may occur from this can be both trying and frustrating, for the owner and retailer as well. With this in mind, it is of great importance that the selling retailer insure that the installation is done properly. Machine problems resulting from an improper installation are not covered under the warranty.

**PRE-DELIVERY INSPECTION REPORT**

Customer Name:	Brand:
Phone:	Model #
Address:	Product #
Where Purchased:	Serial #
<b>Handheld Products</b>	<b>Wheeled Products</b>
Assemble as per owners manual and additional attachment instructions <input type="checkbox"/>	Assemble as per owners manual and additional attachment instructions <input type="checkbox"/>
Check for loose fasteners <input type="checkbox"/>	Charge battery as applicable <input type="checkbox"/>
Check operation of choke / primer <input type="checkbox"/>	Check for loose fasteners <input type="checkbox"/>
Check operation of throttle / throttle lock <input type="checkbox"/>	Check operation of choke <input type="checkbox"/>
Inspect fuel filter, lines, clamps & connections <input type="checkbox"/>	check operation of throttle <input type="checkbox"/>
Apply filter oil to foam & felt type air filters <input type="checkbox"/>	Inspect cables and connections <input type="checkbox"/>
Check that air filter is fitted correctly <input type="checkbox"/>	Inspect fuel filter, lines, clamps & connections <input type="checkbox"/>
Add fuel recommended fuel mix <input type="checkbox"/>	Check that air filters fitted correctly <input type="checkbox"/>
Test run, warm up engine and adjust carburetor <input type="checkbox"/>	Check engine oil level <input type="checkbox"/>
Idle: <input type="text"/> Max RPM: <input type="text"/> <input type="checkbox"/>	Check hydraulic / gearbox oil as applicable <input type="checkbox"/>
Test operation of stop switch <input type="checkbox"/>	Purge air from hydrostatic system <input type="checkbox"/>
Re-tighten muffler fasteners <input type="checkbox"/>	Adjust tire pressures (over-inflated for shipping) <input type="checkbox"/>
Check gearbox grease as applicable <input type="checkbox"/>	Adjust deck level and pitch <input type="checkbox"/>
Lubricate cutter bar (hedge trimmer) <input type="checkbox"/>	Adjust gauge wheel as per customer request <input type="checkbox"/>
Complete warranty registration <input type="checkbox"/>	Inspect belt tension & routing <input type="checkbox"/>
	Inspect blades & fasteners <input type="checkbox"/>
<b>Chain saws and pole saws only</b> <input type="checkbox"/>	Inspect & check operation & adjustment <input type="checkbox"/>
Check bar and chain application fit-up <input type="checkbox"/>	check brake operation & adjustment <input type="checkbox"/>
Check chain catcher is fitted <input type="checkbox"/>	Add fuel to tank <input type="checkbox"/>
Fill oil tank with chain bar oil <input type="checkbox"/>	Start engine & check top speed <input type="text"/> <input type="checkbox"/>
Lubricate sprocket bearing where necessary <input type="checkbox"/>	Test safety switches <input type="checkbox"/>
Check chain brake operation <input type="checkbox"/>	Check & grease all lubrication points <input type="checkbox"/>
Check and adjust oil flow as applicable <input type="checkbox"/>	Test drive product <input type="checkbox"/>
Re-adjust chain to correct tension <input type="checkbox"/>	Complete warranty registration <input type="checkbox"/>
Product Label with Dealer ID <input type="checkbox"/>	Product Label with Dealer ID <input type="checkbox"/>
<b>Dealer Stamp</b>	<b>Professionally pre-delivered by:</b> Name: Signature: In-Service Date: First Service Date:
<b>Comments:</b>	

\*\*Note: Check for service bulletins on units being set-up before being sold.

# WARRANTY EXCLUSIONS

**Claims for Warranty should not be honored by the retailer under the following circumstances:**

1. Part for which the warranty has expired.
2. Engine or component damage caused by mismatched pitch or gauge of bar, chain or sprockets or by improper chain filing, maintenance procedures, chain adjustments, or cutting habits.
3. Abrasion to mower decks;
4. Tires damaged by external punctures;
5. Natural discoloration of materials due to ultraviolet light;
6. Damage to cutting equipment by way of contact with, rocks, or other non-approved materials and/or structures;

In addition, this Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:

7. Failure to provide or perform required maintenance services as prescribed in the operator's manual;
8. Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, use of unauthorized attachments, Lack of lubrication or engine failure, due to the use of oils that do not meet Engine manufacturer's specifications;
9. Use of gasohol (fuel containing ethanol), containing methanol (fuel containing wood alcohol). Ethanol fuel E15 or E85 **is NOT** approved for use in Husqvarna products. Using E15 or E85 fuel will cause major engine damage which **is NOT** covered by this Husqvarna warranty. NOTE: Gasohol (fuel containing ethanol), which contains a maximum 10% ethanol (grain alcohol) is approved. The prescribed mixing ratio of gasoline to oil is 50:1 and is listed in the Husqvarna oil label and covered in your operator's manual.
10. Use of ether or any starting fluids;
11. Pressure cleaning or steam cleaning the product;
12. Use of spark plugs other than those meeting emission performance requirements listed in the operator's manual;
13. Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as listed in your operator's manual;
14. Operation of the unit with improperly installed/removed or modified cutting shields, guards, or safety devices;
15. Any removed/damaged air filter, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish, stale fuel, or any adverse reaction due to incorrect storage procedures;
16. Failures due to improper set up, pre-delivery service or repair service by anyone other than an authorized Husqvarna servicing dealer during the warranty period;
17. Dirt contaminated grease or oil, use of incorrect type of greases or oils, failure to comply with recommended greasing intervals, water or moisture damage, and/or improper storage;
18. Sprayers pumping or spraying caustic or flammable materials, lack of or broken strainers; or
19. Continued use of product, after initial operational problem or failure occurs.

Parts that were ordered incorrectly by the dealer or shipped incorrectly by Husqvarna are not considered "Warranty". They shall be returned as "parts return" through Customer Service Department. Warranty returns and parts returns are two different physical locations and parts returns will not arrive at the correct destination. Contact Customer Service for questions on the above, phone option #1.

## QUESTIONABLE FAILURES

Questionable failures (i.e., piston seizure, crankshaft bearing failure, etc.), or repeat failures on the same product with the same Customer require further investigation. Analyze the failure, the Customer usage habits, and any other pertinent information that could be causing the failure. Over a period of months your own warranty analysis experience will show you that some of these failures are related to Customer use, and/or abuse. For example, something as simple as an incorrect carburetor adjustment or a dull chain can cause the cylinder to fail. Be cautious in committing to any warranty work before you are sure the failure is due to "defects in workmanship." If a warranty dispute develops between the Customer and the Retailer, your Husqvarna Technical Services Department should be contacted for assistance. Parts, pictures, or the complete unit may be requested to assist with determining questionable failures.

## HUSQVARNA NON-WARRANTY CLAIMS

Husqvarna believes that it manufactures the best and safest power equipment in the world. Therefore, Husqvarna is fully committed to protecting retailers who, through no fault of their own, become involved in non-warranty claims of a customer which arise as a result of selling our products. It is our firm policy to protect a retailer who becomes involved in such claims who has done nothing more than sell a Husqvarna product in the normal course of business.

No manufacturer can assume responsibility for, nor insure against, the wrongful acts of its retailers. For this reason, Husqvarna urges all of its retailers to maintain their own liability insurance which would respond to non-warranty claims from a customer. Husqvarna maintains liability insurance which will insure an authorized retailer against most customer claims unless they involve allegations that the retailer committed wrongful acts. This insurance coverage is likely to be in effect for all such retailers regardless of whether a Certificate of Insurance verifying this coverage has been issued to the retailer. Certificates of Insurance are available from Husqvarna upon request.

Obviously, it is not possible to identify every conceivable example of a prospective wrongful act by a retailer which would preclude Husqvarna from protecting such retailer from non-warranty claims asserted by a customer. It has been Husqvarna's experience that the most common of such acts committed by a retailer are as follows:

1. The retailer fails to furnish the Owner's Manual and the current Operator's Safety Manual to the customer at the time of purchase together with the applicable tool kit, accompanying accessories and appropriate instructions.
2. The retailer fails to make sure that all warning decals are affixed to the saw powerhead and accessories.
3. The retailer sells the product "in the box" without approved cutting equipment and proper setup instructions or fails to mount the Husqvarna and ANSI B175.1 authorized bar and chain.
4. The retailer fails to make proper repairs or makes unauthorized modifications or alterations to the product.
5. The retailer makes to the customer false or misleading claims or warranties not authorized by Husqvarna.

To assist Husqvarna in fulfilling its policy to protect, whenever possible, the retailer from non-warranty claims asserted by a customer and arising from selling Husqvarna products in the normal course of business, the retailer must promptly forward a copy of such claims or lawsuits to Attn: Warranty Dept., Husqvarna, 9335 Harris Corners Blvd, Ste 500, Charlotte, NC 28269. Husqvarna also recommends that the retailer promptly forward a similar copy to the retailer's insurance carrier.

