



Commonwealth of Kentucky

MASTER AGREEMENT MODIFICATION

CONTRACT INFORMATION			
MASTER AGREEMENT NUMBER: MA 758 2300000034			
Effective Date:	10/01/2022	Record Date:	01/31/2023
Expiration Date:	01/31/2024	Procurement Folder:	899474
Document Description:	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	Procurement Type:	Standard Goods and Services
Cited Authority:	Competitive Sealed Bidding-Goods and Services	Version Number:	2

CONTACT INFORMATION

ISSUER:
 Nathan Durham
 502-564-6525
 Nathan.Durham@ky.gov

REASON FOR MODIFICATION

To renew for a one (1) year period (2/1/2023 - 1/31/2024) in accordance with the terms and conditions and written agreement of the vendor. No other changes have been made, documentation is on file with OPS.

VENDOR INFORMATION

Name /Address:	Contact:
KS0005009: Husqvarna Professional Products, Inc. 9335 Harris Corners Parkway Charlotte NC 28269	Accounts Payable 7045975000 ap.charlotte@husqvarnagroup.com

COMMODITY / SERVICE INFORMATION

Line	Quantity	UOM	Unit Price	Service Amount	Service From	Service To	Line Total
1	0.00000		\$0.000000	\$0.00			\$0.00

Husqvarna Outdoor Power Equipment
Extended Description:
 Husqvarna Outdoor Power Equipment
 Warranty - See "Husqvarna Warranty" for warranty info on catalog items.
 Delivery - This includes delivery to various locations throughout the state.
 Delivery Charge - \$5.00 per mile with \$100 minimum..

Line	Quantity	UOM	Unit Price	Service Amount	Service From	Service To	Line Total
2	0.00000		\$0.000000	\$0.00			\$0.00

Husqvarna Delivery Rates
Extended Description:
 Delivery Charge - Delivery charge is \$5.00 per mile with a \$100 minimum.

	Document Description	Page 2
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

**MASTER AGREEMENT
FOR
OUTDOOR POWER EQUIPMENT**

**BETWEEN
THE COMMONWEALTH OF KENTUCKY**

AND

**HUSQVARNA PROFESSIONAL PRODUCTS INC
9335 HARRIS CORNERS PARKWAY
CHARLOTTE, NC
Contact: PATRICK SHELLEY
Phone: 704-534-0208
Email: Patrick.shelley@husqvarnagroup.com**

Section 1

Scope of Contract

**The Office of Procurement Services establishes this Master Agreement for:
Husqvarna Outdoor Power Equipment**

Section 2

Specifications

All models bid shall be current model year and standard configuration.

All equipment shall be new and must be pre-serviced to the manufacturer's recommendations and in first class operating condition when delivered. All service work shall be done in the vendor's place of business or in another location provided by the vendor. No major assembly or servicing of equipment will be allowed on Commonwealth property, only minor modifications to equipment necessary to bring the item into compliance with specifications.

The manufacturer's most favorable warranty offered to preferred customers shall apply to all items. A copy of such warranty shall be furnished to the agency upon delivery of the equipment or product. The vendor will not be liable under the above warranty for any defects or damages resulting from unforeseeable causes beyond the control and without

	Document Description	Page 3
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

the fault or negligence of the vendor, such as misuse or neglect by the State, acts of God, fires, floods and hurricanes.

The Vendor shall coordinate all deliveries with the ordering agencies.

The Vendor agrees that when delivery is not made within the contracted due date, one percent (1%) per day will be deducted from the Vendor's invoice for each day the Vendor fails to meet the contracted delivery date. Neither party will be responsible for delays resulting from causes beyond the reasonable control of such party, including without limitation fire, explosion, flood, war, strike, or riot, provided that the nonperforming party uses commercially reasonable efforts to avoid or remove such causes of nonperformance and continues performance under this Agreement with reasonable dispatch whenever such causes are removed.

Section 3

Initial Contract Period

This contract shall be effective from the date of award through January 31, 2023.

Section 4

Renewal Clause – Optional Renewal Period

This contract may be extended at the completion of the initial contract period for **four (4) additional one-year periods**. This extension must have the written approval by all parties. If the contract provides for an optional renewal period, the Commonwealth of Kentucky reserves the right to renegotiate any terms and/or conditions as may be necessary to meet requirements for the extended period. The vendor will be advised of any proposed revisions prior to the renewal periods. In the event proposed revisions cannot be agreed upon, either party shall have the right to withdraw without prejudice from either exercising the option or continuing the contract in an extended period.

Section 5

Agencies to be Served

This contract shall be for use by the following agency of the Commonwealth of Kentucky:

All State Agencies

Political Subdivisions

Under Kentucky Statutes, political subdivisions of this State including cities of all classes, counties, and school districts may participate in All State Agency Master Agreements to the same extent as agencies of the Commonwealth.

Section 6

Tax Exempt Status

Do not include Federal Excise Tax, Kentucky Sales or Use Tax in prices.

Section 7

	Document Description	Page 4
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Basis of Price Revisions

PRICE ADJUSTMENTS: Unless otherwise specified, the prices established by the contract shall remain firm for the contract period subject to the following:

A: Price Increases: A price increase shall not occur during the first twelve (12) months of the contract. A vendor may request a price increase after twelve (12) months of the contract, which may be granted or denied by the Commonwealth. Any such price increase shall be based on industry wide price changes. The contract holder must request in writing a price increase at least thirty (30) days prior to the effective date, and shall provide firm proof that the price increase(s) is justified. The Office of Procurement Services may request additional information or justification. If the price increase is denied, the contract holder may withdraw from the contract without prejudice upon written notice and approval by the Office of Procurement Services. Provided, however, that the vendor must continue service, at the contract prices, until a new contract can be established (usually within sixty (60) days).

B: Price Decreases: The contract price shall be reduced to reflect any industry wide price decreases. The contract holder is required to furnish the Office of Procurement Services with notice of any price decreases as soon as such decreases are available.

C: Extended Contract Periods: If the contract provides for an optional renewal period, a price adjustment may be granted at the time the contract is renewed, subject to price increase justification as required in Paragraph A "Price Increases" as stated above.

Section 8

Post Contract Agreements

This contract shall constitute the entire agreement between the State and awarded contractor. Unless contractually provided, **State agencies utilizing this contract will not be required to enter into nor sign further agreements, leases, company orders or other documents to complete or initiate the terms of a contract.** Any such documents so obtained will be non-binding on the State and agents of the State and will be cause for breach of contract.

Section 9

Equipment

Unless otherwise indicated, it is understood and agreed that any item offered or shipped on this contract shall be new and the latest or current year model and be in first class condition. Any unit failing to meet the foregoing requirements shall be returned to the contractor, at their expense, and replaced with a new unit.

The Commonwealth recognizes the rapid advancement of technology. If the bidder can provide new equipment of advanced technology after the award of the contract, the Commonwealth and the bidder may choose by mutual agreement to install such equipment. The price of the new technology equipment cannot exceed the cost of the award contract.

	Document Description	Page 5
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Section 10

Quantity Basis of Contract – Estimated Quantities

The State is obligated to buy only that quantity needed by its agencies during the term of the contract. Requirements may exceed the quantities shown and the contractor will be required to furnish all requirements shown on Delivery Orders dated during the life of the contract.

Section 11

Manuals and Distribution of Literature

Instruction and operating manuals shall be furnished for all equipment installed. Upon request, the vendor shall furnish State agencies and other public bodies with descriptive literature and service information for items awarded.

Section 12

Vendor's Report

The vendor(s) may be asked to furnish the buyer, Office of Procurement Services, a report showing volume which has been sold to the Commonwealth and its using agencies each six (6) months of the contract period. The report will include political subdivisions and university purchases. This report may be the vendor's computer printout sheet or form. This shall apply to all items, which are to become a part of this contract. This report must reference usage by brief description, product number or other format designated by the Office of Procurement Services.

Section 13

Cancellation Clause – 30 Day Notice

Both parties may cancel the contract by giving written notice thirty (30) days prior to effective cancellation date. In the event such action is taken, the contract shall be null and void upon receipt of a Modification from the Office of Procurement Services canceling the contract.

Section 14

Exception to Required Use of Contract

The establishment of this Master Agreement is not intended to preclude the use of similar products when requested by the agency. The Commonwealth of Kentucky reserves the right to contract for large requirements by using a separate solicitation.

Section 15

Service Performance

All services performed under this contract, if applicable, shall be in accordance with the terms and provisions of the contract. It will be the agency's responsibility to ensure that such services rendered are performed and are acceptable.

	Document Description	Page 6
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

The relationship between the State and the Contractor is that of client and independent contractor. No agent, employee, or servant of the contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this contract.

Major deviations of services performed will not be made without the written approval of the Office of Procurement Services. Problems that arise under any aspect of performance should first be resolved between the vendor and the agency. Either party should refer in writing any such problems and/or disagreements that cannot be resolved to the Office of Procurement Services for settlement.

Section 16

Addition or Deletion of Items or Services

The Office of Procurement Services reserves the right to add new and similar items, with the consent of the vendor. The Office of Procurement Services to effect this change will issue a contract Modification. Until such time as the vendor receives a Modification, the vendor shall not accept Delivery Orders from any agency referencing such items or services.

Section 17

Agreement between Parties

This contract is the complete and exclusive statement of the agreement between the parties, which supersedes all prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this contract. It is further agreed between the parties, that any valid modification of contractual agreement must be formalized by issuance of a Contract Modification from the Office of Procurement Services.

Section 18

Governmental Restrictions

In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship, or performance of the items offered on this proposal prior to delivery, it shall be the responsibility of the successful bidder to notify the Office of Procurement Services in writing, indicating the specific regulation which requires such alterations. The Commonwealth reserves the right to accept any such alterations, including any subsequent price adjustments, or to cancel the contract.

Section 19

Payments

The vendor shall be paid, upon the submission of proper invoices to the receiving agency at the prices stipulated for the supplies delivered and accepted, or services rendered. Unless otherwise specified, payment will not be made for partial deliveries accepted. Payments will be made within thirty (30) working days after receipt of goods or a vendor's invoice in accordance with KRS 45.453 and KRS 45.454.

	Document Description	Page 7
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Section 20

Inspection

All supplies, equipment and services shall be subject to inspection or tests by the Commonwealth prior to acceptance. In the event supplies, equipment or services are defective in material or workmanship or otherwise not in conformity with specified requirements, the Commonwealth shall have the right to reject the items or services or require acceptable correction at the Vendor's expense.

Section 21

Subcontracts

The contractor is permitted to make subcontract(s) with any other party for furnishing any of the work or services herein. The contractor shall be solely responsible for performance of the entire contract whether or not subcontractors are used. The Commonwealth shall not be involved in the relationship between the prime contractor and the subcontractor. Any issues that arise as a result of this relationship shall be resolved by the prime contractor.

All references to the contractor shall be construed to encompass both the contractor and any subcontractors of the contractor.

Section 22

Federal Tax Exempt Purchases by the Commonwealth of Kentucky

The Office of Procurement Services will furnish a Tax Exemption Certificate with each individual order issued against this contract. Therefore, quoted prices must be exclusive of Federal Excise Taxes.

Section 23

EEO Requirements

The Equal Employment Opportunity Act of 1978 applies to All State government projects with an estimated value exceeding \$500,000. The contractor shall comply with all terms and conditions of the Act.

