

**Warranty Policy & Procedure Manual
for the STIHL Authorised Servicing Dealer**

2018



Introduction

This Warranty Policy & Procedure Manual has been designed and produced to assist the STIHL Authorised Servicing Dealer to provide their customers with a warranty service for STIHL & VIKING products. It lays down the guidelines for the reimbursement for this service between Andreas STIHL Limited (STIHL) and the STIHL Authorised Servicing Dealer (hereafter referred to as the 'Dealer').

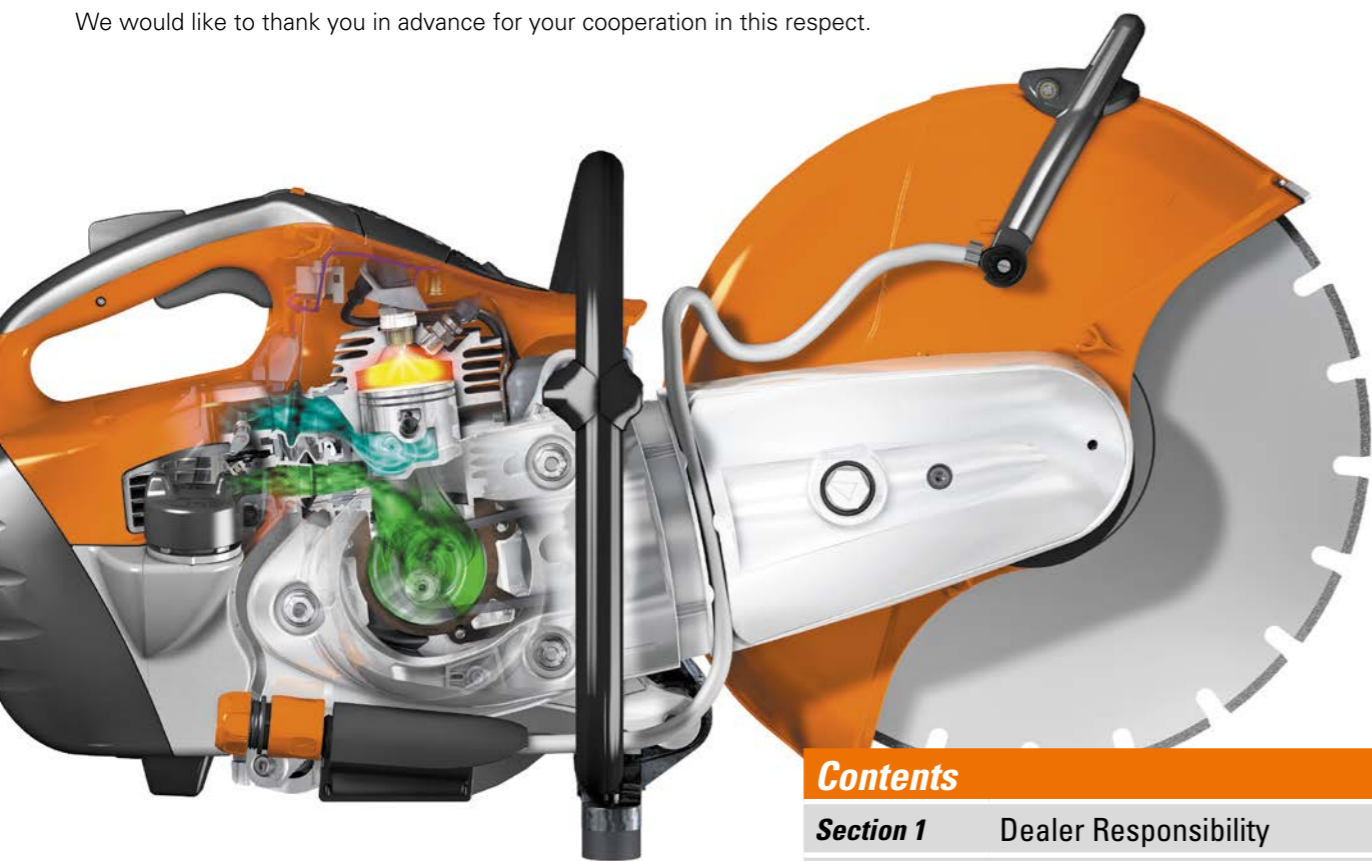
The warranty covers the replacement, including the removal and installation, of parts which have become unserviceable due to a provable defect in material or workmanship during the warranty period.