## SHIPPING DAMAGES

**Shipping damage must be filed with the carrier upon receipt of shipment. For hidden shipping damage, please contact Husqvarna's technical services department for pre-authorization. Authorized warranty repairs of hidden shipping damage require photographs of damaged components. Photo/files can be attached to the warranty claim in the web warranty system.**

## WARRANTY PROCEDURES/REIMBURSEMENT

1. Warranty labor reimbursement will be paid according to the Flat Rate Guide, except as required by applicable local law. Each specific repair is listed by product and the allowable repair time is given in units.
- \*2. All retailers will be reimbursed based on their warranty certification status and most current registered hourly shop labor rate. Each retailer is required to complete the Hourly Shop Rate Registration form, (PG 12) and return to Husqvarna Warranty Services. Existing Husqvarna retailers which have a current rate registered with Husqvarna Warranty Services are not required to re-submit. Adjustments to hourly shop rate registration can be submitted once every 12 months.
3. Warranty repairs **exceeding 50% of the retail list** of Handheld models require an authorization from dealer technical service (See form on PG 13). Repair estimates above this value will be subject to a return authorization for evaluation of the unit. Warranty activity, repair, or replacement will be determined upon inspection of the unit. (Complete unit must be returned upon request.)
4. **USA ONLY** - Parts replaced under valid warranty repairs will be reimbursed to the retailer at Retail price less 15% in effect at the time of the claim submission or as provided by applicable local law on a per state basis. Certified retailers will be reimbursed at retail price, except on zero turn mowers (commercial and consumer) and specialty turf parts at 15% off list. Accessories are paid at dealer cost (bars, chains, etc.)
5. **CANADA ONLY** – Warranty parts and labor reimbursement will be paid at Retailer Warranty Certification Level as indicated on the Canadian 2013 All Year Program. (See page 11 for details).
6. **Shipping charges and handling fees for ordered warranty repair parts, including, but is not limited to, replacement mower decks, transmissions, hydraulic pumps, hydraulic wheel motors, gearboxes, seats, hoods, etc..., is the responsibility of the retailer.**
7. **USA ONLY** - Certified retailers will be eligible to receive an “After Deliver Allowance” reimbursement for after delivery adjustments performed on units not originally sold within the servicing retailer sales channel. This one time labor allowance can be claimed by standard warranty procedure. Customer and delivery information must be completed accurately and in full for reimbursement to be processed.  
**A.D.A Flat Rates (A.D.A cannot be claimed for in stock or store owned units)**

Hand Held	.3 hours P/N 990 50 50-50
Walk Mowers	.3 hours P/N 990 50 50-51
Tractors	.5 hours P/N 990 50 50-52
8. **CANADA ONLY** - Canada does not have an “After Delivery Allowance” reimbursement. For Canada Pre Delivery Inspection program, contact Canadian Customer Service, Option #1.
9. **USA ONLY** - Certified retailers will be eligible to receive a Pick Up and Delivery Allowance on Tractors, Consumer Zero Turn Mowers (RZ, MZ and EZ) and Snow Throwers (Wider Than 23"). Consumer Delivery only, not for use with National Retailers. This is an assistance program with a flat fee of \$50 for repairs performed within the first 30 days of the warranty period. P/N 990 50 50-07. Warranty department will have to add dollar amount to warranty claim.  

**\*\*\* Exceptions for pickup and deliver allowance outside of the first 30 days**  
**require an authorization number.\*\*\***
10. Pre-Approval Requirement
  1. RGA (Returned Goods Authorization) for product evaluation prior to consideration of replacement due to failure.
  2. Pre-approval required prior to replacement of Hydro pump during the 2nd year of warranty.  
Pumps require rebuild kits except for catastrophic failure.

\*\*NOTE: Pump manufacturer responsible for 1st two years of warranty - Hydrogear

  3. Parker Pump and Wheel Motors require failure analysis to be attached to unit and warranty submission.
  4. Wheel motors prior to warranty replacement. Wheel motors require rebuild kits except for catastrophic failure.

**Units sent in with oil and fuel will be charged a \$8.00 hazardous waste disposal fee.**



### WARRANTY PROCEDURES/REIMBURSEMENT (continued)

#### WARRANTY PARTS RETURN (USA)

For non-certified dealers, the following parts will need to be sent back along with the warranty claim(s), Carburetors, Fuel Tanks, Safety Apparel (attach digital photo to claim in lieu of actual product), Short Blocks, and Ignition Modules. Non-certified Retailers are responsible for return freight.

Ship to:

<b>UNITED STATES</b> Attn:Warranty/Service Shop EMO Trans 7600 Statesville Road, Ste. M Charlotte, NC 28269
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Certified retailers are not required to automatically return warranty parts and are only required to return parts requested by Husqvarna's Warranty Services Department. Parts replaced under warranty can be requested for return up to 60 days following claim payment. Parts requested for return must be received within 10 business days. Parts not received within 15 business days will void claim status and result in forfeiture of full claim amount. All other parts must be retained at the retailer dealership for 60 days following warranty payment.

**FED-EX CALL TAG - NOTE:** For parts that are requested to be returned, a FedEx call tag will be issued automatically by the Warranty Department. You do not have to call for the initial call tag. This will be done electronically and the FedEx driver will attempt to pick up the package three (3) times. This is at no charge to you. After FedEx makes three (3) attempts, you will be responsible for return shipping at your own cost. It is very important that the retailer retains their tracking information in the event tracking a package is necessary. It is the responsibility of the retailer to contact FedEx if tracking is necessary.

#### WARRANTY PARTS RETURN (CANADA)

For non-certified dealers, the following parts will need to be sent back along with the warranty claim(s), Carburetors, Fuel Tanks, Safety Apparel (attach digital photo to claim in lieu of actual product), Short Blocks, and Ignition Modules. Non-certified Retailers are responsible for return freight.

Ship to:

<b>CANADA :</b> Attn:Warranty/Service Shop 850 Matheson Blvd West, Unit 1 Mississauga, ON L5V 0B4
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Certified retailers are not required to automatically return warranty parts and are only required to return parts requested by Husqvarna's Warranty Services Department. Parts replaced under warranty can be requested for return up to 60 days following claim payment. Parts requested for return must be received within 10 business days. Parts not received within 15 business days will void claim status and result in forfeiture of full claim amount. All other parts must be retained at the retailer dealership for 60 days following warranty payment.

**WARRANTY PARTS RETURN (CANADA) (Continued)**

**SHIPPING NOTE:** For parts that are requested and/or required to be returned, Canadian Servicing Retailers should return parts using Purolator. Send packages freight collect using Husqvarna shipping account number for billing.

Purolator Account # 8544155 (CDR Division)

Purolator Account # 3456322 (CDA Division)

Locations where Purolator does not provide service please use DHL and send packages freight collect using Husqvarna shipping account number for billing.

DHL Account # P87292 (Only to be used for Regions without Purolator service)

It is very important that the retailer retains their tracking information in the event tracking a package is necessary. It is the responsibility of the retailer to contact the shipper if tracking is necessary.

Don't forget to include the incident number or RGA # on the outside of the package and a copy of the warranty claim form in a protective cover (envelope or plastic bag) in the package.

## WARRANTY CERTIFICATION INFORMATION

Payment to retailer for warranty labor service will be based on posted shop labor rate. Repair times are based on the Husqvarna “Flat Rate Schedule.” This schedule can be used as a general guide in determining repair times. Repairs which exceed the printed flat rate time must receive prior authorization from Husqvarna’s Technical Service Department before submitting a warranty claim. Husqvarna is not responsible for diagnostic labor time or for repairs exceeding the times provided in the flat rate labor schedule where prior authorization has not been provided.

### WARRANTY CERTIFICATION REQUIREMENT FOR 2013\*

A retailer must employ a technician who has passed the online update course found on HusqvarnaUniversity.com. Course availability is expected by February 2013 and will allow warranty certification through May 1st, 2014 upon completion.

The warranty certification level must be renewed once annually, based on calendar year. Renewal can be accomplished by successfully completing the annual minimum warranty certification requirements as outlined by Husqvarna. Any retailer not currently “Registered” with their posted shop labor rate will receive the default rate of \$30.00 hourly for all labor used in performing authorized warranty repairs. In addition, any retailer not currently employing a Certified Husqvarna Technician or whose “Certified” status has expired will receive the default rate of \$30.00 hourly for all labor used in performing authorized warranty repairs.

**USA ONLY: Non-warranty certified dealers will be reimbursed at COST PLUS 15% on all spare parts** used in performing authorized warranty repairs or as provided by applicable local law.

***USA & CANADA Unit and accessory replacement reimbursement will be at retailer cost.***

Husqvarna pays a maximum of \$30.00 per hour for non-warranty certified locations and posted shop labor rate for certified servicing locations, based on the retailer status of **Warranty Certification and Labor Rate Registration** or as provided by applicable local law on a per state basis. In order to be eligible for warranty reimbursement at a posted shop labor rate, the following criteria must be met and maintained:

- A retailer must register their posted shop labor rate with Husqvarna Warranty Services. This is done by completing the **Retailer Labor Rate Registration Form (PG 12)** and returning this form to Husqvarna Warranty Services. The form must be filled out completely and 3 invoiced copies from retail paying customers from 3 different brands, clearly showing the Shop Labor Rate. This is a one-time registration unless an increase in the hourly shop labor rate is requested.
- Changes for hourly shop labor rate may be requested only once each twelve-month period and must be submitted following initial registration guidelines.
- Husqvarna reserves the right to audit labor rates and adjust accordingly to market conditions. There is a 10% cap in place for increase per year for the retailers surrounding market area and the increase cannot exceed the area average by 10%.

\* NEW FOR CANADA 2013

## Husqvarna Posted Shop Labor Rate Registration

Dealer Name \_\_\_\_\_ Dealer Number \_\_\_\_\_

Address:  
Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code/Postal Code \_\_\_\_\_ Country \_\_\_\_\_

New Registration

Adjustment

3 invoiced copies from retail  
paying customers from 3 different brands,  
clearly showing the Shop Labor Rate  
to [huskytech@mailnj.custhelp.com](mailto:huskytech@mailnj.custhelp.com)  
*In subject line, please include "Labor Rate Registration  
and **account number**"*

*I certify that the Shop Labor Rate is as indicated on attached invoices and is also conspicuously posted for the general public to view and accurately represents the hourly shop labor rate charged to the general public in effect on the date listed below in the business listed above.*

Authorized Signature \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

## 2013 \*\*\* Handheld Product Replacement Form \*\*\* 2013

This form should be used when Husqvarna suggested list price of the repair parts combined with the cost of flat rate labor exceeds 50% of Husqvarna suggested retail price of the product.