<http://finance.ky.gov/services/eprocurement/Pages/VendorServices.aspx>

Section 24

Governing Law

This contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. Any action brought against the Commonwealth on the contract, including but not limited to actions either for breach of contract or for enforcement of the contract, shall be brought in Franklin Circuit Court, Franklin County, Kentucky in accordance with KRS 45A.245.

Section 25

Access to Records

	Document Description	Page 8
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

The state agency certifies that it is in compliance with the provisions of KRS 45A.695, "Access to contractor's books, documents, papers, records, or other evidence directly pertinent to the contract." The Contractor, as defined in KRS 45A.030, agrees that the contracting agency, the Finance and Administration Cabinet, the Auditor of Public Accounts, and the Legislative Research Commission, or their duly authorized representatives, shall have access to any books, documents, papers, records, or other evidence, which are directly pertinent to this agreement for the purpose of financial audit or program review. The Contractor also recognizes that any books, documents, papers, records, or other evidence, received during a financial audit or program review shall be subject to the Kentucky Open Records Act, KRS 61.870 to 61.884. Records and other prequalification information confidentially disclosed as part of the bid process shall not be deemed as directly pertinent to the agreement and shall be exempt from disclosure as provided in KRS 61.878(1)(c).

**Section 26
Accessibility**

Vendor hereby warrants that the products or services to be provided under this contract comply with the accessibility requirements of section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, part 1194. Vendor further warrants that the products or services to be provided under this contract comply with existing federal standards established under Section 255 of the Federal Telecommunications Act of 1996 (47 U.S.C. § 255), and its implementing regulations set forth at Title 36, Code of Federal Regulations, part 1193, to the extent the vendor's products or services may be covered by that act. Vendor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services which is brought to its attention.

**Section 27
Provisions for Termination of the Contract**

This Contract shall be subject to the termination provisions set forth in 200 KAR 5:312.

**Section 28
Discrimination (Effective April 8, 2015)**

Discrimination (because of race, religion, color, national origin, sex, sexual orientation, gender identity, age, or disability) is prohibited. This section applies only to contracts utilizing federal funds, in whole or in part. During the performance of this contract, the contractor agrees as follows:

1. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, national origin, sex, sexual orientation, gender identity, or age. The contractor further agrees to comply with the provisions of the Americans with Disabilities Act (ADA), Public Law 101-336, and applicable federal regulations relating thereto prohibiting discrimination against otherwise qualified disabled individuals under any program or activity. The contractor agrees to provide, upon request, needed reasonable accommodations. The contractor will

	Document Description	Page 9
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, national origin, sex, sexual orientation, gender identity, age or disability. Such action shall include, but not be limited to the following; employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensations; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

2. The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age or disability.

3. The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representative of the contractor's commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance.

4. The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 as amended, and of the rules, regulations and relevant orders of the Secretary of Labor.

5. The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, as amended, and by the rules, regulations and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.

6. In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations or orders, this contract may be cancelled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further government contracts or federally-assisted construction contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, as amended, and such other sanctions may be imposed and remedies invoked as provided in or as otherwise provided by law.

7. The contractor will include the provisions of paragraphs (1) through (7) of section 202 of Executive Order 11246 in every subcontract or purchase order unless exempted by rules, regulations or orders of the Secretary of Labor, issued pursuant to section

	Document Description	Page 10
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

204 of Executive Order No. 11246 of September 24, 1965, as amended, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

Section 29

Administrative Fee

The Contractor agrees to provide a quarterly administrative fee to the Commonwealth of Kentucky as a part of the Contractor's unit prices and is not to be charged directly to the customer in the form of a separate line item. The administrative fee percentage is only applicable to amounts actually received by the Contractor during the quarter and is not applicable to the amounts ordered by customers but not yet paid. The administrative fee shall be paid in the form of a check payable to the Commonwealth of Kentucky – Office of Procurement Services for an amount equal to 1.0% of the net sales (less any return, credits or adjustments) under this Master Agreement for the duration of the contract. Fees shall be paid forty-five (45) days after the close of the quarter. Check to be mailed to the Office of Procurement Services, 200 Mero Street, 5th Floor, Frankfort, KY 40622.

Section 30

ALL PROVISIONS OF SOLICITATION (RFB 758 2200000787) AND THE PROVISIONS OF FAP-110-10-00 SHALL BE PART OF THIS MASTER AGREEMENT.

	Document Description	Page 11
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	



TABLE OF CONTENTS

INTRODUCTION, GENERAL INFORMATION, AND PDI	2
PHONE MENU TREE	6
WARRANTY STATEMENT 2022	7
WARRANTY EXCLUSIONS	122
NON-WARRANTY ISSUES OR CLAIMS	144
CERTIFICATON INFORMATION	166
LABOR RATE REGISTRATION, WARRANTY REIMBURSEMENT	177
PRE-AUTHORIZATON REQUIREMENTS	199
WARRANTY EXCHANGE PROGRAM	200
WEB WARRANTY PRE-APPROVAL PROCESS	211
AFTER SALES ADJUSTMENTS	255
AUTOMOWER	266
BATTERY, LEAD ACID, AGM	277
SERIAL NUMBER TAGS AND FORMATS	29
TRAVEL ALLOWANCE	311
SPARE PART REPLACEMENT WARRANTY	333
WARRNTY PARTS RETURN	366
THIRD PARTY WARRANTY	411
IGNITION MODULE WARRANTY	444

INTRODUCTION

These guidelines provide information about Husqvarna’s product warranties and the procedures for submitting warranty claims on Husqvarna® products. Please read these guidelines carefully and ensure that all employees and agents associated with the handling of any Husqvarna product also read and fully understand the guidelines. Thank you in advance for your qualified assistance and your support of the Authorized Husqvarna Dealer network.

CUSTOMER RESPONSIBILITIES

- Customers may bring their Husqvarna products for warranty service consideration to any authorized Husqvarna Dealer. The selling dealer or retailer need not be the servicing dealer and all Husqvarna Dealers must service all Husqvarna products regardless where the products were purchased. Any costs incurred to obtain warranty consideration or services, including shipping and handling, travel expense, lost time, lost production, or pickup and delivery are to be borne by customers.

	Document Description	Page 12
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	



- Customers are responsible for the reasonable care of their product and for following the maintenance, operation, storage, and general upkeep practices as explained in the maintenance section of the Quick Reference Guide or the Owner's Manual.
- The Warranty statement for (available on-line) the customer's product will identify the customer's responsibilities to ensure maintenance of warranty coverage as well as excluded items and actions which void or invalidate the warranty.

DEALER RESPONSIBILITIES – GENERAL

- You are expected to use reasonable judgment in any warranty situation.
- As an authorized Husqvarna Dealer, you must perform service on all Husqvarna brands and models for all customers on an equal basis regardless where the product was purchased.
- You must determine whether the product's warranty has expired. The warranty will usually begin to run on the date the customer purchased the product. To determine whether a product is within the warranty period, first ask the customer if they have proof of purchase, such as a receipt, credit card statement, invoice, or other proof. A properly filled out warranty registration card or printed on-line registration form may also be presented, but these do not qualify as "proof" of purchase. If no proof of purchase is provided, the date of manufacture will serve as the date of reference for the start of the warranty time period. Warranties are only given to the original product purchaser and are not transferable. Online purchases will qualify for warranty only if the customer demonstrates that the unit was sold by an Authorized Husqvarna Dealer. Products purchased from an Auction or Pawn Shop are sold "As Is" and are not covered by the Husqvarna warranty.
- You must also determine whether the claim is warrantable, or whether it is excluded because, for example, it involves a normal wear part (such as spark plugs, belts, or blades), or the product has been damaged due to abuse or misuse. Warranty coverage on any Husqvarna product is determined by the policy in force on the date the product was purchased by the customer. Contact the Husqvarna Technical Services Department (do not contact the Warranty Department) for assistance if you have questions about whether a claim is warrantable.
- You must provide warranty service at no cost to the customer (except for the costs of transporting the product, lost time, etc., which are borne by the customer as explained in the previous section) if all the warranty requirements are met.
- You must maintain an enough inventory of replacement parts to promptly satisfy consumer warranty requirements.
- Where the warranty claim involves an engine, drive system, or attachment covered by a third-party warranty you should work with the appropriate vendors to provide authorized warranty support.

	Document Description	Page 13
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

- You must furnish the Quick Reference Guide or the Owner's Manual and, if applicable, the current Owner'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.
- You must make sure that all warning decals are affixed to the product and accessories.
- You must register the product online at www.husqvarna.com or power.husqvarnagroup.com.
- You must provide pre-delivery service on all Husqvarna products, except those products that are "Pre- assembled" by the Husqvarna factory. See the pre-delivery service section below.
- You must not make any unauthorized modifications or alterations to the product.
- You may not make any warranties on behalf of Husqvarna which have not been authorized by Husqvarna in writing.
- When selling replacement chains and guide bars, you must check the guide bar and chain list to ascertain that the bar and/or chain you are selling is on the approved list and of a reduced kickback force type where applicable.

DEALER RESPONSIBILITIES - PRE-DELIVERY SERVICE

Pre-delivery service is necessary on some Husqvarna products. As an authorized Husqvarna Dealer, you must ensure that prior to every sale of a Husqvarna product, the product is properly set up, adjusted and operating within factory established guidelines. Before you do anything read the Owner'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. When preparing product for delivery please review and complete the Pre-Delivery Inspection Report.

Note: Check for service bulletins on units being set-up before being sold. For more detailed information regarding PDI, please refer to the Owner's Manual for the specific unit that is being set-up for operation.

See PDI checklist - next page

	Document Description	Page 14
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 15
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Pre-Delivery Inspection Report

Hand
Checklist
Assemble per owner's manual and a
Check for loose fasteners
Check operation of choke/primer
Check operation of throttle/throttle
Inspect fuel filter, lines, clamps & con
Apply filter oil to foam & felt type air
Check that air filter is fitted correctly
Add fuel recommended fuel mix
Test run, warm up engine and adjust
Idle _____ Max RPM _____
Test operation of stop switch
Re-tighten muffler fasteners
Check gearbox grease as applicable
Lubricate cutter bar (hedge trimmer
Complete warranty registration
Additional for Chain
Check bar and chain application fit-t
Check chain catcher is fitted
Fill oil tank with chain bar oil
Lubricate sprocket bearing where ne
Check chain brake operation
Check and adjust oil flow as applicat
Re-adjust chain to correct tension
Product Label with Dealer ID

Customer Name:	Brand:
Phone:	Model #
Address:	Product #
Where Purchased:	Serial #

For more detailed information regarding PDI, please refer to the Operator's Manual for the specific unit that is being set up for operation.

	Document Description	Page 16
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 17
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

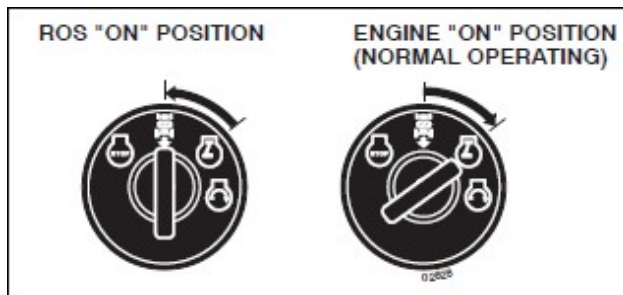
Be sure operator presence and reverse operation systems are working properly. If your tractor does not function as described, repair the problem immediately.