In order to ensure that this reimbursement can be made quickly and efficiently, it is important that the persons dealing with warranty within your company and organisation have a copy of, and understand, this Policy & Procedure Manual. If you have any questions, please contact the STIHL Technical Department on: 01276 417640 (Direct Line) or 01276 20202 (Reception).

STIHL operates a worldwide warranty analysis, where all warranty data is supplied to our parent company in Germany as part of the ongoing quality control, product improvement and development programme.

The Online Warranty Application supplied by STIHL B2B (web based business-to-business system) is used worldwide and when completed correctly, contains the information required by STIHL to assist in speedy approval of the claim.

We would like to thank you in advance for your cooperation in this respect.



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For further information please contact: Andreas STIHL Limited, STIHL House, Stanhope Road, Camberley, Surrey GU15 3YT
Tel: 01276 20202. www.stihl.co.uk

Calls may be monitored for training purposes.

All STIHL products on the market have had a voluntary inspection by an approved test centre & comply with the relevant European CE regulations.

SECTION 1. Dealer Responsibility

As part of the STIHL/VIKING Authorised Dealership agreement, the Dealer is required to provide a warranty service on all STIHL & VIKING products (irrespective if purchased from another Dealer) as per the Warranty Policy and with the provision of proof-of-purchase by the customer.

When considering warranty on a customer's machine, the Dealer must be satisfied that the machine has been maintained correctly, as per the Owner/Operator Manual, has received reasonable care and has been used for the purpose for which it was designed.

In the event that the Dealer is unable to decide if the item is of warrantable consideration, the Dealer should contact the STIHL Technical Department for guidance. Where the cost of the repair exceeds two thirds of the cost of the machine, authorisation must be sought from STIHL Technical Department before the repair is made.

Where a part or item is warrantable, the repair/replacement of that part/item will be carried out by the Dealer, at no cost to the customer, and reimbursement claimed as per the Worldwide Repair Times for STIHL Chainsaws, Power Tools and VIKING machines at the STIHL/VIKING Hourly Warranty Rate.

Any damage in transit to the machine must be reported within 7 DAYS to the Customer Services Department and repaired under the STIHL Warranty procedure.

The Dealer is expected, either prior to or at the point of sale, to perform the following minimum requirements:

1. Check that all warning decals are in place and firmly attached. In the event of finding damaged or missing decals please order a replacement from Customer Services.
2. Before handing over the product, a pre-delivery inspection (PDI) of the machine must be carried out and all the controls and settings checked according to the machine specification i.e. carburettor settings/chain brake/oiling.
3. The Dealer must ensure that the machine is supplied with the correct Owner/Operator Manual, tools and that the customer/operator is conversant with, and confident in the use of, that product.
4. Register the sale of the product using the STIHL B2B platform. Product must be registered to the correct user type ie. Domestic / Professional / Viking Hire.
5. Top handle chainsaws must only be supplied to bona fide tree surgeons and rescue saws must only be supplied to bona fide emergency services and must only be registered as a Professional User. For further information contact the Technical Helpline.

Please Note: Incorrect registration details will result in claim cancellation.

SECTION 2. Customer Rights and Responsibility

In addition to the Statutory Consumer Protection rights, the STIHL/VIKING customer has the right to take their STIHL/VIKING product to any Dealer for warranty consideration.

To obtain a warranty consideration the customer must advise the Dealer within 30 days of the problem or failure.

For all products, except Lawn Tractors and iMow robotic mowers, the product should be delivered to the Dealer within this period.