1. Customer must be original owner with dated sales receipt showing product purchased as new.
2. Must call Technical Services to discuss repair options. If determined to be warranty, Technical Services will issue an authorization to replace the unit. Please have all applicable information prior to calling: model #, bar length, s/n, date of purchase, etc.
3. Dealer should enter a WebWarranty claim, complete as normal and be sure to include the authorization number. Include Customer's information on Warranty claim. **NOTE: If claim is not by entered by Retailer into WebWarranty, Retailer will NOT be paid labor.**
4. Labor amount, 5 units of labor = 30 minutes. Enter part number 990 50 50-06 for the part number for a complete unit. Note: The dollar amount will show as \$0.00. The dollar amount will be populated upon receipt of this completed form and warranty claim submission. Reimbursement is at dealer cost for product replacement.
5. Remove serial tag from old product and attach to this form. **NEW OPTION: Take an electronic picture (scan, digital photo) of inside dotted area of form or scan entire form and attach to "file attachment" on the warranty claim instead of mailing this form (dealer then agrees to store physical form for 6 months after submission). Attachment must be legible in order to be accepted.**
6. Replacement unit carries remaining original warranty or 30 days, whichever is longer.
7. Perform PDI on the new unit and register product online.

NEW OPTION: Take electronic picture of inside dotted area and attach to "file attachment" of WebWarranty claim			
Authorization # (Ex: xxxxxx-xxxxxx)		Replacement Unit Information:	
WebWarranty Claim #			
Dealer #			
Dealer Name		New Model #	
		New Serial #	
Customer Name			
Model #			
Serial Number			
Date of Purchase			

PLEASE ATTACH  
SERIAL NUMBER  
TAG HERE

Removing the serial number / product tag from the old product, you are acknowledging that this product is no longer operable and will be destroyed. Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

## REPLACEMENT PART WARRANTY

Husqvarna genuine parts installed on Husqvarna products with warranty coverage are warranted for 90 days consumer / 30 days commercial and/or rental or the duration of the product's warranty, whichever is longer.

Warranty claims for any such failed part are handled as normal Husqvarna warranty except that the part purchase date should be entered in the "DATE SOLD" section of the warranty claim form. "Replacement Part" or "Separate Part" must also be written along with the reason for failure. Any new stock part found to be defective must have the model number on the claim for processing.

Labor is not included under normal circumstances. Call Technical Support for an authorization number if labor is needed.

## REPLACEMENT BATTERIES

All wheeled goods battery warranty; six (6) months free replacement. This applies to all lawn tractors, yard tractors, garden tractors, HUV (gas and diesel models only), and commercial equipment.

<u>Time Period</u>	<u>Dealer Reimbursement</u> (credit only)	<u>Customer Cost</u>
0-6 months	\$45.00	\$0.00
7 months	\$40.00	\$5.00
8 months	\$35.00	\$10.00
9 months	\$30.00	\$15.00
10 months	\$25.00	\$20.00
11 months	\$20.00	\$25.00
12 months	\$15.00	\$30.00

### \*\*NEW INSTRUCTIONS FOR FILING BATTERY WARRANTY CLAIMS\*\*

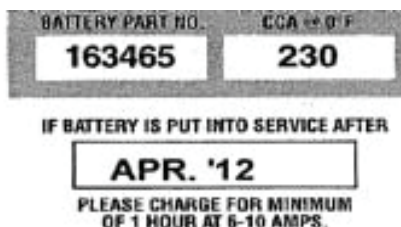
Retailers should source batteries locally from stores such as Interstate, Auto Zone, Advance, NAPA, or Exide battery stores. Maximum retailer credit for cost (0-6 month replacement) will be \$45.00. Please use part # 699 00 00-02 on the warranty claim tag so credit may be issued.

**NOTE: Batteries are NOT to be returned.** Retailer shall dispose of them according to local Environmental ordinances. Battery disposal is the responsibility of the retailer. A photograph is NOT necessary for credit to be issued.

### BATTERY FORM INSTRUCTIONS:

- 1) Form must be completed and attached to Warranty Claim. Warranty Claims for batteries on Riding Mowers, Walk Mowers, and Zero Turn Mowers must be submitted in Web Warranty.
- 2) Submit warranty claim in Web Warranty
- 3) Peel decal off of battery and attach to form.
- 4) List submitted warranty claim number and dealer account number on the form.
- 5) Invoice for replacement battery must be submitted. Invoice can be submitted electronically with the Warranty Claim or a hard copy can be attached to this form when mailed.
- 6) Example of decal shown below: MUST BE ORIGINAL DECAL FROM EACH BATTERY

**CALIFORNIA PROPOSITION 65 WARNING:** Batteries, battery posts, terminals and related accessories contain lead and lead compounds, and other chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. WASH HANDS AFTER HANDLING.  
3-6764



## BATTERY WARRANTY CLAIM FORM

Dealer Account # \_\_\_\_\_ Dealer Name \_\_\_\_\_

<h3>Please Attach Original Battery Decal Here</h3>	<p>Claim # _____</p> <p>Model # _____</p> <p>S/N _____</p>
--	--

***NOTE: If claim is not by entered by Retailer into WebWarranty, Retailer will NOT be paid labor.***

**NEW OPTION:** Take an electronic picture (scan or digital photo) of this form and attach to “file attachment” of the warranty claim instead of mailing this form, (dealer agrees to store physical form for 6 months after submission.)  
By removing decal from battery you are acknowledging that this battery is no longer in use and will be recycled.

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

<h3>Please Attach Invoice for Replacement Battery Here:</h3>
--

# SERIAL NUMBER LOCATIONS

### Chain Saw Models 136 & 141

**Serial Number**  
 2003 (Year of Manufacture)  
 30 (Week of Year)  
 01212 (Production Number)



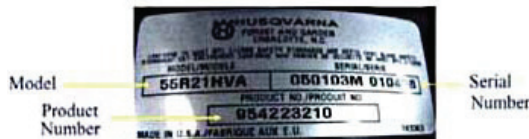
### YTH & GTH Side Discharge Tractors

**Serial Number**  
 02 (Month of Manufacture)  
 21 (Day of Month)  
 04 (Year of Manufacture)  
 B (Production Line)  
 004475 (Unit Number)



### Walk Behind Mowers

**Serial Number**  
 05 (Month of Manufacture)  
 01 (Day of Month)  
 03 (Year of Manufacture)  
 M (Production Line)  
 010408 (Unit Number)



### Compact HUV

**Serial Number**  
 06 (Year of Manufacture)  
 05 (Week of Manufacture)  
 598039 (Production Number)



### Zero Turn Mower

**Serial Number**  
 04 (Year of Manufacture)  
 10 (Week of Manufacture)  
 15190 (Unit Number)



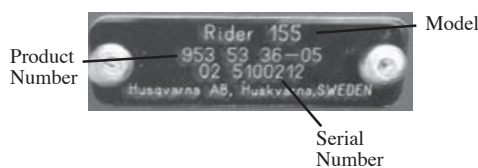
### Snow Blowers

**Serial Number**  
 06 (Month of Manufacture)  
 17 (Day of Month)  
 03 (Year of Manufacture)  
 M (Production Line)  
 000003 (Unit Number)



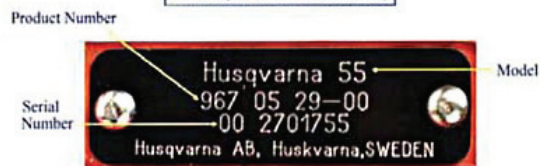
### Swedish Rider

**Serial Number**  
 02 (Year of Manufacture)  
 51 (Week of Manufacture)  
 00212 (Production Number)



All Husqvarna hand-held product and Swedish Riders except chain saw models 136 & 141 and backpack blowers.

**Serial Number**  
 00 (Year of Manufacture)  
 27 (Week of Manufacture)  
 01755 (Production Number)





**Effective January 1, 2013, Husqvarna will NO LONGER ACCEPT paper warranty claim forms.\***  
All warranty claims must be submitted on the Web Warranty web site.

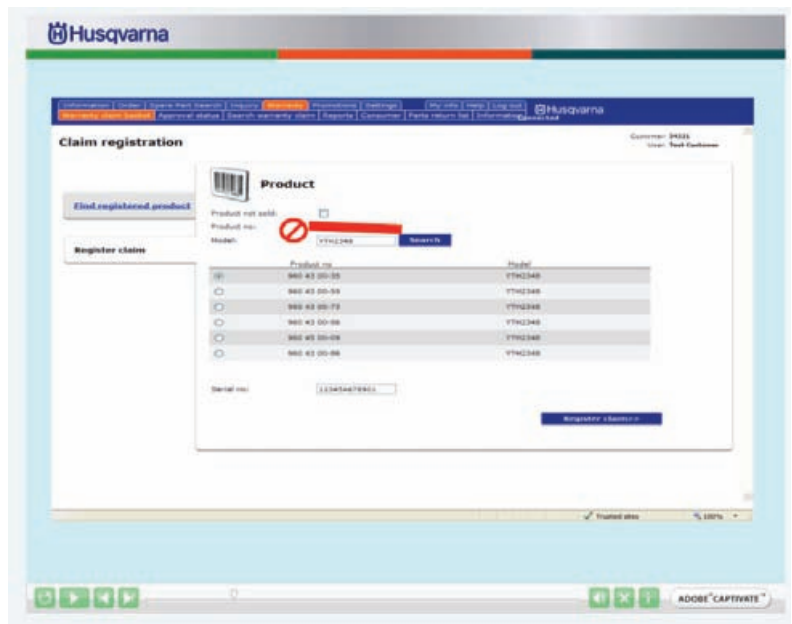
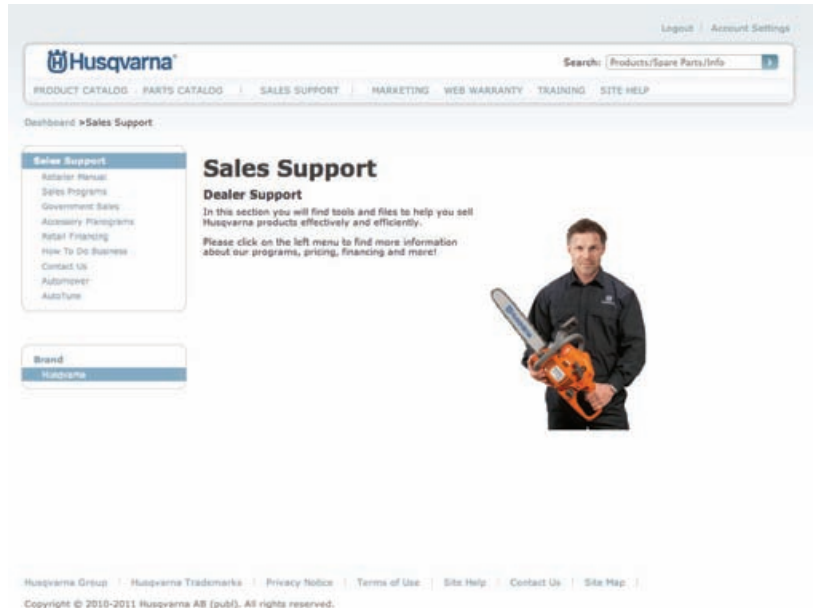
**NOTE:** Poulan/WeedEater: ServiceBench paper claims may still be sent to ServiceBench, PO Box 1450, Deposit NY 13754 for processing until further notice.