The engine should not start unless the brake pedal is fully depressed, and the attachment clutch (PTO) control is in the disengaged position.

CHECK OPERATOR PRESENCE SYSTEM

- When engine is running, any attempt by the operator to leave the seat without first setting the parking brake should shut off the engine.
- When the engine is running and the attachment clutch (PTO) is engaged, any attempt by the operator to leave the seat should shut off the engine.
- The attachment clutch (PTO) should never operate unless the operator is in the seat.

REVERSE OPERATION (ROS) SYSTEM



When the engine is running with the ignition switch in the engine “ON” position and the attachment clutch (PTO) engaged, any attempt by the operator to shift into reverse should shut off the engine.
 o When the engine is running with the ignition switch in the ROS “ON” position and the attachment clutch engaged, any attempt by the operator to shift into reverse should NOT shut off the engine.

Dealer Stamp	Professionally pre-delivered by:
	Name:
Comments	Signature:
	In-Service Date:
	First Service Date:

For more detailed information regarding PDI, please refer to the Operator’s Manual for the specific unit that is being set up for operation.

DEALER RESPONSIBILITIES-ROBOTIC MOWERS

If you sell Husqvarna robotic mowers, you must ensure that the customer has received thorough training in the use, operation and basic fault correction of the product. 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 both you and the customer. With this in mind, it is of great importance that you ensure that the installation is done properly. Machine problems resulting from an improper installation are not covered under the warranty.

Husqvarna will allow one complimentary ‘trip charge’ per robotic mower. This is a one-time charge for a warrantable or non-warrantable item. For non-warrantable issue trip charge claims example, wire breakage, file the claim for the travel allowance only, no labor. Labor will not be paid on non-warrantable trip charge claims. See updated Travel Allowance policy.

	Document Description	Page 18
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 19
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

PHONE MENU TREE

US Dealer Phone Menu Tree: 800-448-7543

Customer Support: Option 1

Parts Look Up -- Option 1

Order Inquires and Processing -- Option 2

All Other Assistance -- Option 3

Technical Support and Warranty Processing: Option 2

Parts Look Up -- Option 1

	Document Description	Page 20
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 21
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Technical Support -- Warranty Support --

Option 2
Option 3

Accounts Receivable: Option 3
Warranty Repair Authorization -- All Other Warranty Questions --
Option 1
Option 2

Automower Support: Option 4 (This is an option under Technical Support and Warranty Processing: Option 2).

Canadian Dealer Phone Menu Tree: 800-363-3664 (English - 1; French - 2)

Customer Support: Option 1
Parts Look Up -- Option 1
Order Inquires and Processing -- Option 2
All Other Assistance -- Option 3

Technical Support and Warranty Processing: Option 2
Parts Look Up -- Option 1

Technical Support -- Warranty Support --
Option 2
Option 3

Accounts Receivable: Option 3
Warranty Repair Authorization -- All Other Warranty Questions --
Option 1
Option 2

WARRANTY STATEMENT 2022

LIMITED WARRANTY

We warrant that this product is free from defects in material or workmanship under normal use and maintenance. We will, at our option, repair or replace any defective product or defective part covered by the Limited Warranty, free of charge at any authorized Servicing Dealer / Center using OEM replacement parts, subject to the limitations and exclusions described below.

Limited Warranty Period. We will warrant the product to the original retail purchaser from the date of retail purchase for the applicable period of time shown on the chart below.

What is NOT covered. This Limited Warranty does not cover:

- a. Normal wear parts (parts and items that normally wear out with use). including without limitation spark plugs, bulbs, filters, lubricants, starter cords, belts, blades, and blade adapters are covered if they are defective. However, if such parts need replacement simply because they have worn out. then such replacement is not covered by this warranty, nor is damage due to normal wear, such as abrasion to mower decks, tires punctured

	Document Description	Page 22
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

by an external source, natural discoloration of materials, or dulling or damage to blades due to contact with abrasives, rocks, rods, or other foreign objects.

- b. 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
 - c. Emissions control equipment and components to the extent regulated by the U.S. Environmental Protection Agency or similar government agencies. These are covered by a separate emission control warranty contained in the operator's manual packet.
 - d. Depending on the product, there is either NO WARRANTY or a reduced warranty if the product is used for commercial, non-residential, or rental purposes and, in such circumstances, this Limited Warranty is offered instead of and replaces any warranty regime provided by law. Please refer to the chart below.
 - e. Damage, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:
 - (i) Failure to provide or perform required maintenance services as prescribed in the owner's manual.
 - (ii) 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.
 - (iii) 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 on the Husqvarna oil label and covered in your owner's manual.
 - (iv) Damage caused by old fuel, stale fuel, or bad fuel.
 - (v) Use of ether or any starting fluids.
 - (vi) Pressure cleaning or steam cleaning the product.
 - (vii) Use of spark plugs other than those meeting emission performance requirements listed in the owner's manual.
 - (viii) Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as in your owner's manual.
 - (ix) Operation of the unit with improperly installed, removed, or modified cutting shields, guards or safety devices.
 - (x) 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...
 - f. Damage or failures due to improper set up, pre-delivery service or repair service by anyone other than an authorized servicing dealer during the warranty period.
 - g. Damage caused by use of gasoline containing more than 10% (E10) ethanol content (e.g. E15, E25, E30, E50, E85), use of ether or similar starting fluids, or stale fuel.
 - h. Damage caused by dirt contaminated grease or oil, use of incorrect type of grease or oils, failure to comply with regular greasing intervals, water or moisture damage, and, or improper storage
 - i. Sprayers pumping or spraying caustic or flammable materials, lack of broken strainers, or continued use of product after initial operational problem or failure occurs.
- First-sale units with a date of manufacture greater than 12 months will NOT carry a battery warranty.
- a9. Riding mowers, Zero Turn Mowers, and Walk Mowers that have batteries for starting purposes, the battery is not covered
 - aa. under warranty if the battery is discharged.
 - ab. Scratch & Dent purchases and prior model year sales including discounted units (from Husqvarna directly or transferred from Dealer to Dealer) there is no battery warranty provided on scratch & dent units.

	Document Description	Page 23
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Your Responsibilities

To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including following the preventive maintenance, storage, and fuel and oil usages as prescribed in the operator's manual. Failure to perform required maintenance as described in the operator's manual will void this warranty. Any adjustment (e.g. to the throttle cable or belt guides) after the first ninety days of purchase and any preventive maintenance as outlined in the operator's manual are NOT covered by this warranty. In addition, you must cease using the product immediately upon any failure or damage, and take the product to an authorized servicing dealer prior to any further use.

WARRANTY EXCLUSIONS, DISCLAIMERS, AND LIMITED RIGHTS. WE WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. YOUR REMEDY IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT OR PART AT OUR DISCRETION. THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE SET FORTH HEREIN . ANY WARRANTY IMPLIED BY STATE LAW (WHETHER OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR OTHERWISE) IS HEREBY DISCLAIMED; WHERE SUCH A DISCLAIMER IS NOT PERMITTED BY LAW, THEN SUCH IMPLIED WARRANTY IS LIMITED FOR THE DURATION OF THE APPLICABLE LIMITED WARRANTY PERIOD LISTED IN THE CHART BELOW. SOME LOCALITIES, INCLUDING THE PROVINCE OF QUEBEC, DO NOT ALLOW EXCLUSIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS BASED ON YOUR LOCALITY.

How to obtain service. To obtain warranty service, you must take your product to an authorized Servicing Dealer / Center. To find your nearest authorized Servicing Dealer / Center visit our website and use the Dealer Locator feature or call 1-800-487- 5951 from 8:00 AM to 7:00 PM EST. Any costs to transport or ship the product are your responsibility. You must present proof of purchase (including date, product model and serial number) to an authorized Servicing Dealer / Center for warranty service. Proof of purchase rests solely with you. You may register your product using our online product registration site to help ensure that you are notified of important product information. However, registering your product is not a condition of warranty service.

www.husqvarna.com/us or www.husqvarna.com/ca 2022

587 70 46-02

	Document Description	Page 24
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 25
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Husqvarna® Wheeled Warranty 2022		
Wheeled Products Specific	Consumer (personal, household use)	Professional (any commercial, professional, agricultural, institutional or income producing use)
Z200 Series	Bumper to Bumper - 3 Years	No Warranty
Riding Lawn Mowers, Riding Lawn Tractors	Bumper to Bumper - 3 Years	No Warranty
Lawn Mowers (Push or Walk, including Battery powered), Tiller	Bumper to Bumper - 3 Years	No Warranty
Snowthrowers (100, 200, & 300 Series)	Bumper to Bumper - 3 Years	90 Days
Snowthrowers (400 Series)	Bumper to Bumper - 3 Years	1 Year
Swedish Riders	3 Years	No Warranty
Log Splitter	2 Years	No Warranty
Pressure Washers - PW-3200, HB32, HH36, HH42	2 Years	No Warranty
	Consumer (personal, household use)	Professional (any commercial, professional, agricultural, institutional or income producing use)
Robotic Mower (includes Mower Battery)	2 Years	2 Years
Swedish Riders (P500D series only)	5 Years or 1500 hours	5 Years or 1500 hours
V500 - Stand-on Mowers	5 Years*	5 Years*
Z500, Z500L, Z500X - Zero Turn Mowers	5 Years*	5 Years*
PZ - Zero Turn Mowers	5 Years or 1500 hours	5 Years or 1500 hours
P-ZT - Zero Turn Mowers	5 Years or 1250 hours	5 Years or 1250 hours
Z400, Z400X - Zero Turn Mowers	4 Years*	4 Years*
M-ZT - Zero Turn Mowers	4 Years or 750 hours	4 Years or 750 hours
MZ - Zero Turn Mowers	4 Years or 400 hours	4 Years or 400 hours
Commercial W436, W448, W520 (Petrol), W520i, W548, W552, Specialty Turf Care: Aerator, Bed Edger, Dethatcher, Sodcutter, & Stumpgrinder.	2 Years	2 Years
Transferrable Warranty: This warranty may only be assigned or transferred to a second (or third) owner by an authorized Husqvarna dealer. The warranty period commences upon the date of the original retail purchase. Specifically for our Z500, V500 and W400, W500 series mowers, including W520 (Petrol), W520i, Zero Turn Mowers - MZ, M-ZT, P-ZT, Z400, Z400X, Z500, PZ, Z500L, Z500X, V500; Warranty period is limited. Engine and drive systems warranty time periods may be different and administered by that engine or transmission manufacturer.		