The customer must provide to the Dealer proof-of-purchase, date of sale, serial number and name and address of the vending Dealer.

Please refer to items 1–17 in SECTION 5 Warranty Exclusions – for items not covered by warranty.



Section 3. Warranty Claim Procedure

Submission of Warranty Parts

All warranty part claims submitted through STIHL B2B are subject to acceptance by STIHL GB.

All claims reviewed will either be accepted with a credit raised on the Dealer account or declined. The outcome of the warranty part claim will be confirmed within the warranty claim tab on B2B.

Review of a warranty part(s) claim may also require the Dealer to return the part(s) for inspection. Where parts are required for return they must be sent with a completed warranty label which can be downloaded from STIHL B2B.

Please note:

1. All claimed parts must be safely stored, by the Dealer and at their own risk, for a period of 90 days from the date the Dealer makes a claim pursuant to the warranty (the Retention Period).
2. Claimed parts must be sent to STIHL on request at any time during the Retention Period.
3. All parts requested for inspection by STIHL must be returned within 30 working days of the request. Should the parts not be forthcoming within this period, the claim will be declined.
4. All warranty claims must be submitted to STIHL GB within 30 days of the repair being made. Should the claim not be forthcoming within this period, the claim will be declined.

Submission of Warranty Machines

In order for a machine to be returned for warranty consideration the Dealer must first contact STIHL GB Technical Department on 01276 417640 to obtain a unique returns number. The unique returns number must be clearly stated on the returns label which can be downloaded from STIHL B2B. A copy of the completed returns label must be attached to the machine and also displayed on the packaging.

Please note: A machine returned for warranty consideration that does not have the unique returns number will be returned to the Dealer unprocessed.

Important Notes:

- 1 Should the Dealer have a requirement to return to STIHL, or dispose of, a Lithium-Ion battery (from the cordless range of products) then contact must be made with Customer Services Returns (Direct Line 01276 417615) in the first instance. A controlled process is in place for the safe return and/or disposal of these items and must be followed at all times. Under no circumstances should defective product be returned under the standard process as described above.**
- 2 Should the Dealer have a requirement to return either a used mist blower or sprayer then authorisation must be sought from STIHL Technical Department before the return is made. It is the responsibility of the Dealer to confirm if the machine has had any chemical contamination. Failure to provide this confirmation will lead to the machine being returned to the Dealer unprocessed.**

SECTION 4. Warranty Statement and Periods

STIHL & VIKING will rectify any defects in material or workmanship for the Owner who can provide their proof-of-purchase, during the Warranty Period as stated below, by repairing or replacing, at STIHL's discretion, the defective component(s) as per the Warranty Reimbursement Terms shown on page 10 of the Warranty Policy & Procedure Manual. It is both STIHL & VIKING philosophy to continually improve all of their products: as a result, engineering changes and improvements are made from time to time.

STIHL & VIKING will not be liable for any incidental or consequential damages for breach of any express or implied warranty on these products, except to the extent prohibited by applicable law. Any implied warranty of merchantability or fitness for particular purpose on these products is limited in duration to the warranty period, as defined in the Warranty Statement.

Repair or replacement, as provided under this warranty, is the exclusive remedy of the consumer. STIHL & VIKING reserve the right to change or improve the design of the product without notice and do not assume obligation to update previously manufactured product.

WARRANTY PERIODS

2 Year Warranty Period – STIHL DOMESTIC USERS

All machines shown in the current STIHL Sales Catalogue are covered for a period of 2 years** from the date of purchase by the Owner, when used for the designed purpose of that product by Domestic Users.

**STIHL High Pressure Cleaners are covered for an extended warranty period of 3 years in Domestic use.

See below for STIHL and VIKING Groundscare applicable warranty periods.

1 Year Warranty Period – STIHL PROFESSIONAL USERS

All machines shown in the current STIHL Sales Catalogue are covered for a period of 1 year** from the date of purchase by the Owner, when used for the designed purpose of that product by Professional Users (including Hire, Rental and Construction Industry, Farm and Estate).