### WEB WARRANTY

To view an instructional video on how to file a warranty claim please go to:

**power.husqvarnagroup.com (USA) or support.husqvarna.ca (Canada)**  
and log in with your user name and password.

- Click “Sales Support
- Click “How to Do Business”
- Click “How to Use Web Warranty”



### TIME LIMITS FOR FILING CLAIMS

From the day the warranty repair is complete, the Retailer has 30 days to submit the claim to Husqvarna. Claims not submitted within 30 days will be denied.

\* NEW FOR 2013

## THIRD PARTY WARRANTY ITEMS (USA) ENGINES, TRANSAXLE SERVICE AND WARRANTY

When handling a warranty repair for any of these companies, you need to follow their warranty procedures and file the claim directly with them for reimbursement. For information on these, please review the following. If you don't know the respective distributor in your area, call the number listed. If, after you've followed these guidelines, you run into problems, Husqvarna Technical Services will be glad to provide assistance.

The engine (**except: LCT, RATO and LONCIN**) and transaxle companies insist that warranty repairs to their engines and drive systems be made by their Authorized retailers. These companies conduct training and certify their technicians. All of the companies have several programs available to retailers through their distributors.

If you choose not to be an authorized service retailer for any of these companies, the procedure is for the retailer to take the product in question to an authorized repair retailer who will make the repair and file warranty. We will intervene when problems arise but we must respect the programs and agreements that are in place.

When retailers call us with problems and questions about engines and drive systems we try to answer questions to the best of our abilities. When we don't know the answer or policy used by that distributor, we ask you to call the company or its distributor who can give you an immediate answer. This shortens the time involved to resolve the problems so that our customers unit is back in service quickly. If you ask for additional help in dealing with a distributor or manufacturer we are always willing to work "in our retailers best interest."

**Agri-Fab Accessories/Attachments** **(217) 728-8388**

Parts purchased from Agri-Fab  
Few parts at Husqvarna  
Warranty submitted to Agri-Fab

**Briggs & Stratton Engines** **(414) 259-5333**

Must be authorized  
Parts purchased from B&S distributor - no parts at Husqvarna  
Distributor has Technical Service help  
Warranty submitted to B&S

**Briggs & Stratton Power Products** **(800) 743-4115**

Must be authorized  
Generators  
Warranty submitted to B&S Power Products

**Honda Engines** **(800) 426-7701**

Must be authorized  
Parts purchased from Honda distributor - no parts at Husqvarna  
Distributor has Technical Service help  
Warranty submitted to Honda

**Hydrogear Transaxles & Pumps** **(800) 367-6820**

Parts and units purchased from Hydrogear distributor - no parts at Husqvarna, limited re-build kits are available  
Replacement transaxles and pumps are available at Husqvarna - Husqvarna part numbers - authorization required for Husqvarna warranty  
Warranty submitted to Hydrogear for whole units

\*\* CONTINUES ON NEXT PAGE \*\*

**Kawasaki Engines****(877) 608-6088**

Must be authorized  
Parts purchased from Kawasaki distributor - no parts at Husqvarna  
Distributor has Technical Service help  
Warranty submitted to Kawasaki

**Kohler Engines****(920) 457-4441**

Must be authorized  
Parts purchased from Kohler distributor - no parts at Husqvarna  
Distributor has Technical Service help  
Warranty submitted to Kohler

**McCulloch / Poulan Pro** - Products sold by a Husqvarna retailer and that are listed in the Husqvarna Retailers 2013 Sales Retailer Manual and Husqvarna price lists; the warranty is handled by the retailer and filed through Web Warranty. Warranty statements for these products will be posted on the [husqvarnaretailer.com](http://husqvarnaretailer.com) website.

**Tecumseh Engines****Contact Distributor**

Must be authorized  
Parts purchased from Tecumseh distributor - no parts at Husqvarna  
Distributor has Technical Service help  
Warranty submitted to Tecumseh

*Distributors are: Power Equipment, Central Power Distributors, W.J. Connell, Billious Inc, Medart Inc., RBl Corporation, Engines Southwest*

**Tuff Torq**

*(replacement transaxles for warranty repair, contact Husqvarna Technical Services for authorization)*

If you require internal Service Parts for Tuff Torq transaxles contact:

Tuff Torq Aftermarket Services

6041 Hunter Road

Talbott, TN 37877

Ph 866.572.3441

[customerservice@tufftorq.com](mailto:customerservice@tufftorq.com)

**THIRD PARTY WARRANTY ITEMS (CANADA)  
ENGINES, TRANSAXLE SERVICE AND WARRANTY**

**Briggs & Stratton Engines, Hydro-Gear Transmissions:**

Distributed in Canada by Powersource Canada

Web: <http://www.powersourcecanada.ca>

Address: 2815 Bristol Circle, Unit 1      300-1628 Derwent Way  
Oakville, ON L6H 6X5      Delta, BC V3M 6R9

Phone: (905) 829-0006      (800) 663-9700

Fax: (905) 829-8611      (800) 563-1361

**Honda Engines**

Distributed in Canada by Honda Canada

Web: <http://www.honda.ca/enginesEng/default.htm>

Address: 715 Milner Avenue  
Toronto, ON M1B 2K8

Phone: (888) 9-HONDA-9, (1-888-946-6329)

**Kawasaki and LCT Engines**

Distributed in Canada by Stens Canada

Web: <http://www.pepdepot.com/>

Phone: (877) 439-3331

Fax: (800) 280-1306

Email: [info@powersourcecanada.ca](mailto:info@powersourcecanada.ca)

**Kohler Engines, Tecumseh Engines & Transmissions, Peerless Transmissions:**

Distributed in Canada by Canada Power Technology

Web: <http://www.canadapowertech.com/>

Address: 101-10821 182nd St      161 Watline Ave      234 Migneron St.  
Edmonton, AB T5S 1J5      Mississauga, ON L4Z 1P2      Ville St-Laurent QC H4T 1Y7

Phone: (780) 453-5791      (905) 890-6900      (514) 731-3559

Fax: (780) 454-8377      (905) 890-0147      (514) 731-0064

**McCulloch / Poulan Pro** - Products sold by a Husqvarna retailer and that are listed in the Husqvarna Retailers 2013 Sales Retailer Manual and Husqvarna price lists; the warranty is handled by the retailer and filed through Web Warranty. Warranty statements for these products will be posted on the [power.husqvarnagroup.com](http://power.husqvarnagroup.com) website.

**Tuff Torq**

Distributed in Canada by ESF Equipment, Inc.

*(replacement transaxles for warranty repair, contact Husqvarna Technical Services for authorization)*

If you require internal Service Parts for Tuff Torq transaxles contact:

Web: [www.esfdirect.com](http://www.esfdirect.com)  
ESF Equipment Inc. (Tuff Torq Service Parts)  
6500, Armand-Viau  
Quebec City, Quebec G2C 2J6

**French: 800.463.4412**

**English: 877.373.7587**

Warranty coverage on any Husqvarna product is determined by the policy in force on the date the product was purchased by the retail customer. If in doubt regarding the coverage for a specific repair, please contact Technical Services for assistance.

## **\*\*\* Ignition Module Warranty - USA & Canada \*\*\***

### **1. Ignition module warranty: (USA Only)**

- a. Handheld units purchased after Mar 1, 1995 and through Dec 31, 2002, parts and labor for life time ignition module warranty. (one piece ignition module only)
- b. Handheld units purchased after Jan 1, 2003, **PARTS ONLY** after initial warranty has expired. (one piece ignition module only)
- c. Handheld units purchased after Feb. 1, 2010, **PARTS ONLY** after initial warranty has expired. (one piece ignition module only). Limited Lifetime warranty is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first.

### **2. Ignition module warranty: (USA & Canada – EFFECTIVE JAN. 1, 2012)**

Handheld units purchased after Jan 1, 2012, **PARTS ONLY** after initial warranty has expired. (one piece ignition module only). Limited Lifetime warranty is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first.

### **3. Ignition module warranty: (Canada Only)**

Please pay particular attention to the ignition module warranty as there have been a number of changes since 1998 in various regions of the country. If in doubt regarding the coverage for a specific repair, please contact Canada Technical Services for assistance.

### **4. Drive shaft / lifetime warranty parts and labor, began Mar 1, 1997. (USA Only)**

Units purchased after Feb. 1, 2010, **PARTS ONLY** after initial warranty period has expired. Limited Lifetime warranty is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first.

### **5. Drive shaft / lifetime warranty parts and labor: (USA & Canada – EFFECTIVE JAN. 1, 2012)**

Units purchased after Jan 1, 2012, **PARTS ONLY** after initial warranty period has expired. Limited Lifetime warranty is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first.