Husqvarna® Handheld Warranty 2022		
Battery Powered Handheld Products (Including corresponding Battery & Charger)	Consumer (personal, household use)	Professional (any commercial, professional, agricultural, institutional or income producing use)
436LiB, 520iHD60, 520iHE3, 520iHT4, 520iLX, 525iB II, 530iP4, 530iPT5, 535iXP, T535iXP, 536LiLX, 536LiHD60X, 536LiXP, T536Li XP, 536LiP4, 536LiPT5, 540iXP, T540iXP, 550iBTX Professional batteries: BLi80, BLi100, BLi150, BLi200, BLi200X, BLi300, BLi520X, BLi550X, BLi940X, BLi950X Charger: QC330, QC500 Powercutter: K535i	3 Years	2 Years
115i series, 120i series, 136Li, 136LiL, 136LiHD45, 115iHD55, 220iL, 230iB, 320i series, 336LiC, 325iLK, 340iBT, 350iB Consumer batteries: BLi10, BLi20, BLi22, BLi30 Charger: QC80, QC80F, QC250	3 Years	90 Days
Handheld Products Specific (Gas Powered)	Consumer (personal, household use)	Professional (any commercial, professional, agricultural, institutional or income producing use)
Chain Saws XP models including 365, 545, 555 and 565	2 Years	1 Year
Chain Saws non - XP models includes T435, T525 and Electrical-corded models	2 Years	90 Days
200 and 300 Series Line Trimmers and Attachments (LK split boom attachments -ESA850, RA850, ECA850, HA860, HA200). Excludes the 345FR brushcutter.	2 Years	1 Year
100 Series Line Trimmers, 122 Series Hedge trimmers, 125 Series Blowers, and Attachments (LD split boom attachments) and 130BT and 150BT blowers	2 Years	90 Days
All other handheld products (Includes 350BT, 360BF, 226 & 522 Hedge trimmer, 345FR, 325HE3, 325HE4 & 430LS)	2 Years	2 Years

	Document Description	Page 26
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Power cutter, including K535i (battery powered)	1 Year	1 Year
---	--------	--------

	Document Description	Page 27
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Husqvarna® Warranty 2022		
Other Products, Parts, and Accessories	Consumer <i>(personal, household use)</i>	Professional <i>(any commercial, professional, agricultural, institutional or income producing use)</i>
Composite Axes and Hatchets	Lifetime	Lifetime
Sprayers	5 Years / 1 Year on wear parts	5 Years / 1 Year on wear parts
Sprayers (battery powered)	1 Year	1 Year
Dump Carts, Snow Cabs, Push/Tow Spreaders, Other Wheeled Attachments	2 Years	90 Days
WDC 225 Wet / Dry Vacuum	2 Years	No Warranty
Baggers and Collection Systems / Bucket / Grabber holder / Heated Lever Grip kits / Striping Kits	1 Year	90 Days
Automower Solar Charging System	1 Year	1 Year
Automower Fence Gate	2 Years	2 Years
Wooden Axes and Hatchets	90 Days	30 Days
All other accessories (e.g., bars, chains, carrying cases, folding hand pruning saws, fixed hand pruning saws, personnel protective equipment, tools, toys, trimmer heads, trimmer guards, etc.)	90 Days	30 Days
Parts (e.g., belts, blades, starter covers, starter springs, etc.)	90 Days	90 Days
Reconditioned or Refurbished Products	30 Days	No Warranty
Husqvarna Warranty 2022 587 70 46-02 IR		
<p>Warranty information: Additional warranty information can be located on our website at www.husqvarna.com; click on Support; click on Warranty Coverage. Scroll down to the bottom of the page. Or use this link in a browser; husqvarna.custhelp.com/app/answers/detail/a_id/62/</p>		
<p>Product Registration: Please register your product at www.husqvarna.com/us or www.husqvarna.com/ca. Go to "Support" then, "Product Registration". You may call 1-800-487-5951 (US) or 1-800-805-5523 (Canada) to have your product registered. Please have all product information ready prior to calling Consumer Support. Thank you for choosing Husqvarna.</p>		

	Document Description	Page 28
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 29
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Additional Warranty Information - 2022
*Z400 / Z400XS: 4 Year or 750 hours (with No Hour Limit the first 2 years) *V500, Z500L, Z500X: 5 Year or 1500 hours (with No Hour Limit the first 2 years) Battery: Lead Acid Batteries only: 180 days. AGM battery - 1 Year.
Composite axe/hatchet: Limited Lifetime Warranty - defined as seven (7) years from Date of Purchase. Limited Lifetime warranty applies to the composite axe/hatchet only. The composite sheath is not covered under warranty.
Engines (4 stroke): Briggs & Stratton, Honda, Kawasaki, and Kohler engines are warranted by the engine manufacturer. All other engines are warranted by Husqvarna as follows: Snowthrowers and Tillers - 5 years. Riding Mowers, Push or Walk Mowers, Zero Turn Mowers - 3 years. Zero Turn Mowers with Yamaha Engines - 3 years.
Handheld and Tiller products: Handheld ignition modules, tiller tines, fabricated decks, and trimmer shafts all have a "Limited Lifetime Warranty," and are warranted for the life of the product or seven (7) years after the product's final production run, whichever comes first. Pole Saws and Pole Hedge Trimmers are excluded from the Shaft "Limited Lifetime Warranty." Parts only, no labor.
Lawn Tractors: frame, chassis, and cast iron front axle have a five year consumer warranty.
Pressure Washers: Pressure Washer - All warranty is through Briggs and Stratton Power Products.
PZ / Z500 and P-ZT / Z500X / V500 products: Limited Lifetime Warranty on PZ / Z500 / P-ZT / Z500X / V500 Frame, PZ / Z500X / V500 only Spindle Housing, & PZ / Z500X / V500 only Leading Edge of Deck is for the life of the product or seven (7) years after the last date of the complete unit's final production, whichever comes first. Parts and Labor.
Residential Zero-Turn Mower and Tractor Decks: <i>Steel reinforced stamped deck shell only</i> - 10 Year Limited Warranty. <i>Fabricated deck shell and Steel Guard deck shell</i> - Limited Lifetime Warranty. Limited to the original purchaser and is non-transferable. Replacement is limited to a maximum of two (2) deck shells. Parts and labor are included during the standard product warranty period (see above). Labor is excluded after the standard product warranty expires. Mechanical components are not covered. Damage to cutting equipment by way of contact with rocks, sand or other objects, rust & corrosions, and natural discoloration of paint or other materials due to ultraviolet light are not covered.
Rental Warranty: All Handheld Products (Battery / Electrical / Gas) the rental warranty time period is 90 days. Tillers & Snowthrowers the rental warranty time period is 90 days. W436 & W448, Specialty Turf Care, Stump grinder, Aerator, Dethatcher, Sod cutter, Bed Edger the rental warranty time period is 1 year. All other products do not have a rental warranty coverage.
Snow Throwers: Aluminum auger gear box has a 5 year warranty. Cast iron impeller and cast iron gear box has a 10 year warranty. Transmissions: Hydro-Gear warrants transmission for three (3) years consumer use, parts and labor.
Transmissions: RZ, Z200 - (EZT Integrated transmission): <u>Hydro-Gear</u> warrants transmission for three (3) years consumer use, parts and labor. MZ - (ZT3100 transmission): <u>Hydro-Gear</u> warrants transmission for two (2) year commercial use and three (3) years consumer use, parts and labor. M-ZT / P-ZT / Z500 - (ZT3400 transmission): <u>Hydro-Gear</u> warrants transmission for three (3) years, parts and labor. PZ / Z500X - (Pump & Wheel Motor or ZT5400 transmission) three (3) year warranty. <u>Hydro-Gear</u> warrants transmission for three (3) years, parts and labor. V500 - Parker Pumps & Wheel Motors - (3) year warranty, as follows: <u>Husqvarna</u> warrants the first (1) year and second (2) year - parts and labor. <u>Husqvarna</u> the third (3) year - parts only, no labor. Z400 - Parker HTE transmission - (4) year warranty. Snow Throwers and Tractors: <u>Hydro-Gear</u> warrants transmission for three (3) years consumer use, parts and labor. All other transmissions are warranted by Husqvarna as follows: <u>Peerless</u> - three (3) years. <u>General Transmission</u> - two (2) years. General Transmission CVT belt - ten (10) years. <u>Tuff Torq</u> - three (3) years. Parts and labor.
Z448 / Z460 / Z454X / Z460X: 10 Year Limited Warranty - Deck shell only. Limited to the original purchaser and is non-transferable. Replacement is limited to a maximum of two (2) deck shells. Parts and labor are included during the standard product warranty period (see above). Labor is excluded after the standard product warranty expires.

	Document Description	Page 30
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 31
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

WARRANTY EXCLUSIONS

Husqvarna's Limited Warranty describes conditions under which there is either no warranty, or the warranty is excluded or void. Warranty coverage on any Husqvarna product is determined by the policy in force on the date the product was purchased by the customer, and the warranty exclusions may differ depending on the warranty in effect at the time of purchase. Please review the applicable warranty to determine coverage, but generally Claims for Warranty should not be honored 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 fi ling, 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 (mower blades, mower deck mandrels, trimmer or brushcutter blades, and chainsaw bars and chain) by way of contact with rocks, or other non-approved materials and, or structures.
7. 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.
8. Failure to provide or perform required maintenance services as prescribed in the owner's manual.
9. 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.
10. 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 on the Husqvarna oil label and covered in your owner's manual. Damage caused by old fuel, stale fuel, or bad fuel is not warrantable.

11. Use of ether or any starting fluids.
12. Pressure cleaning or steam cleaning the product.
13. Use of spark plugs other than those meeting emission performance requirements listed in the owner's manual.
14. Tampering with engine speed governor or emission components or running engines above specified and recommended engine speeds as in your owner's manual.
15. Operation of the unit with improperly installed, removed, or modified cutting shields, guards or safety devices.
16. 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.
17. 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.
18. Dirt contaminated grease or oil, use of incorrect type of grease or oils, failure to comply with regular greasing intervals, water or moisture damage, and, or improper storage
19. Sprayers pumping or spraying caustic or flammable materials, lack of broken strainers, or continued use of product after initial operational problem or failure occurs.
20. Pre-sale units with a date of manufacture greater than 12 months will NOT carry a battery warranty.
21. Riding mowers, Zero Turn Mowers, and Walk Mowers that have batteries for starting purposes, the battery is not covered under warranty if the battery is discharged. Pre-sale, or post sale.

	Document Description	Page 32
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

22. Scratch & Dent purchases and prior model year sales including discounted units (from Husqvarna directly or transferred from Dealer to Dealer) -- there is no battery warranty provided.

	Document Description	Page 33
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

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 material and workmanship. If a warranty dispute develops between you and your customer, contact the Husqvarna Technical Services Department for assistance. Parts, pictures, or the complete unit may be requested to assist with determining questionable failures.

Do not contact the Warranty Department for repair, service, or warranty authorizations. Please contact Technical Support at 1-800-448-7543 (U.S.) or 1-800-363-3664 (Canada).

	Document Description	Page 34
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 35
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

NON-WARRANTY ISSUES OR CLAIMS

Husqvarna believes that it manufactures the best and safest power equipment in the world. Therefore, Husqvarna is committed to protecting dealers 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 policy to protect a Dealer 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 ensure against, the wrongful acts of its Dealers. For this reason, Husqvarna urges all its Dealers to maintain their own liability insurance which would respond to non-warranty claims from a customer.

Husqvarna maintains liability insurance which will ensure an authorized Dealer against most customer claims unless they involve allegations that the Dealer was negligent or committed wrongful acts. This insurance coverage is likely to be in effect for all such Dealers regardless whether a Certificate of Insurance verifying this coverage has been issued to the Dealer. 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 Dealer which would preclude Husqvarna from protecting such Dealer from non-warranty claims asserted by a customer. It has been Husqvarna's experience that the most common of such acts committed by a Dealer are as follows:

1. The Dealer fails to furnish the Quick Reference Guide or the Owner's Manual and the current Owner's Safety Manual to the customer at the time of purchase together with the applicable tool kit, accompanying accessories and appropriate instructions.
2. The Dealer fails to make sure that all warning decals are affixed to the saw powerhead and accessories.
3. The Dealer sells the product "in the box" without approved equipment and proper setup instructions.
4. The Dealer fails to make proper repairs or makes unauthorized modifications or alterations to the product.
5. The Dealer denies potential warranty service to the customers. Any customer may bring their Husqvarna products for warranty service consideration to any authorized Husqvarna Dealer. The selling dealer or retailer need not be the servicing dealer, and all Husqvarna Dealers must service all Husqvarna products regardless where the products were purchased. Any costs incurred to obtain warranty consideration or services, including shipping and handling, travel expense, lost time, lost production, or pickup and delivery are to be borne by the customers.
6. The Dealer 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 Dealer from non-warranty claims asserted by a customer and arising from selling Husqvarna products in the normal course of business, the Dealer must promptly forward a copy of such claims or lawsuits to the attention of:

General Counsel, Husqvarna Professional Products, Inc., 9335 Harris Corners Pkwy, Charlotte, NC 28269.

Husqvarna also recommends that the Dealer promptly forward a similar copy to the Dealer's insurance carrier.

	Document Description	Page 36
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 37
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

ISSUES NOT PROCESSED THROUGH WARRANTY

- Incorrectly Ordered, Shipped Parts, or Spare parts ordered and damaged in shipment
- Parts that were ordered incorrectly by you or shipped incorrectly by Husqvarna are not processed through Husqvarna's warranty claims process. These should be returned as a "parts return" through Husqvarna's Customer Service Department. Warranty returns (parts replaced in warranty service and returned to Husqvarna) and parts returned due to improper orders or shipments are processed by Husqvarna in two different physical locations, and parts returns will not arrive at the correct destination, and you will not get proper credit, if sent to the Warranty address or to the Corporate office. If you have questions, contact Customer Service and select option #1 when prompted.

DAMAGED / SHORT SHIPMENTS - WHOLE GOODS ONLY:

Merchandise that is damaged or short upon receipt should be reported immediately with the carrier and Husqvarna Customer Service. If a shipment is received and noted with the carrier as "short" or damaged Husqvarna will file a claim.

- **SHORT SHIPMENTS: (NOT WARRANTY-Customer Service):** If a shipment is received and noted with the carrier, identifying specific units short, Husqvarna will file a claim. If received and, or not noted as a short shipment, the receiving party is responsible for filing claim with carrier.
- **DAMAGED SHIPMENTS: (NOT WARRANTY-Customer Service):** If a damaged shipment is refused, Husqvarna will handle the claim. If partial, only the damaged portion of the shipment should be refused. If accepted, the Bill of Lading should be signed and noted that damaged cartons were received. If you accept merchandise which has been obviously damaged in shipment, and you fail to note it, you may not be able to return the merchandise or otherwise get credit for it. If you do accept damaged merchandise, do not use warranty procedures to process your claim. Contact Husqvarna's Customer Service Department for assistance.
- **CONCEALED SHIPPING DAMAGE: (WARRANTY):** If you find new units in original cartons which are damaged, but with no visible damage to the carton, please: (1) as soon as you have determined the product is damaged while uncrating the product, take a photograph(s) of the product while it is still in the crate; (2) call Husqvarna Technical Services and discuss the damage. Be prepared to e-mail pictures to Technical Services and discuss what parts will be needed for the repair of the hidden damage. Technical Services Authorization to repair the unit is required; (3) If the concealed hidden damage is very minor and only cosmetic (no functional or damages to any safety components) discuss with Technical Services as a potential to sell 'as is' as a policy adjustment.

	Document Description	Page 38
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 39
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

CERTIFICATON INFORMATION

Benefits for being a **Bronze** level certified dealer:

1. Your dealership will receive your registered posted shop labor rate with Husqvarna on warranty repairs.
2. Parts reimbursement on hand held repairs will be paid at Husqvarna's suggested retail price. Consumer and Commercial Zero Turn mower parts, riding tractors with shared zero turn mower parts, and Specialty Turf parts will be paid at Husqvarna's suggested retail price minus 15%.
3. Product replacements and accessory warranty will be paid at Dealer cost.
4. See No Cost Warranty Exchange Program.

Bronze Certification:

To become certified, a Dealer must employ a technician who has completed Bronze Level Technician Certification. Bronze level certification is achieved by taking the required e-learning courses posted on Husqvarna University. Go to 'My Training' and see 'Service Technician' for the three levels of Husqvarna Service Technician Curriculum. Bronze warranty certification must be completed by the end of the calendar year to be eligible to perform warranty work.

Bronze Warranty Certification must be completed one time per technician. Must be completed by the end of the calendar year. New dealers that are signed up after October 1, will be certified until the following year.

If the certification requirements are not met in the required time frame or the dealership does not have a Bronze Level Certified Technician, the dealership will lose access to file warranty claims until certification is completed.

Silver Certification:

Benefits for being a **Silver** level certified dealer: **Effective 2020**

Husqvarna will increase your labor rate by 5% on warranty claims.

To become certified, a Dealer must employ a technician who has completed the Silver Level Technician Certification. Silver level certification is achieved by attending the required field service classes and taking the required e-learning courses posted on Husqvarna University.

The dealership can lose Silver Level Certification if there is not a Silver Level certified technician currently employed at the dealership.

****Note** As new courses are developed for Bronze and Silver Certification, these new courses must be completed to maintain certified status.**

	Document Description	Page 40
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 41
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

LABOR RATE REGISTRATION, WARRANTY REIMBURSEMENT

LABOR RATE REGISTRATION FORM:

Posted Shop Labor Rate Registration 2022

Dealer name: ____

Dealer Number: ____

Dealer Address: ____

New Registration # Adjustment / Requested Rate

Husqvarna *must* receive three (3) invoiced copies from retail paying customers from 3 different brands, clearly showing the Shop Labor Rate that the customer paid.

Email to: warranty.support@husqvarnagroup.com

In the e-mail the subject *line must include* **Labor Rate Registration and your dealer number.** Including this information expedites your request.

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.

Husqvarna reserves the right to audit labor rates and adjust accordingly to your local market conditions.

Authorized Signature

Printed name

Title

Date

	Document Description	Page 42
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 43
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Warranty Re-imbusement

To be eligible for warranty reimbursement at a posted shop labor rate, you must register your dealership's posted shop labor rate with Husqvarna Warranty Administration. This is done by completing the Dealer Labor Rate Registration Form located and returning this form to Husqvarna Warranty Administration.

The form must be filled out completely and send in with three (3) invoiced copies from retail paying customers from three (3) different brands, clearly showing the Shop Labor Rate that the customer paid.

This is a onetime registration unless an increase in the hourly shop labor rate is requested. Changes to your 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 your local market conditions.

Warranty Re-imbusement - Payment To dealers:

US Dealers:

To sign up for ACH payments. Please go to the POWER site, Service Tab, Warranty and open the ACH Warranty Payment Form, fill out and submit to e-mail address on the form.

The screenshot shows the Husqvarna Group website interface. At the top, there is a search bar with the text 'Products/Spare Parts/Manuals'. Below the search bar is a navigation menu with the following items: QUICK ORDER, PRODUCTS, PARTS, SALES SUPPORT, MARKETING, PRODUCT TRAINING, SERVICE, and WEB WARRANTY. The breadcrumb trail indicates the user is in 'Dashboard > Service > Warranty'. On the right side, there is a 'Current Cart' icon. The main content area is titled 'Warranty' and includes a sub-section 'F.A.Q.'s for WW 2.0' with a link to 'ACH Warranty Payment Form'. Below this, there is a section titled 'Web Warranty 2.0 Instructions' with a list of links: 'Filing a Claim', 'Filing A Husqvarna Care Claim', 'Husqvarna Care Dealer Letter', 'Determining Claims Status - Handheld', 'Determining Claims Status - Combined', and 'Adding Attachments'.

Our Teammates in Accounts Payable/Receivable will set your account up for automatically payments, direct deposits into your account or a hard copy check.

ACH – direct deposit – issued weekly.

Checks – hard copy – issued once month. Estimated date, 1st of the month.

Canadian Dealers:

Contact Canadian Accounts Payable/Receivable is sign up for receiving a hard copy check. Estimated check run dates is approximately every 60 days.

	Document Description	Page 44
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 45
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

PRE-AUTHORIZATON REQUIREMENTS

Pre-Authorizations are required for the following listed reasons. This list is subject to change and updates will be posted to the dealer support site. Please contact Technical Services for Warranty Repair Authorizations.

Note: Authorization number is only valid for (90) days, unless otherwise noted in the provided authorization.

1. Labor time in the warranty claim exceeding the current Flat Rate Labor guide.
2. Exceptions for pickup and delivery allowance outside of the first 90 days require an authorization number.
3. Submitted warranty claims for piston and cylinder kits on handheld petrol products must include clear pictures attached to the warranty claim of the following parts: (1) air filter, (2) intake manifold / carburetor butterflies, (3) top of piston, (4) intake side of piston, and (5) exhaust side of piston. All pictures of the piston must be with the cylinder removed from the piston. This can be submitted in Web Warranty via the Pre-approve claim submission process.
4. Warranty repairs exceeding 75% of the retail list of handheld models require an authorization from Dealer Technical Service. 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. The complete unit must be returned upon request -- please do not ship units filled with fuel or oil. RGA (Returned Goods Authorization) for product evaluation prior to consideration of replacement due to failure.
5. Wheel motors prior to warranty replacement.
6. Unit(s) received with concealed shipping damage require pictures of the damaged unit in the crate or package and authorization. This can be submitted in Web Warranty via the Pre-approve claim submission process.
7. Replacement of any wheeled unit(s) including Robotic Mower(s).
8. Labor is not authorized on spare parts warranty claims. Typically, spare parts warranty is for over the counter sales of spare parts and the customer is installing the part, therefore, labor does not apply in most cases. If labor is required call Technical Support for labor authorization on a Spare Part warranty claim.
9. Transmissions or Transaxles for Riding Mowers, Riding Tractors, Snowthrowers, and Zero Turn Mowers. HYDRO-GEAR transmissions require Authorization through the Hydro-Gear Distributor network. Husqvarna will not pay for a defective Hydro-Gear transmission or pumps. General Transmission, Peerless, and Tuff Torq transmissions also REQUIRE PRE-AUTHORIZATION from Husqvarna Technical Services. Warranty claim submissions for transmissions that do not have an authorization and the required checklist filled out and attached to the claim will be denied.
10. Goodwill: Goodwill is any out of warranty situation. All parts are paid at dealer cost and no labor is paid. Authorization is required for Goodwill. Other combinations of Goodwill can be agreed upon but must be authorized. Examples are (1) 1/3, 1/3, 1/3 = Customer, Dealer, and Husqvarna split the repair bill evenly, three ways. (2) Husqvarna supplies the parts, customer pays the labor. (3) Other arrangements agreed upon and authorized with an authorization number from Technical Services.

	Document Description	Page 46
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 47
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

WARRANTY EXCHANGE PROGRAM

No Cost

The following items will be sent out as a no charge part/product replacement for warrantable failures. These will continue to require technical support authorization for replacement. Once authorized, Husqvarna will file the warranty claim for the dealer, process the no charge order and ship the part(s)/product on the dealer's behalf.