**HandHeld Products □ Limited Warranty**

Husqvarna warrants to the original retail purchaser that this Husqvarna □ product is **free from defects in material or workmanship** under normal use and maintenance from the date of retail purchase for the applicable Warranty Period shown on [Exhibit A](#). This Limited Warranty may not be transferred to any subsequent purchaser of this Husqvarna □ product. Certain components (e.g., engines and transmissions) are excluded from coverage, and other limitations apply, as described in this document. Husqvarna will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorized Husqvarna Servicing Dealer/Center using original OEM Husqvarna replacement parts, subject to the limitations and exclusions described below. Husqvarna does not offer an over-the-counter exchange program.

**DISCLAIMERS, LIMITATIONS AND EXCLUSIONS**

1. **WARRANTY DISCLAIMER.** THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY PROVIDED BY HUSQVARNA AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, EXCEPT AS MAY BE PROVIDED BY LAW. THIS WARRANTY IS GIVEN **ONLY** BY HUSQVARNA, AND MAY BE MODIFIED ONLY BY HUSQVARNA. THIS LIMITED WARRANTY IS THE FINAL EXPRESSION OF OUR AGREEMENT, AND IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THAT AGREEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BASED ON LOCALITY

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY. SOME LOCALITIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

3. **EXCLUSIVE REMEDIES.** SOME LOCALITIES, INCLUDING THE PROVINCE OF QUEBEC, DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR INJURY TO PERSON OR FOR DAMAGES RESULTING FROM THE FAULT OF THE MANUFACTURER AND/OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. AS SUCH, SOME OF THE FOLLOWING LIMITATIONS MAY NOT APPLY TO YOU. THE ABOVE REMEDIES ARE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF THIS LIMITED WARRANTY. NO OTHER REMEDY, INCLUDING, BUT NOT LIMITED TO ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, FOR LOST PROFITS, LOST SALES, INJURY TO PERSON OR PROPERTY, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL LOSS SHALL BE AVAILABLE, AND ALL SUCH DAMAGES ARE HEREBY DISCLAIMED.

4. **Certain other components are NOT covered.** This Limited Warranty does not cover any of the following:

(a) *Expendable Parts.* This Limited Warranty does not cover general maintenance parts and items ("Expendable Parts"), including without limitation spark plugs, bulbs, filters, lubricants, starter cords, belts, blades, and blade adapters.

(b) *Emissions Control Components.* This limited warranty does not cover Emissions control equipment and components to the extent regulated by the U.S. Environmental Protection Agency or similar state, provincial or federal agencies. Such equipment and components are covered by a separate emission control warranty statement supplied with your new product. Please consult this separate warranty statement for details.

5. **Any COMMERCIAL, INSTITUTIONAL, AGRICULTURAL, INDUSTRIAL, INCOME PRODUCING, or RENTAL use will result in either No Warranty or a Shortened Warranty Period.** Depending on the product, there is either NO WARRANTY (whether statutory, contractual or otherwise) or a reduced warranty if the product is used for commercial, institutional, agricultural, industrial, income producing, or rental purposes and, in such circumstances, this Limited Warranty is offered instead of and replaces any warranty regime provided for by law. Please refer to [Exhibit A](#).

6. **Reconditioned or Refurbished Products have a 30 Day Limited Warranty.** Under this Limited Warranty, Certified Factory Reconditioned or Refurbished products have a 30 Day Limited Warranty for parts and labor for Non-Commercial Use. Products are only reconditioned at the Husqvarna Factory.

7. **Owner's (Your) Responsibilities.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including, following the preventative maintenance, storage, fuel and oil usages as prescribed in the enclosed operator's manual. For example, the following items are the Owner's responsibility and are **not** covered by this Limited Warranty:

- a. Set-up and pre-delivery service, and engine tune-ups;
- b. Adjustments after the first (30) thirty days of purchase and beyond, such as throttle cable, belt guides adjustments; and
- c. Preventative maintenance as outlined in the operator's manual.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorized Husqvarna servicing dealer prior to any further use.

8. **Damages resulting from normal aging, wear and tear or neglect are NOT covered.** The Limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered.

- (a) Abrasion to mower decks;
- (b) Tires damaged by external punctures;
- (c) Natural discoloration of materials due to ultraviolet light;
- (d) Damage to cutting equipment by way of contact with, rocks, or other non-approved materials and/or structures;

In addition, this Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:

- (e) Failure to provide or perform required maintenance services as prescribed in the operator's manual;
- (f) Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, use of unauthorized attachments, Lack of lubrication or engine failure, due to the use of oils that do not meet Engine manufacturer's specifications;
- (g) Use of gasohol (fuel containing ethanol), containing methanol (fuel containing wood alcohol). Ethanol fuel E15 or E85 is **NOT** approved for use in Husqvarna products. Using E15 or E85 fuel will cause major engine damage which is **NOT** covered by this Husqvarna warranty. NOTE: Gasohol (fuel containing ethanol), which contains a maximum 10% ethanol (grain alcohol) is approved. The prescribed mixing ratio of gasoline to oil is 50:1 and is listed in the Husqvarna oil label and covered in your operator's manual.
- (h) Use of ether or any starting fluids;
- (i) Pressure cleaning or steam cleaning the product;
- (j) Use of spark plugs other than those meeting emission performance requirements listed in the operator's manual;
- (k) Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as listed in your operator's manual;
- (l) Operation of the unit with improperly installed/removed or modified cutting shields, guards, or safety devices;
- (m) Any removed/damaged air filter, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish, stale fuel, or any adverse reaction due to incorrect storage procedures;

- (n) Failures due to improper set up, pre-delivery service or repair service by anyone other than an authorized Husqvarna servicing dealer during the warranty period;
- (o) Dirt contaminated grease or oil, use of incorrect type of greases or oils, failure to comply with recommended greasing intervals, water or moisture damage, and/or improper storage;
- (p) Sprayers pumping or spraying caustic or flammable materials, lack of or broken strainers; or
- (q) Continued use of product, after initial operational problem or failure occurs.

#### HOW TO OBTAIN SERVICE

9. **Authorized Husqvarna Servicing Dealer/Center.** In order to obtain warranty coverage it is your responsibility (at your expense) to deliver or ship your Husqvarna unit to an authorized Husqvarna Servicing Dealer/Center and arrange for pick-up or return of your unit after the repairs have been made. If you do not know the location of your nearest authorized Husqvarna Servicing Dealer, call Husqvarna, at 1-800-487-5951 during the hours of 8:00 AM to 8:00 PM Eastern Standard Time, or visit [www.husqvarna.com](http://www.husqvarna.com). Should you require assistance or have questions concerning this Limited Warranty, you may contact us at 800-487-5951 (US) or 800-805-5523 (Canada) during the hours of 8:00 AM to 8:00 PM Eastern Standard Time or contact us through the web at [www.husqvarna.com](http://www.husqvarna.com).

10. **Documentation Required.** You must maintain and present Proof of purchase (including date, product model and, if applicable, engine serial number) to an authorized Husqvarna Servicing Dealer for warranty service under this Limited Warranty. Proof of purchase rests solely with you. Husqvarna encourages you to register your product online at [www.usa.husqvarna.com](http://www.usa.husqvarna.com) (US & Canada) to help ensure, among other things, that you can be notified of important product information. However, registering your product is not a condition of warranty service.

*Husqvarna Professional Products, NA, Inc.  
9335 Harris Corners Parkway, Suite 500, Charlotte, NC28269*

575 49 43-03 W 2013

Product/Component	Consumer (personal, household use only)	Commercial (any commercial, professional, agricultural, institutional or income producing use, other than Rental Use)	Rental (any rental usage)
<b>Chain Saws</b>			
Electric (316E)	2 Years	90 days	90 days
Non "XP" and Non "T" models (gas)	2 Years	90 days	90 days
"XP" and "T" models (gas)	2 Years	6 Months	90 days
Limited Lifetime Ignition Module Warranty	* (7 years)	* (7 years)	* (7 years)
<b>Power cutters</b>			
Electric (K3000)	90 days	90 days	90 days
K960, K1250	90 days	90 days	90 days
K750, K750 with OIL GUARD, K760, K970	1 Year	1 Year	90 days
Limited Lifetime Ignition Module Warranty	* (7 years)	* (7 years)	* (7 years)
Power cutter accessories (excludes all abrasive wheels, diamond blades, & wire joint brush)	60 days	30 days	30 days
<b>Trimmers / Detachable Trimmers / Attachments / Edgers / Brushcutters / Hedgetrimmers / Blowers / Pole Saws / Pole Hedgetrimmers</b>			
<b>100 Series Line Trimmers</b>	<b>2 Years</b>	<b>90 days</b>	<b>90 days</b>
Attachments (Split boom models)	2 Years	90 days	90 days
<b>223L, 224L, 323L Line Trimmers</b>	<b>2 Years</b>	<b>1 Year</b>	<b>90 days</b>
Attachments (Split boom models)	2 Years	1 Year	90 days
<b>All other product listed in this category.</b>	<b>2 Years</b>	<b>2 Years</b>	<b>90 days</b>
Attachments (Split boom models)	2 Years	2 Years	90 days
Limited Lifetime Ignition Module Warranty	* (7 years)	* (7 years)	* (7 years)
Limited Lifetime Trimmer Drive Shaft Warranty	** (7 years)	** (7 years)	** (7 years)
<b>Forestry Clearing Saws</b>			
545Fx/Fxt, 555Fx/Fxt	2 Years	2 Years	90 days
Limited Lifetime Ignition Module Warranty	* (7 years)	* (7 years)	* (7 years)
Limited Lifetime Trimmer Drive Shaft Warranty	** (7 years)	** (7 years)	** (7 years)
<b>Sprayers / Ice Augers</b>			
Backpack or HandHeld	2 Years	1 Year	90 days
<b>Spare Parts &amp; Accessories (if purchased)</b>			
Accessories (e.g., bars, chains, carrying cases, trimmer heads, trimmer guards, personnel protective equipment, etc.)	90 days	30 days	30 days
Parts (e.g., starter covers, starter springs, etc.)	90 days	30 days	30 days
<b>Spare Parts &amp; Accessories (if replaced in Warranty Service)</b>			
Replacement parts and/or accessories provided under this Limited Warranty are warranted only for the BALANCE of the warranty period applicable to the part or accessory that was replaced.	90 days	30 days	30 days
	<b>Consumer</b>	<b>Commercial</b>	<b>Rental</b>

\* "Limited Lifetime Warranty" on **Ignition Modules** is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first. **Parts only warranty after the initial warranty period ends.**

\*\* "Limited Lifetime Warranty" on **Trimmer Drive Shafts** is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first. **Parts only warranty after the initial warranty period ends. Excluded from the "Limited Lifetime Warranty" are Pole Saws and Pole Hedgetrimmers.**

### Consumer Wheeled Products - Limited Warranty

Husqvarna warrants to the original retail purchaser that this Husqvarna □ product is **free from defects in material or workmanship** under normal use and maintenance from the date of retail purchase for the applicable Warranty Period shown on Exhibit A. This Limited Warranty may not be transferred to any subsequent purchaser of this Husqvarna □ product. Certain components (e.g., engines and transmissions) are excluded from coverage, and other limitations apply, as described in this document. Husqvarna will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorized Husqvarna Servicing Dealer/Center using original OEM Husqvarna replacement parts, subject to the limitations and exclusions described below. Husqvarna does not offer an over-the-counter exchange program.

#### DISCLAIMERS, LIMITATIONS AND EXCLUSIONS

1. **WARRANTY DISCLAIMER.** THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY PROVIDED BY HUSQVARNA AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, EXCEPT AS MAY BE PROVIDED BY LAW. THIS WARRANTY IS GIVEN **ONLY** BY HUSQVARNA, AND MAY BE MODIFIED ONLY BY HUSQVARNA. THIS LIMITED WARRANTY IS THE FINAL EXPRESSION OF OUR AGREEMENT, AND IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THAT AGREEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BASED ON LOCALITY

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY. SOME LOCALITIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

3. **EXCLUSIVE REMEDIES.** SOME LOCALITIES, INCLUDING THE PROVINCE OF QUEBEC, DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR INJURY TO PERSON OR FOR DAMAGES RESULTING FROM THE FAULT OF THE MANUFACTURER AND/OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. AS SUCH, SOME OF THE FOLLOWING LIMITATIONS MAY NOT APPLY TO YOU. THE ABOVE REMEDIES ARE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF THIS LIMITED WARRANTY. NO OTHER REMEDY, INCLUDING, BUT NOT LIMITED TO ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, FOR LOST PROFITS, LOST SALES, INJURY TO PERSON OR PROPERTY, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL LOSS SHALL BE AVAILABLE, AND ALL SUCH DAMAGES ARE HEREBY DISCLAIMED.

4. **Engines, Transmissions and certain other components are NOT covered.** This Limited Warranty does not cover any of the following:

(a) *Engines and Attachments.* Except where otherwise indicated on Exhibit A, all Engines and Attachments are not covered by this Limited Warranty. In most cases, these items are NOT manufactured by Husqvarna in which case they may be covered separately by their respective manufacturer's warranties if one is provided and included with the product at the time of purchase. All such claims must be submitted and sent to the appropriate manufacturer or as otherwise directed in those separate warranties. Husqvarna is not authorized to handle warranty adjustments or repairs on engines manufactured by Briggs & Stratton, Honda, Kawasaki, or Kohler (with the exception of models equipped with LCT engines). Husqvarna does not assume any warranty obligation of the other manufacturers' engines under this Limited Warranty.

(b) *Transmissions.* Except where otherwise indicated on Exhibit A, Transmission / Transaxle (including Drive Systems) are not covered by this Limited Warranty. In most cases, these items are NOT manufactured by Husqvarna in which case they may be covered separately by their respective manufacturer's warranties if one is provided and included with the product at the time of purchase. The following transmission/transaxle manufacturers, Dana, Hydro-Gear, Tuff-Torq provide a warranty for the transmission/transaxle to the ultimate purchaser or to Husqvarna. Husqvarna will assign the transmission/transaxle manufacturer's warranty or any rights thereof to the original purchaser of the unit. To obtain transmission/transaxle warranty service, first contact the retailer who you purchased the unit from. Should you require assistance or have any questions concerning transmission/transaxle warranty coverage, contact Husqvarna directly at our website [www.husqvarna.com](http://www.husqvarna.com) or call 800-487-5951 (US) or 800-805-5523 (Canada) for an authorized Husqvarna service provider. All such claims must be submitted and sent to the appropriate manufacturer or as otherwise directed in those separate warranties. Husqvarna is not authorized to handle warranty adjustments or repairs on transmissions or transaxles. Husqvarna does not assume any obligations under this Limited Warranty for the above listed manufacturers (for exceptions - see Exhibit A).

(c) *Expendable Parts.* This Limited Warranty does not cover general maintenance parts and items ("Expendable Parts"), including without limitation spark plugs, bulbs, filters, lubricants, starter cords, belts, blades, and blade adapters.

(d) *Emissions Control Components.* This Limited Warranty does not cover Emissions control equipment and components to the extent regulated by the U.S. Environmental Protection Agency or similar state, provincial or federal agencies. Such equipment and components are covered by a separate emission control warranty statement supplied with your new product. Please consult this separate warranty statement for details.

5. **Any COMMERCIAL, INSTITUTIONAL, AGRICULTURAL, INDUSTRIAL, INCOME PRODUCING, or RENTAL use will result in either No Warranty or a Shortened Warranty Period.** Depending on the product, there is either NO WARRANTY (whether statutory, contractual or otherwise) or a reduced warranty if the product is used for commercial, institutional, agricultural, industrial, income producing, or rental purposes and, in such circumstances, this Limited Warranty is offered instead of and replaces any warranty regime provided for by law. Please refer to Exhibit A.

6. **Reconditioned or Refurbished Products have a 30 Day Limited Warranty.** Under this Limited Warranty, Certified Factory Reconditioned or Refurbished products have a 30 Day Limited Warranty for parts and labor for Non-Commercial Use. Products are only reconditioned at the Husqvarna Factory.

7. **Owner's (Your) Responsibilities.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including, following the preventative maintenance, storage, fuel and oil usages as prescribed in the enclosed operator's manual. For example, the following items are the Owner's responsibility and are **not** covered by this Limited Warranty:

- a. Set-up and pre-delivery service, and engine tune-ups;
- b. Adjustments after the first (30) thirty days of purchase and beyond, such as throttle cable, belt guides adjustments; and
- c. Preventative maintenance as outlined in the operator's manual.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorized Husqvarna servicing dealer prior to any further use.

8. **Damages resulting from normal aging, wear and tear or neglect are NOT covered.** The Limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered.



- (a) Abrasion to mower decks;
- (b) Tires damaged by external punctures;
- (c) Natural discoloration of materials due to ultraviolet light;
- (d) Damage to cutting equipment by way of contact with, rocks, or other non-approved materials and/or structures;

In addition, this Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:

- (e) Failure to provide or perform required maintenance services as prescribed in the operator's manual;
- (f) Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, use of unauthorized attachments, Lack of lubrication or engine failure, due to the use of oils that do not meet Engine manufacturer's specifications;
- (g) Use of gasohol (fuel containing ethanol), containing methanol (fuel containing wood alcohol). Ethanol fuel E15 or E85 is **NOT** approved for use in Husqvarna products. Using E15 or E85 fuel will cause major engine damage which **is NOT** covered by this Husqvarna warranty. NOTE: Gasohol (fuel containing ethanol), which contains a maximum 10% ethanol (grain alcohol) is approved. The prescribed mixing ratio of gasoline to oil is 50:1 and is listed in the Husqvarna oil label and covered in your operator's manual.
- (h) Use of ether or any starting fluids;
- (i) Pressure cleaning or steam cleaning the product;
- (j) Use of spark plugs other than those meeting emission performance requirements listed in the operator's manual;
- (k) Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as listed in your operator's manual;
- (l) Operation of the unit with improperly installed/removed or modified cutting shields, guards, or safety devices;
- (m) Any removed/damaged air filter, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish, stale fuel, or any adverse reaction due to incorrect storage procedures;
- (n) Failures due to improper set up, pre-delivery service or repair service by anyone other than an authorized Husqvarna servicing dealer during the warranty period;
- (o) Dirt contaminated grease or oil, use of incorrect type of greases or oils, failure to comply with recommended greasing intervals, water or moisture damage, and/or improper storage;
- (p) Sprayers pumping or spraying caustic or flammable materials, lack of or broken strainers; or
- (q) Continued use of product, after initial operational problem or failure occurs.

9. **Reinforced Stamped (Armor Protected) 10 Year Limited & Fabricated Limited Lifetime, Deck Warranties.** These Limited Warranties are for the deck shell only □ mechanical components/parts such as belts, pulleys, spindle housings, bearings, blades, rods, height adjusters, caster/anti scalp wheels etc □ are NOT covered. The Limited Lifetime Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered:

- (a) Abrasion to mower decks, including sand wear;
- (b) Damage to cutting equipment by way of contact with, rocks, or other non-approved materials and/or structures;
- (c) Rust and corrosion; and
- (d) Natural discoloration of paint or other materials due to ultraviolet light.

#### HOW TO OBTAIN SERVICE

10. **Authorized Husqvarna Servicing Dealer/Center.** In order to obtain warranty coverage it is your responsibility (at your expense) to deliver or ship your Husqvarna unit to an authorized Husqvarna Servicing Dealer/Center and arrange for pick-up or return of your unit after the repairs have been made. If you do not know the location of your nearest authorized Husqvarna Servicing Dealer, call Husqvarna, at 1-800-487-5951 during the hours of 8:00 AM to 8:00 PM Eastern Standard Time, or visit [www.husqvarna.com](http://www.husqvarna.com). Should you require assistance or have questions concerning this Limited Warranty, you may contact us at 800-487-5951 (US) or 800-805-5523 (Canada) during the hours of 8:00 AM to 8:00 PM Eastern Standard Time or contact us through the web at [www.husqvarna.com](http://www.husqvarna.com).