Parts Return:

Parts sent under the exchange program can be requested for return up to 90 days following claim payment. Parts requested for return must be received within 10 business days. Parts not received within 30 business days will void claim status and result in forfeiture of full claim amount. You will no longer file a claim or place parts orders on exchange items listed below. Husqvarna will process this for you.

Bli 520X and BLi940X

All Serialized Handheld petrol and battery power products. This includes Li-ion battery products, Li-ion batteries and chargers.

Deck Shells (fabricated or stamped)

Frames – For riding mowers, tractors, and zero turn mowers LCT, Loncin, Rato and Yamaha Engines

Parker Pumps and Wheel Motors Product Replacements (Handheld) Tiller Transmissions

Tractor Transmissions (excludes Hydro-Gear) Wheel Motors (excludes Hydro-Gear)

Z Mower Transmissions (excludes Hydro-Gear)

Handling Allowances

Exchange Program Claims: Husqvarna will pay a flat handling allowance of \$50.00. The handling allowance will appear on the claim as part number 990505006 (excludes product replacement).

Product Replacements: Husqvarna will pay 30 minutes of labor (5 units of labor) at the dealers registered labor rate This includes Li-ion battery products, Li-ion batteries and chargers. Effective date November 1, 2019.

Labor will be paid based on 2022 flat rate labor guide.

Important note: If a unit is used from the dealer's inventory, the dealer **MUST** call the finance company to have the serial number removed from the floor plan and advise the finance company of the warranty credit (invoice number of the warranty claim credit) to apply to the serial number being removed for payment.

Failure to notify the finance company WILL cause the finance company to place your account on credit hold and view this type of transaction as FRUAD.

Dealer's responsibility:

Perform PDI on unit.

Dealer registers this new unit with the customer original date of purchase and provide customer with replacement.

	Document Description	Page 48
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 49
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

WEB WARRANTY PRE-APPROVAL PROCESS

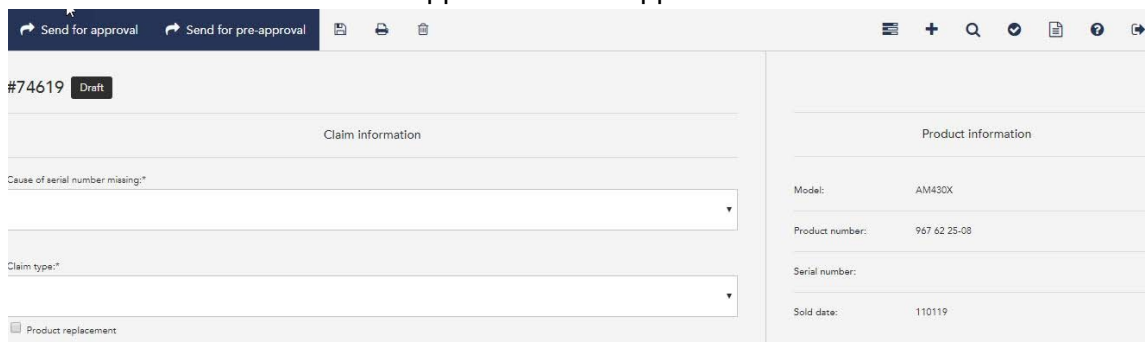
Background: To be able to reduce the amount of time spent by servicing dealers requesting approvals via phone and allow servicing dealers to focus on daily operations a Pre-Approval process has been implemented. Data will be added as a normal claim but can then be selected to be sent with either 'Send for Pre-Approval' or 'Send for Approval'. The Pre-Approval process today will not be a requirement, but we encourage users to begin to familiarize themselves with the process as it will be required in the future.

Pre-Approval claims will be handled with priority to avoid delay in response. When Pre-Approved, dealer will be able to repair the product and then send in the claim for normal approval without having to re- enter any data. In case any changes have been done to the claim during the repair, a new Pre-Approval will have to be done by re-opening the claim and resending it for Pre-Approval (or Approval).

What is considered applicable for "Pre-Approval": Anything that is currently called into Dealer Technical Support for approval with the exceptions of Product Replacements & Warranty Exchange items. These, at this time must still obtain Approval via calling into Dealer Technical Services. We do anticipate all approvals to be handled through Web Warranty in the future. Currently we are working to grow and develop further digital solutions before we take that leap.

Below please find a few samples pictures of this new Pre-Approval process:

Dealer send claim for either Approval or Pre-Approval:



#74619 Draft

Claim information

Cause of serial number missing:*

Claim type:*

Product replacement

Product information

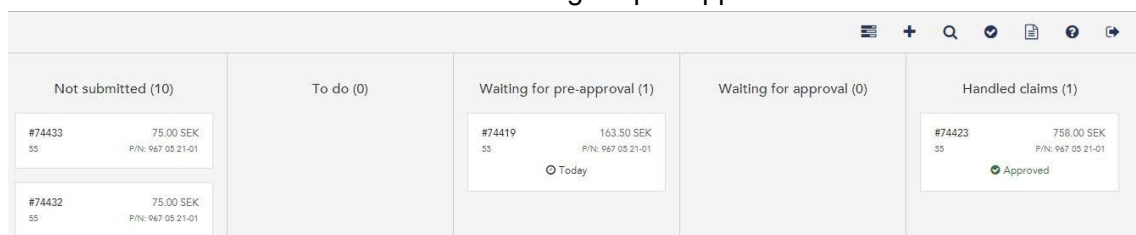
Model: AM430X

Product number: 967 62 25-08

Serial number:

Sold date: 110119

Dealer inbox with new section for 'Waiting for pre-approval':



Not submitted (10)

To do (0)

Waiting for pre-approval (1)

Waiting for approval (0)

Handled claims (1)

#74433 75.00 SEK
55 P/N: 967 05 21-01

#74432 75.00 SEK
55 P/N: 967 05 21-01

#74419 163.50 SEK
55 P/N: 967 05 21-01
Today

#74423 758.00 SEK
55 P/N: 967 05 21-01
Approved

	Document Description	Page 50
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 51
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

What is Pre-Approval? How do I use it?

1. Pre-Approval is a new feature found within Web Warranty to obtain authorization. When entering a new claim there will be two options at the top 1) Send for approval 2) Send for pre-approval. Simply select "Send for pre-approval" and our Dealer Technical Support team will review the approval/authorization request. ***Note: Currently this does not include product replacements & warranty exchange items.** These items must be called into Dealer Technical Services for authorization.
2. Pre-Approval is designed so that servicing dealers can send approval requests at their convenience rather than calling into Dealer Technical Support and to know if the claim will be approved prior to performing any service work or ordering parts.
3. Check your inbox periodically to check for updates. It is possible that we request more information if any information was missing or unclear.

The Pre-Approval process provides the following benefits;

1. Servicing dealers may now receive notification their warranty claim will be approved prior to performing service work or ordering parts. We understand that performing service work and ordering service parts prior to a warranty claim rejection does not benefit the relationship between Dealer & customer nor Husqvarna & Dealer. ***Note: Please refer to the warranty section in your Husqvarna Dealer Manual for warranty exclusions and what is covered as our warranty policies are the guidelines to what is approved and what is not approved.**
2. Time away from daily operations to call into Husqvarna Dealer Technical Support for approvals will be significantly reduced. Approvals may now be requested at your convenience without telephone hold times, providing product information verbally, and of course the wait time associated with sending and requesting Pictures. The Technical Services team will now be able to evaluate pictures on demand when receiving a Pre-Warranty claim.
3. Warranty Approvals may now be submitted after Husqvarna afterhours and weekends. ***Note: Husqvarna will not be processing claims after-hours. We will however process Pre-Approval claims with priority.**

The screenshot shows the Web Warranty interface for claim #74619. At the top, there are two buttons: "Send for approval" and "Send for pre-approval". The "Send for pre-approval" button is circled in red. Below the buttons, the claim is in "Draft" status. The interface is divided into "Claim information" and "Product information" sections. The "Claim information" section includes dropdown menus for "Cause of serial number missing" and "Claim type", and a checkbox for "Product replacement". The "Product information" section displays fields for Model (AM430X), Product number (967 62 25-08), Serial number, and Sold date (110119).

May I still contact Dealer Technical Support for standard Authorization?

1. Currently, yes. We will accept requests for approvals over the telephone, but we highly encourage utilizing Pre-Approval through Web Warranty as in the future it will become a requirement.
2. If a Pre-Approval is called into Dealer Technical Support and it may have been submitted through Web-Warranty we will be notifying that caller regarding the new process. Please understand this is in efforts to educate our servicing dealer network on the process and what may be included in the process.

	Document Description	Page 52
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

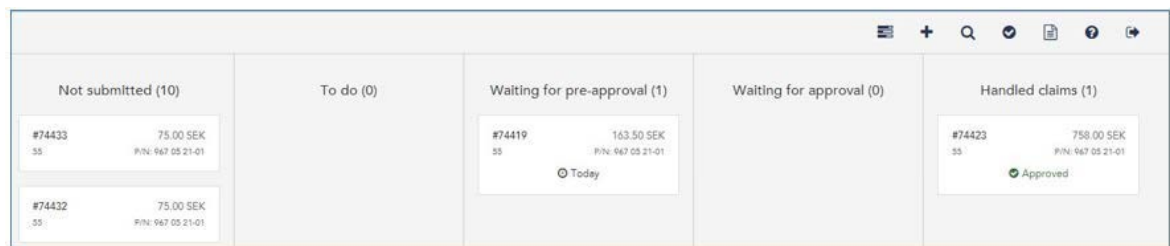
	Document Description	Page 53
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

What happens if I submit a Pre-Approval claim that did not require Pre-Approval.

1. If Dealer Technical Services receives a Pre-Approval claim that falls under normal warranty conditions that did not require approval, we will simply move the claim to the standard warranty claim queue and it will be handled as a normal warranty claim. We will not reject or send a Pre- Approval claim back to you if it should have been sent as a standard claim unless there is an overwhelming number of these requests from a single Service Dealer location. This process is intended to be a convenience to our servicing Dealers.

How will I become notified that my Pre-Approval claim has been reviewed?

1. The inbox within Web Warranty has been updated with new features. Be sure to check your inbox frequently to check for any updates such as approval, rejection, or even if a claim has been sent back for more information.



Examples of when to use Pre-Approval

Note: Review Warranty Section in your Husqvarna Dealer Manual for standard warranty processes and more information

- **Two-Stroke top end replacement (<75% retail cost of product)**

Diagnostics

Compression test result (Actual Integer i.e. 130psi) Pressure/Vacuum test result if lean condition has been suspected

Pictures Required (Clear & Focused)

Intake, Exhaust, Top of piston (Piston must be removed from cylinder)

Inside Cylinder

Top View of Crankcase

Air filter/Intake Manifold if dirt is present in engine

****Note**:** Other photos might be requested by Husqvarna prior to claim approval. Examples are: CST program BEFORE any kind of reset and after any reset or part replacement: Operating History, Engine Fuel Settings and Error Codes for any Auto Tune unit.

	Document Description	Page 54
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 55
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

- **Four-Stroke Engine Internal Repair (Husqvarna Branded - Loncin, LCT, Yamaha, etc.) (<75% cost of New Engine)**

Example of Diagnostics Leak Down test result

Compression test result (Actual Integer i.e. 130psi)

Pictures Required (Clear & Focused) Failed Components Front/Back/Top of Piston

Crankcase/Sump (bottom end related failure)

Crankshaft Journals/Bearing Surfaces (bottom end related failure)

- **Concealed Freight Damage (Ride On Product, Handheld, Walk behind, etc.) Pictures Required**

Crate or box unit was delivered in Damage to product sustained

See **Pre-Authorization Requirements** in your Husqvarna Dealer Manual under the warranty section for more details.