11. **Documentation Required.** You must maintain and present Proof of purchase (including date, product model and, if applicable, engine serial number) to an authorized Husqvarna Servicing Dealer for warranty service under this Limited Warranty. Proof of purchase rests solely with you. Husqvarna encourages you to register your product online at [www.usa.husqvarna.com](http://www.usa.husqvarna.com) (US & Canada) to help ensure, among other things, that you can be notified of important product information. However, registering your product is not a condition of warranty service.

*Husqvarna Professional Products, NA, Inc.  
9335 Harris Corners Parkway, Suite 500, Charlotte, NC28269*

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**Consumer Wheeled Limited Warranty Chart 2013**

Exhibit A

<b>Product/Component</b>	<b>Consumer (personal, household use only)</b>	<b>Commercial (any commercial, professional, institutional, agricultural, or income producing use, other than Rental Use)</b>	<b>Rental (any rental usage)</b>
<b>Riding Lawn Tractors:</b>			
Frame, Chassis, Front Axle	5 Years	No Warranty	No Warranty
Engine*	*	*	*
Transmission (if made by Husqvarna/Peerless)	3 Years	No Warranty	No Warranty
Transmission (if third party)**	**	**	**
XLS Models only - stamped deck shell. Armor Protected Limited Warranty	10 Years	No Warranty	No Warranty
Fabricated Deck shell. Limited Lifetime Warranty	***	No Warranty	No Warranty
Battery	1 Year Pro-rated	No Warranty	No Warranty
Other Non-Expendable Components	3 Years	No Warranty	No Warranty
<b>Residential Zero Turn Mowers (RZ Only)</b>			
Engine*	*	*	*
Transmission **	**	No Warranty	No Warranty
RZ4623 (967009801 & 967009802) RZ5426 (967003601 & 967003602) - stamped deck shell. Armor Protected Limited Warranty	10 Years	No Warranty	No Warranty
Fabricated Deck shell. Limited Lifetime Warranty	***	No Warranty	No Warranty
Battery	1 Year Pro-rated	No Warranty	No Warranty
Other Non-Expendable Components	3 Years	No Warranty	No Warranty
<b>Residential Zero Turn Mowers (EZ, MZ, M-ZT)</b>			
Engine*	*	*	*
Transmission** (EZ & MZ Zero Turn)	2 Years **	1 Year **	90 days
Transmission** (M-ZT Zero Turn)	2 Years **	2 Years **	90 days
MZ5424S, MZ5425S, MZ5424SR, stamped deck shell. Armor Protected Limited Warranty. Product # 967003902, 967003903, & 25021.	10 Years	No Warranty	No Warranty
Fabricated Deck shell. Limited Lifetime Warranty	***	No Warranty	No Warranty
Battery	1 Year Pro-rated	1 Year Pro-rated	No Warranty
Other Non-Expendable Components	3 Years	1 Year	No Warranty
<b>Snow Throwers, Tillers, LE475 Edger</b>			
Engine*	*	*	*
Auger Gearbox	5 Years	90 days	90 days
Other Non-Expendable Components	3 Years	90 days	90 days
Tiller Tines	***	No Warranty	No Warranty
<b>Walk Behind Mowers, High Wheel Trimmer</b>			
Engine*	*	*	*
Battery	1 Year Pro-rated	No Warranty	No Warranty
Other Non-Expendable Components	3 Years	No Warranty	No Warranty
<b>Hovering Trimmers</b>			
Engine*	*	*	*
Other Non-Expendable Components	2 Years	1 Year	90 days
<b>Front Mounted Deck Riders (120S, 220T, 322T)</b>			
Frame, Chassis, Front Axle	3 Years	No Warranty	No Warranty
Engine*	*	*	*
Transmission	**	No Warranty	No Warranty
Battery	1 Year Pro-rated	No Warranty	No Warranty
Other Non-Expendable Components	3 Years	No Warranty	No Warranty
<b>Cultivators</b>			
Battery	1 Year Pro-rated	No Warranty	No Warranty
Other Non-Expendable Components	2 Years	No Warranty	No Warranty
<b>Spreaders</b>			
Spreader	1 Year	1 Year	1 Year
<b>Robotic Mowers</b>			
Robotic Mower	2 Years	90 days	90 days
Battery	1 Year	1 Year	1 Year
	Consumer	Commercial	Rental

### Consumer Wheeled Limited Warranty Chart 2013

Exhibit A

Product/Component	Consumer (personal, household use only)	Commercial (any commercial, professional, institutional, agricultural, or income producing use, other than Rental Use)	Rental (any rental usage)
<b>Parts &amp; Accessories (if purchased)</b>			
Accessories (e.g., grass catcher, bumper guard accessories, etc.)	1 Year	No Warranty	No Warranty
Parts (e.g., belts, blades, etc.)	90 days	No Warranty	No Warranty
<b>Parts &amp; Accessories (if replaced in Warranty Service)</b>			
Replacement parts and/or accessories provided under this Limited Warranty are warranted only for the BALANCE of the warranty period applicable to the part or accessory that was replaced.	See to left	See to left	See to left
	<b>Consumer</b>	<b>Commercial</b>	<b>Rental</b>

\* See Separate Engine Manufacturer's or Manufacturer's warranty. LCT Engines on specific Snow Throwers & Tillers, warranty through Husqvarna.

\*\* See reference 4 (b) of the warranty statement.

RZ - Two (2) Year Consumer warranty, parts & labor, with Hydro-Gear Distributor network.

**EZ - One (1) Year Commercial warranty, parts & labor, with Husqvarna.**

Two (2) Year Consumer warranty, parts & labor, with Hydro-Gear Distributor network.

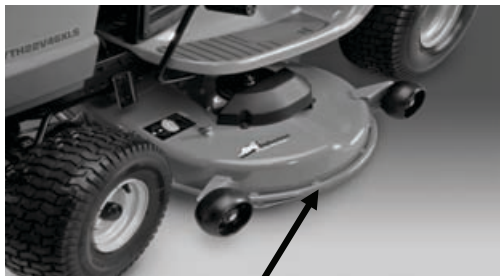
MZ - (ZT3100 Transmission) One (1) Year Commercial warranty, parts & labor, with Hydro-Gear Distributor network.

(ZT3100 Transmission) Two (2) Years Consumer warranty, parts & labor, with Hydro-Gear Distributor network.

M-ZT - (ZT3400 transmission) Two (2) Year warranty, parts & labor, with Hydro-Gear Distributor network.

\*\*\* "Limited Lifetime Warranty" on Tiller tines and Fabricated Deck shell is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first. Deck Shell replacement will be limited to a maximum of two (2) decks within the Limited Lifetime Warranty.

#### Armor Protected Stamped Deck Shell Example Below



Armor Protected Stamped Deck Shell Reinforced area

#### Fabricated Deck Shell Example Below



#### Stamped Deck Shell below, NOT reinforced



No reinforced area

### Commercial Wheeled Products □ Limited Warranty

Husqvarna warrants to the original retail purchaser that this Husqvarna □ product is free from defects in material or workmanship under normal use and maintenance from the date of retail purchase for the applicable Warranty Period shown on Exhibit A. This Limited Warranty may not be transferred to any subsequent purchaser of this Husqvarna □ product. Certain components (e.g., engines and transmissions) are excluded from coverage, and other limitations apply, as described in this document. Husqvarna will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorized Husqvarna Servicing Dealer/Center using original OEM Husqvarna replacement parts, subject to the limitations and exclusions described below. Husqvarna does not offer an over-the-counter exchange program.

#### DISCLAIMERS, LIMITATIONS AND EXCLUSIONS

1. **WARRANTY DISCLAIMER.** THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY PROVIDED BY HUSQVARNA AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, EXCEPT AS MAY BE PROVIDED BY LAW. THIS WARRANTY IS GIVEN ONLY BY HUSQVARNA, AND MAY BE MODIFIED ONLY BY HUSQVARNA. THIS LIMITED WARRANTY IS THE FINAL EXPRESSION OF OUR AGREEMENT, AND IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THAT AGREEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BASED ON LOCALITY

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY. SOME LOCALITIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

3. **EXCLUSIVE REMEDIES.** SOME LOCALITIES, INCLUDING THE PROVINCE OF QUEBEC, DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR INJURY TO PERSON OR FOR DAMAGES RESULTING FROM THE FAULT OF THE MANUFACTURER AND/OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. AS SUCH, SOME OF THE FOLLOWING LIMITATIONS MAY NOT APPLY TO YOU. THE ABOVE REMEDIES ARE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF THIS LIMITED WARRANTY. NO OTHER REMEDY, INCLUDING, BUT NOT LIMITED TO ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, FOR LOST PROFITS, LOST SALES, INJURY TO PERSON OR PROPERTY, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL LOSS SHALL BE AVAILABLE, AND ALL SUCH DAMAGES ARE HEREBY DISCLAIMED.

4. **Engines, Transmissions and certain other components are NOT covered.** This Limited Warranty does not cover any of the following:

(a) Engines and Attachments. Except where otherwise indicated on Exhibit A, all Engines and Attachments are not covered by this Limited Warranty. In most cases, these items are NOT manufactured by Husqvarna in which case they may be covered separately by their respective manufacturer's warranties if one is provided and included with the product at the time of purchase. All such claims must be submitted and sent to the appropriate manufacturer or as otherwise directed in those separate warranties. Husqvarna is not authorized to handle warranty adjustments or repairs on engines manufactured by Briggs & Stratton, Honda, Kawasaki, or Kohler (with the exception of models equipped with LCT engines). Husqvarna does not assume any warranty obligation of the other manufacturers' engines under this Limited Warranty.