Examples of when NOT to use Pre-Approval

- Warranty Exchange Items *Note: Specific warranty exchange items may be included in the Pre- Approval process later (i.e. Deck Shells)
 - Basic Repairs

Mechanical starter repairs

Cable replacements (throttle, choke etc.) Broken levers, linkages

	Document Description	Page 56
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 57
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

AFTER SALES ADJUSTMENTS

Husqvarna will pay for one adjustment on a qualifying product within 90 days from the date of purchase.

Qualifying products are:

Serialized handheld

Product(s) must be registered to an end customer. Reconditioned products.

Payment:

Handheld products – 3 units of labor.

This labor will be dependent on the dealer's labor rate that is registered with Husqvarna at the time of the warranty claim.

****Canada only**** – If the unit had a PAID PDI on it, the unit does not qualify for an After Sales Adjustment (ASA).

Warranty claim filing procedures:

Claim Type: Warranty

Explanation of Repairs Performed: (The following information is also required :)

- (1) Include the symptom of what led the customer to bring the unit back?
- (2) What issue did you determine to be the cause?
- (3) And that the adjustment and or repair you made was the correction to the problem.

Missing information will either delay warranty claims payment or cause for the warranty claim to be rejected.

For carburetor adjustments, use these codes: Component Code: 159 – Carburetor

Failure Code: 80 – Adjustment problems

Example of a filled in claim:

Failure description*

Customer said unit would not accelerate smoothly. Tested unit, poor acceleration. Carburetor needs adjustment. Adjusted carburetor and unit accelerates quickly and smoothly.

127 characters left

Attachments

Add attachments

Component code*

159 Carburetor

Defect code*

80 Adjustment problem

	Document Description	Page 58
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 59
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

AUTOMOWER

If you sell Husqvarna Automowers, you must ensure that the customer has received thorough training in the use, operation and basic fault correction of the product. 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 both you and the customer. It is of great importance that you ensure that the installation is done properly.

Machine problems resulting from an improper installation are not covered under the warranty.

To assist with issues on a goodwill basis Husqvarna will allow one complimentary 'trip charge' per Automower. This is a one-time charge for a warrantable or pre-authorized non-warrantable item. Pre- authorized non-warrantable claims must be submitted first on Web Warranty through Pre-Authorization claim.

See updated Travel Allowance policy.

Boundary and Guide wires:

Husqvarna boundary and guide wire must be used. No other aftermarket wire is approved for use with the Husqvarna Automowers. Husqvarna boundary and guide wire are covered under warranty for 2 years against defects.

Verbal authorization through Technical Support is required.

	Document Description	Page 60
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 61
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

BATTERY, LEAD ACID, AGM

LEAD ACID WARRANTY

The lead acid batteries in all our wheeled goods are warranted to the customer for 180 days. If a battery is defective, the customer will get a replacement battery free of charge. This applies to Riding Mowers, Walk Mowers, and Zero-Turn Mowers.

Excludes Robotic mowers (Automowers) and handheld battery powered equipment.

1. Pre-sale units with date of delivery to dealer greater than 12 months will NOT carry a battery warranty.
2. Riding mowers, Zero Turn Mowers, and Walk Mowers that have batteries for starting purposes, the battery is not covered under warranty if the battery is discharged.
3. Scratch & Dent purchases and prior model year sales including discounted units (from Husqvarna directly or transferred from Dealer to Dealer) – there is no battery warranty provided.

INSTRUCTIONS FOR FILING LEAD ACID BATTERY WARRANTY CLAIMS

We request that you source batteries locally from stores such as Interstate, Auto Zone, Advance, NAPA, or Exide battery stores. Please use part # 699 00 00-02 (includes labor) on the warranty claim so credit may be issued.

Dealer reimbursement – US dealers - \$50.00 for battery and 3 units of labor. Canadian dealers - \$65.00 battery and 3 units of labor.

Note: Batteries are NOT to be returned. Please dispose of them according to local Environmental ordinances. Note that several states have laws regulating the disposal of batteries; please check your state's laws to ensure compliance.

AGM BATTERY WARRANTY

The AGM batteries in all our wheeled goods are warranted to the customer for 1 year. If a battery is defective, the customer will get a replacement battery free of charge. This applies to Riding Mowers, Walk Mowers, and Zero-Turn Mowers.

Excludes Robotic mowers (Automowers) and handheld battery powered equipment.

1. Pre-sale units with date of delivery to dealer greater than 12 months will NOT carry a battery warranty.
2. Riding mowers, Zero Turn Mowers, and Walk Mowers that have batteries for starting purposes, the battery is not covered under warranty if the battery is discharged.
3. Scratch & Dent purchases and prior model year sales including discounted units (from Husqvarna directly or transferred from Dealer to Dealer) – there is no battery warranty provided.

	Document Description	Page 62
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 63
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

INSTRUCTIONS FOR FILING AGM BATTERY WARRANTY CLAIMS (US and Canada)

File claim against unit as normal, product number and serial number required.

Part reimbursement: Use Husqvarna AGM battery part number from the Illustrated Parts List for the model you are repairing.

Warranty reimbursement: Retail minus 15% (same as Commercial Turf Care parts) Labor: 3 units of labor.

Note: Batteries are NOT to be returned. Please dispose of them according to local Environmental ordinances. Note that several states have laws regulating the disposal of batteries; please check your state's laws to ensure compliance.

	Document Description	Page 64
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

2300000034

Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)

SERIAL NUMBER TAGS AND FORMATS

For warranty claim purposes, never use the serial number from the invoice. The serial number from the invoice does not meet the requirement for a Product Registration or a Warranty claim. DO NOT use spaces or dashes in serial numbers on warranty claims.

Example shown in image below:



Serial number: 20140201291
2014 - is the year
02 - is the week of the year - 2nd week

Example shown in image below:



Serial number: 2014 220717 (when submitting warranty claims, do not use spaces or dashes)
2014 - is the year 22 - is the week of the year - 22nd week

Example shown in image below:



Serial number: 2014 2900053 (when submitting warranty claims, do not use spaces or dashes)
2014 - is the year 29 - is the week of the year - 29th week

Example shown in image below:



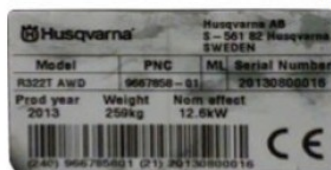
Serial number: 30300427
2013 - is the year
03 - is the week of the year - 3rd week

Example shown in image below:



Serial number: 20142573556
2014 - is the year 25 - is the week of the year - 25th week

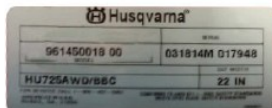
Example shown in image below:



Serial number: 2013080016
2013 - is the year 08 - is the week of the year - 8th week

Push mower / Tillers / Snowthrowers

Example shown in image below:



Serial number: 031814M 017948 (when submitting warranty claims, do not use spaces or dashes)
031814 is the date the unit was manufactured
03 is the month - March
18 is the day - 18th day of March
14 is the year - 2014
M - Factory or production line unit was manufactured on

Tractors

Example shown in image below:



Serial number: 022414D 004626 (when submitting warranty claims, do not use spaces or dashes)
022414 is the date the unit was manufactured
02 is the month - February
24 is the day - 24th day of February
14 is the year - 2014
D - Factory or production line unit was manufactured on

ZTR

Example shown in image below:



Serial number: 022714C 005985 (when submitting warranty claims, do not use spaces or dashes)
022714 is the date the unit was manufactured
02 is the month - February
27 is the day - 27th day of February
14 is the year - 2014
C - Factory or production line unit was manufactured on

	Document Description	Page 66
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 67
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

SERIAL NUMBER TAGS AND FORMATS:

For warranty claim purposes, never use the serial number from the invoice. The serial number from the invoice does not meet the requirement for a Product Registration or a Warranty claim. DO NOT use spaces or dashes in serial numbers on warranty claims.

Handheld Batteries and Chargers

Example shown in image below:



Serial number: 20141969458
 (when submitting warranty claims, do not use spaces or dashes)
 2014 is the Year
 19 is the week of the year - 2014

	Document Description	Page 68
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 69
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

TRAVEL ALLOWANCE

Travel allowance is an assistance program that assist the dealer and consumer with transportation expenses within the first 90 days of the warranty time period. This is not a pick-up and delivery coverage program.

This is a onetime allowance use.

For Consumer use only; no Professional use products.

Not to be used with National or Regional Retailers service agreements for pick up and delivery.

Qualifying products are:

Tractors, Automower (*trip charge*), Consumer Zero Turn Mowers (Z200 series, MZ series, and 400 series) and Snow Throwers.

Note – For Automowers – Husqvarna will allow one complimentary ‘trip charge’ per Robotic mower. This is a one-time charge for a warrantable or non-warrantable issue. For non-warrantable issue trip charge claims example, wire breakage, file the claim for the travel allowance only, no labor. Labor will not be paid on non-warrantable trip charge claims.

Travels allowance is paid by the mile (0.75 cent per mile – US) or kilometer (0.85 cent per km - Canada).

Travel allowance is capped at \$50.00.

Warranty claim filing procedure:

- 1) To enter Travel allowance, enter the number of miles/km for a one way trip. Please round up mileage/km to the nearest whole number.

Replaced parts

2 replaced parts

Travel allowance (MILES)

5

Labor allowance (periods)

8

48 min

- 2) Once the one way mileage/km is populated, the options will expand for you to enter the customers address and your business address. Please enter this information.

Traveled from street

9335 Harris Corners Parkway

Traveled from zip code

28269

Traveled from city

Charlotte

Traveled to street

7600 Statesville Road, Suite M

Traveled to zip code

28269

Traveled to city

Charlotte

- 3) Travel allowance has been completed.

	Document Description	Page 70
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 71
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Husqvarna warranty processing during the claim audit:

Husqvarna will verify this information and mileage/km using Google maps.

1. If there are multiple routes, we will take the average of the routes Google Maps offers.
2. For Travel Allowance, Husqvarna will take the one way mileage/km and multiple it by four(4) to account for the travel from the dealership to the customers residence, customers residence to the dealership, and back again from the dealership to the customer residence, customers, residence to the dealership.

	Document Description	Page 72
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 73
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

SPARE PART REPLACEMENT WARRANTY

Use of Model number or Part number 990 50 50-40.

Claim type – Spare Parts (File warranty claim for spare part failure when the product is out of the manufacturer’s warranty period.) You must provide the model number, serial number, and date of purchase of the unit that the replacement spare part is being installed on.

Labor is not authorized on spare parts warranty. Call Technical Services for an authorization number if labor is needed.

Spare Part Claim Filing:

Husqvarna genuine parts installed on Husqvarna products with warranty coverage are warranted for 90 days or the duration of the product’s warranty, whichever is longer.

Spare Part Claim entry using Model and Serial Number

- (1) Use the PNC (product Number Code) and the serial number of the unit the spare is for.

Add claim ✕

Product number*

Product not sold

Model: 340

Serial number*

Serial number does not exist

Create claim and go to next step

- (2) Claim type -- select 'Spare Parts'.