(b) Transmissions. Except where otherwise indicated on Exhibit A, Transmission / Transaxle (including Drive Systems) are not covered by this Limited Warranty. In most cases, these items are NOT manufactured by Husqvarna in which case they may be covered separately by their respective manufacturer's warranties if one is provided and included with the product at the time of purchase. The following transmission / transaxle manufacturers, Dana, Hydro-Gear, Tuff-Torq provide a warranty for the transmission / transaxle to the ultimate purchaser or to Husqvarna. Husqvarna will assign the transmission / transaxle manufacturer's warranty or any rights thereof to the original purchaser of the unit. To obtain transmission / transaxle warranty service, first contact the retailer who you purchased the unit from. Should you require assistance or have any questions concerning transmission / transaxle warranty coverage, contact Husqvarna directly at our website [www.husqvarna.com](http://www.husqvarna.com) or call 800-487-5951 (US) or 800-805-5523 (Canada) for an authorized Husqvarna service provider. All such claims must be submitted and sent to the appropriate manufacturer or as otherwise directed in those separate warranties. Husqvarna is not authorized to handle warranty adjustments or repairs on transmissions or transaxles. Husqvarna does not assume any obligations under this Limited Warranty for the above listed manufacturers (for exceptions - see Exhibit A).

(c) Expendable Parts. This Limited Warranty does not cover general maintenance parts and items ("Expendable Parts"), including without limitation spark plugs, bulbs, filters, lubricants, starter cords, belts, blades, and blade adapters.

(d) Emissions Control Components. This Limited Warranty does not cover Emissions control equipment and components to the extent regulated by the U.S. Environmental Protection Agency or similar state, provincial or federal agencies. Such equipment and components are covered by a separate emission control warranty statement supplied with your new product. Please consult this separate warranty statement for details.

5. **Any COMMERCIAL, INSTITUTIONAL, AGRICULTURAL, INDUSTRIAL, INCOME PRODUCING, or RENTAL use will result in either No Warranty or a Shortened Warranty Period.** Depending on the product, there is either NO WARRANTY (whether statutory, contractual or otherwise) or a reduced warranty if the product is used for commercial, institutional, agricultural, industrial, income producing, or rental purposes and, in such circumstances, this Limited Warranty is offered instead of and replaces any warranty regime provided for by law. Please refer to Exhibit A.

6. **Owner's (Your) Responsibilities.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including, following the preventative maintenance, storage, fuel and oil usages as prescribed in the enclosed operator's manual. For example, the following items are the Owner's responsibility and are not covered by this Limited Warranty:

- a. Set-up and pre-delivery service, and engine tune-ups;
- b. Adjustments after the first (30) thirty days of purchase and beyond, such as throttle cable, belt guides adjustments; and
- c. Preventative maintenance as outlined in the operator's manual.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorized Husqvarna servicing dealer prior to any further use.

7. **Damages resulting from normal aging, wear and tear or neglect are NOT covered.** The Limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered.

- (a) Abrasion to mower decks;
- (b) Tires damaged by external punctures;
- (c) Natural discoloration of materials due to ultraviolet light;
- (d) Damage to cutting equipment by way of contact with, rocks, or other non-approved materials and/or structures;

In addition, this Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:

- (e) Failure to provide or perform required maintenance services as prescribed in the operator's manual;
- (f) Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, use of unauthorized attachments, Lack of lubrication or engine failure, due to the use of oils that do not meet Engine manufacturer's specifications;
- (g) Use of gasohol (fuel containing ethanol), containing methanol (fuel containing wood alcohol). Ethanol fuel E15 or E85 is **NOT** approved for use in Husqvarna products. Using E15 or E85 fuel will cause major engine damage which **is NOT** covered by this Husqvarna warranty. NOTE: Gasohol (fuel containing ethanol), which contains a maximum 10% ethanol (grain alcohol) is approved. The prescribed mixing ratio of gasoline to oil is 50:1 and is listed in the Husqvarna oil label and covered in your operator's manual.
- (h) Use of ether or any starting fluids;
- (i) Pressure cleaning or steam cleaning the product;
- (j) Use of spark plugs other than those meeting emission performance requirements listed in the operator's manual;
- (k) Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as listed in your operator's manual;
- (l) Operation of the unit with improperly installed/removed or modified cutting shields, guards, or safety devices;
- (m) Any removed/damaged air filter, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish, stale fuel, or any adverse reaction due to incorrect storage procedures;
- (n) Failures due to improper set up, pre-delivery service or repair service by anyone other than an authorized Husqvarna servicing dealer during the warranty period;
- (o) Dirt contaminated grease or oil, use of incorrect type of greases or oils, failure to comply with recommended greasing intervals, water or moisture damage, and/or improper storage;
- (p) Sprayers pumping or spraying caustic or flammable materials, lack of or broken strainers; or
- (q) Continued use of product, after initial operational problem or failure occurs.

#### HOW TO OBTAIN SERVICE

8. **Authorized Husqvarna Servicing Dealer/Center.** In order to obtain warranty coverage it is your responsibility (at your expense) to deliver or ship your Husqvarna unit to an authorized Husqvarna Servicing Dealer/Center and arrange for pick-up or return of your unit after the repairs have been made. If you do not know the location of your nearest authorized Husqvarna Servicing Dealer, call Husqvarna, at 1-800-487-5951 during the hours of 8:00 AM to 8:00 PM Eastern Standard Time, or visit [www.husqvarna.com](http://www.husqvarna.com). Should you require assistance or have questions concerning this Limited Warranty, you may contact us at 800-487-5951 (US) or 800-805-5523 (Canada) during the hours of 8:00 AM to 8:00 PM Eastern Standard Time or contact us through the web at [www.husqvarna.com](http://www.husqvarna.com).

9. **Documentation Required.** You must maintain and present Proof of purchase (including date, product model and, if applicable, engine serial number) to an authorized Husqvarna Servicing Dealer for warranty service under this Limited Warranty. Proof of purchase rests solely with you. Husqvarna encourages you to register your product online at [www.usa.husqvarna.com](http://www.usa.husqvarna.com) (US & Canada) to help ensure, among other things, that you can be notified of important product information. However, registering your product is not a condition of warranty service.

Husqvarna Professional Products, NA, Inc.  
9335 Harris Corners Parkway, Suite 500, Charlotte, NC28269

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EXHIBIT A Enduser

Warranty Periods 2013 Product/Component	Type of Usage	
	Commercial (any commercial, professional, institutional or income producing use, other than Rental Use)	Rental (any rental usage)
<b>Residential Zero Turn Mowers (EZ, MZ, M-ZT)</b>		
Engine*	*	*
Transmission** (EZ & MZ Zero Turn)	1 Year **	90 days **
Transmission** (M-ZT Zero Turn)	2 Years **	90 days **
MZ5424S, MZ5425S, MZ5424SR, stamped deck version, Product # 967003902, 967003903, & 25021.	Non-applicable	Non-applicable
Battery	1 Year Pro-rated	90 days
Other Non-Expendable Components	1 Year	90 days
<b>Commercial Zero Turn Mowers (P-ZT)</b>		
Engine*	*	*
Transmission**	2 Years**	90 days**
Battery	1 Year Pro-rated	90 days
Other Non-Expendable Components	2 Years	90 days
P-ZT - Frame	Limited Lifetime Warranty***	90 days
<b>Commercial Zero Turn Mowers (PZ)</b>		
Engine*	*	*
Hydraulic Pumps & Wheel Motors **	3 Years ** (3rd Yr Parts Only)	90 days **
Mower Deck Spindles	3 Years (3rd Yr Parts Only)	90 days
Battery	1 Year Pro-rated	90 days
Other Non-Expendable Components	3 Years (3rd Yr Parts Only)	90 days
PZ - Frame, Spindle Housing (not including shafts & bearings), Leading Edge of Deck	Limited Lifetime Warranty***	90 days
<b>Specialty Turf Care, Stumpgrinder, Aerator, Dethatcher, Sodcutter, Bedbug</b>		
Engine*	*	*
Transmission	2 Years	1 Year
Other Non-Expendable Components	2 Years	1 Year
<b>Utility Vehicles (HUV)</b>		
Power train	2 Years or 2,000 hrs.	2 Years or 2,000 hrs.
Limited Body	1 Year or 1,000 hrs.	1 Year or 1,000 hrs.
Battery (Gas & Diesel Powered)	1 Year Pro-rated	1 Year Pro-rated
Battery (Electric Powered)	4 Year or 16,000 Energy Unit Limited	4 Year or 16,000 Energy Unit Limited
Other Non-Expendable Components	1 Year or 1,000 hrs.	1 Year or 1,000 hrs.
Accessories (e.g., Cab's, Winch, etc. )	1 Year or 1,000 hrs.	1 Year or 1,000 hrs.
<b>Spare Parts &amp; Accessories (if purchased)</b>		
Accessories (e.g., Collection Systems, Baggers, etc.)	90 days	30 days
Parts (e.g., belts, blades, etc.)	30 days	30 days
<b>Spare Parts &amp; Accessories (if purchased separately)</b>		
Replacement parts and/or accessories provided under the Limited Warranty are warranted only for the BALANCE of the warranty period applicable to the part of accessory that was replaced.	30 days	30 days
	<b>Commercial</b>	<b>Rental</b>

\* See Separate Engine Manufacturer's warranty

\*\* See reference 4 (b) of the warranty statement.

**EZ - (ZT2800 transmission) One (1) Year Commercial warranty, parts & labor, with Husqvarna.**

MZ - (ZT3100 transmission) One (1) Year Commercial warranty, parts & labor, with Hydro-Gear Distributor network.

M-ZT - (ZT3400 transmission) Two (2) Year Commercial warranty, parts & labor, with Hydro-Gear Distributor network.

P-ZT - (ZT3400 transmission) Two (2) Year Commercial warranty, parts & labor, with Hydro-Gear Distributor network.

PZ - (Pump & Wheel Motor or ZT5400 transmission) Three (3) Year Commercial warranty.

First (1) Year - Parts & labor, with Hydro-Gear Distributor network.

**Second (2) Year - Parts only, with Hydro-gear Distributor network.**

**Labor only, with Husqvarna.**

**Third (3) Year - Parts only, with Husqvarna.**

\*\*\* Warranty on PZ/P-ZT Frame, PZ Spindle Housing, & PZ Leading Edge of Deck is for the life of the product or 7 (seven) years after the last date of the complete unit's final production, whichever comes first. Parts & Labor.