Claim type:*

Product replacement

	Document Description	Page 74
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 75
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

(3) Failure description -- part failure.
 please add the date of purchase for the spare part and the reason for the spare

Failure description*

replacement part purchased Oct 1 2017
 replacement spring failed

237 characters left

(4) Replaced parts -- add the replaced part number and quantity, click add to list.

Replaced parts x

Part number* Quantity*

RETURN SPRING

[Add to list](#)

(5) Close the box by clicking on the 'X' and continue with claim submission.

Replaced parts x

Part number* Quantity*

[Add to list](#)

Replaced part	Quantity	Symptom code	Total
537 09 31-01 - RETURN SPRING	1		8.20 USD 🗑️

Spare Part Claim entry using 990505040:

- (1) Use PNC (Product Number Code) 990505040. If using this process, be aware that the part will most likely be requested to be returned to the Warranty department for evaluation. If the part is requested to be returned, the claim will be moved into the 'To Do' queue in Web Warranty. You must print out the pre- paid Fed Ex shipping label and return the requested part. The Fed Ex label is valid for 10 days.
- (2) Click box 'Serial number does not exist'.
- (3) Enter date sold. Six (6) digit format, no spaces, dashes, or slashes. 100517 - (Steps 1, 2, and 3 covered in picture below)

	Document Description	Page 76
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Add claim

Product number*

990505040

Product not sold

Serial number*

Serial number does not exist

Sold date*

100517

Create claim and go to next step

	Document Description	Page 77
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

- (4) Cause of serial number missing, click on 'Other'
- (5) Description of why serial number is missing, enter -- spare part sold on date
- (6) Claim type -- 'Spare Parts'
(Steps 4, 5, and 6 covered in picture below)

Cause of serial number missing:*
Other

Description of why the serial number is missing*
Spare part sold on Oct 5 2017
131 characters left

Claim type:*
Spare Parts

Product replacement

- (7) Submit claim to Husqvarna, click on 'Send'.

	Document Description	Page 78
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 79
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

WARRANTY PARTS RETURN

Products and parts replaced under warranty can be requested for return by Husqvarna up to 90 days following warranty claim payment. Products and parts requested for return must be received within 10 days using the pre-paid shipping label provided. Products and parts not received within 30 days after the request will void claim status and result in forfeiture of the full warranty claim amount.

All other products and parts replaced under warranty must be retained at the dealership for 90 days following warranty claim payment.

If a product or part is not requested for return by Husqvarna within 90 days following the warranty claim payment, the dealer must destroy the product/part, so the product/part is inoperable. The product/part replaced under warranty must not be re-used or re-sold in any way or under any conditions.

Canada only: If a part(s) is requested to be returned, you will be contacted by a Technical Services or Warranty Administration associate for further instruction.

Husqvarna
Attn: Warranty Shop Technicians 8825 Statesville Road
Charlotte, NC 28269

Parts return – General Information (US only)

1. Husqvarna uses Fed Ex for warranty parts return and is prepaid for the dealer.
2. A copy of the claim **must be** in the package and have the copy of the claim in a plastic bag so the paperwork does not get soiled.
3. All Fed Ex labels are completed electronically.
4. You will need to schedule a pick-up with Fed Ex if Fed Ex does not stop by your business on a regular basis.
5. Retain the tracking information for your records.
6. Husqvarna is not responsible for the loss of parts returned where the Husqvarna issued return label was not utilized. Failure to utilize the Husqvarna return label could result in the denial of the entire claim. Do not send returns via USPS or Canadian Mail.

One Fed Ex shipping label will be provided at no charge in the Warranty claim. If this shipping label is not used or if it expires (shipping labels are valid for 10 days) the dealer is responsible for returning the required part at their own expense and shipping expenses are not refundable.

Do not send returns via USPS or Canadian Mail. Ship parts back using Fed Ex or UPS for the best shipping results.

	Document Description	Page 80
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 81
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

HOW TO PRINT OUT YOUR PRE-PAID FED EX SHIPPING LABEL:

- 1) Parts that are required to be returned will show a small truck next to the part number when you enter the part in the claim.

- 2) After the claim is submitted by the dealer, the claim will be moved into the 'To Do' section in Web Warranty. Click on the claim (rectangular area) to open the claim.

- 3) Now that the claim is open, click on the 'Shipping label' to open the link for printing the prepaid return shipping label.

Note: This label can only be opened 'ONE' time. If it is not printed when you open it, you will not be able to reprint the label. This label is only valid for 10 days. After 10 days, the label expires. If you fail to return the part using the Husqvarna provided label you are responsible for returning the part at your own expense.

	Document Description	Page 82
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 83
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

- 4) The shipping label is open, click on 'Print Label'.

	Document Description	Page 84
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 85
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

- 5) Click on 'Print Label'.
- 6) The shipping label appears like this on the computer screen. Print the label from your computer as you normally print.

FedEx Shipping Label x

3496_OUTBOUND_LABEL

<p>FROM:</p> <p>Destination name Address City, State, Zip code</p> <p>TO: Stop Manager/ Suite M Husqvarna Mainentry 7600 Statesville Road CHARLOTTE NC 28289 (900) 446-7543</p> <p>REF: 88228 / 10287 DPRT:</p> <p>PKGS: 1 US 548.DIA899104C</p>	<p>(900) 355-5555</p> <p>CID: 1107459891/S18200</p>	<p>9522 0136 9 0000 0000 0 00 7953 4845 3496</p> <p>9522 0136 9 0000 0000 0 00 7953 4845 3496</p> <p>TRK# 7953 4845 3496</p> <p>28269</p> <p>RETURN</p> <p>FedEx G</p> <p>21211701301us</p>
--	---	---

After printing this label:

1. Use the Print button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

	Document Description	Page 86
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 87
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

- 7) After you have printed out the shipping label and shipped the parts back, click on 'All of the above parts are sent'

RANDOM PARTS RETURN REQUEST: (US)

Random parts return request occurs when Husqvarna is reviewing a claim and has pre-determined the part needs to be returned for evaluation. This part is required to be returned. Husqvarna will request the part to be returned and the warranty claim will now be in your Web Warranty 'To Do' queue. Print this label out and return the requested part.

Note: If you fail to return the part using the Husqvarna provided label you are responsible for returning the part at your own expense.

One Fed Ex shipping label will be provided at no charge in the Warranty claim. If this shipping label is not used or if it expires (shipping labels are valid for 10 days) the dealer is responsible for returning the required part at their own expense and shipping expenses are not refundable.

Do not send returns via USPS or Canadian Mail. Ship parts back using Fed Ex or UPS for the best shipping results.

Parts return request (no fluids) – US and Canada

Federal and State laws prohibit shipment of units, products, and spare parts with fuel or oil in them. Please do not ship units, products, and spare parts with fuel in them. Husqvarna will charge the shipping dealer a \$8.00 hazardous waste disposal fee, and you will be expected to reimburse Husqvarna for any penalties incurred by government authorities or business for improper shipping.

	Document Description	Page 88
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 89
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

THIRD PARTY 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 help. The engine (except: RATO, LCT, LONCIN and Yamaha) and transaxle companies (except: General Transmission, Peerless, and Tuff Torq) insist that warranty repairs to their engines and drive systems be made by their Authorized Dealers. These companies conduct training and certify their technicians.

All the companies have several programs available to Dealers through their distributors. If you choose not to be an authorized service Dealer for any of these companies, the procedure is for the Dealer to take the product in question to an authorized repair Dealer 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 Dealers 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 Dealer's best interest."

US contacts:

Agri-Fab Accessories/Attachments (800) 448-9282

Parts purchased from Agri-Fab, very few parts are available through Husqvarna. Warranty submitted to Husqvarna.

Briggs & Stratton Engines (800) 444-7774

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 for generators or pressure washers. 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.

Hydrowave Transaxles & Pumps (800) 367-6820

Parts and units purchased from Hydrowave distributor - no parts at Husqvarna. Warranty submitted to Hydrowave.

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 (800) 544-2444

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

Warranty submitted to Kohler.

	Document Description	Page 90
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 91
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

McCulloch / Poulan Pro - Products sold by a Husqvarna Dealer and that are listed in the Husqvarna Dealers 2020 Sales Dealer Manual and Husqvarna price lists; the warranty is handled by the Dealer and filed through Web Warranty. Warranty statements for these products will be posted on the power.husqvarnagroup.com website.

Tecumseh Engines, Contact Distributor Certified Parts Corporation
Must be authorized. Parts purchased from Tecumseh distributor - no parts at Husqvarna Distributor has Technical Service help.
Warranty submitted to Tecumseh.
Distributors are: Cantrell Turf Equipment, Carswells OEI, MDART-KANSAS, Gardner-Connell LLC, MEDART- ST LOUIS, Power Equipment Systems, RBI Corporation, and Central Power Distributor.

Ohio Steel Industries (800) 652-2321

Customer Service www.ohiosteel.com

The website has a form that can be filled out and submitted to Ohio Steel for missing parts.
Warranty submitted to Husqvarna.

Tuff Torq (866) 572-3441

(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

customerservice@tufftorq.com

Canada contacts:

Agri-Fab Accessories/Attachments (217) 728-8388 or (800) 448-9287 Parts purchased from Agri-Fab, very few parts are available through Husqvarna. Warranty submitted to Husqvarna.

Briggs & Stratton Engines, Hydro-Gear Transmissions: Distributed in Canada by Powersource
www.powersourcecanada.ca

Local Phone: (905) 829-0006 | Toll Free: (800) 663-9700

Local Fax: (905) 829-8611 | Toll Free: (800) 563-1361

Honda Engines

Distributed by Honda Canada www.honda.ca

18 Honda Boulevard Markham, ON L6C 0H9

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

Fax: 1-877-939-0909

Kawasaki and LCT Engines

Distributed by Turf Care Products Canada 200 Pony Drive

New Market, ON L3Y 7B6 www.turfcare.ca

(905) 836-0988

	Document Description	Page 92
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 93
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

Kohler Engines, Tecumseh Engines & Transmissions, Peerless Transmissions:

Distributed by Canada Power

Must be authorized. Parts purchased from distributor - no parts at Husqvarna Distributor has Technical Service help.

Warranty submitted to distributor:

CPT Canada Power Tech LTD, Edmonton, AB (800) 861-9559 or (708) 453-5791 CPT Canada Power Tech LTD, St. Laurent, QB (514) 731-3559

McCulloch / Poulan Pro - Products sold by a Husqvarna Dealer and that are listed in the Husqvarna Dealers 2020 Sales Dealer Manual and Husqvarna price lists; the warranty is handled by the Dealer and filed through Web Warranty. Warranty statements for these products will be posted on the power.husqvarnagroup.com website.

Ohio Steel Industries

Customer Service 800-652-2321 www.ohiosteel.com - The website has a form that can be filled out and submitted to Ohio Steel for missing parts.

Warranty submitted to Husqvarna.

Tuff Torq

Distributed in Canada by ESF Equipment, Inc.

Phone: (418) 895-2318

(Replacement transaxles for warranty repair, contact Husqvarna Technical Services for authorization) If you require internal Service Parts for Tuff Torq transaxles contact:

www.esfdirect.com

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.

	Document Description	Page 94
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

	Document Description	Page 95
2300000034	Husqvarna Outdoor Power Equipment (Husqvarna Pro Inc)	

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 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: (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.