NOTE: Lithium-Ion Pro 36 V cordless products are covered for a period of 1 year (as above).

Lithium-Ion COMPACT 36 V and Lithium-Ion 18 V cordless products are not covered under warranty when used by Professional Users (including Hire, Rental and Construction Industry, Farm and Estate).

**STIHL High Pressure Cleaners are covered for an extended warranty period of 2 years in Professional use. NOTE: There will be no extension to the warranty period on products sold to the Hire, Rental and Construction Industry. The existing 1 year warranty period will remain for these products.

See below for STIHL and VIKING Groundscare applicable warranty periods

Ignition modules – There is a 2 year warranty on ignition modules.

Spare Parts

Spare parts are covered by a 1 year warranty.

Warranty Periods – STIHL & VIKING Groundscare Products (Mowers, Tillers, Shredders, Scarifiers & iMow)

All VIKING products shown in the current VIKING Sales Catalogue are covered for the period as shown below:

Product	Warranty Period		
	Domestic Use	Professional Use	Hire, Rental and Construction Industry
2, 3, 4, 5, 6 and R Series Lawnmowers	5 years*	3 months	3 months
R4, T4, T5 & T6 Series Ride-on Mowers	5 years*	3 months	3 months
MB 4 RTP, MB 655 RS	5 years*	1 year	1 year
7 Series Lawnmowers	5 years*	1 year	1 year
Lawn Scarifier	5 years*	3 months	3 months
Tillers & Shredders	2 years	3 months	3 months
Lawnmower Deck 2, 3, 4, 5, 6 & R Series	10 years*	3 months	3 months
Mono Handlebar 2, 3, 4, 5, 6 & R Series	10 years**	3 months	3 months
Mono Handlebar 7 Series	10 years**	5 years**	5 years**
iMow	5 years*	5 years*	3 months
iMow Battery and Charger	2 years	2 years	3 months

* Subject to product registration and annual servicing (otherwise 2 years)

** Whole handlebar mechanism



SECTION 5. Warranty Exclusions

The following are excluded from warranty claims:

1. Any part(s) of the STIHL or VIKING product that are subject to normal wear and tear even when used as intended (providing there is no defect in material or workmanship) and have to be replaced during the warranty period due to the type and duration of use.

Among other parts, this includes:

- Cutting attachments
- Cutting blades
- Saw chain, guide bar
- Drive components (centrifugal clutch, clutch drum, chain sprocket)
- Filters (for air, oil, fuel)
- Rewind starter
- Spark plug
- Vibration-absorbing elements of the anti-vibration system
- Battery (See STIHL & VIKING warranty periods for cordless products)
- Pulleys/v-belts
- Blades
- Tyres
- Lamps/fuses
- Electric blade clutch
- Clutch shoes
- Bent/Broken crankshaft (Groundscare Products)
- Ball bearings on mower deck
- Lawn mower deck (corrosion and accidental damage).

2. Any damage caused by non-observance of the safety precautions, warnings, operating and maintenance instructions and storage as explained in the Owner's manual.

3. All damage resulting from the following:

- Modifications to the product not approved by STIHL/VIKING
- The use of parts, attachments or cutting tools not approved by STIHL/VIKING
- Using the product for purposes other than specified
- Using the product for sports or competitive events
- Consequential damage due to the continued use of the product with defective components, even if such defective components are covered by the warranty.

4. Any damage due to a lack of servicing or maintenance operations as per the 'Maintenance Chart'. This includes, but is not limited to the following:

- Damage to the engine caused by delayed or inadequately performed servicing (e.g. air and fuel filters, incorrect carburettor adjustment or inadequate cleaning of the cylinder cooling fins)
- Corrosion and other consequential damage due to improper storage
- Damage and subsequent damage due to the use of parts other than original STIHL/VIKING replacement parts
- Damage due to maintenance and repairs performed by an unauthorised repair shop.

All operations listed in the 'Maintenance Chart' must be performed to the stated periods. If these maintenance operations cannot be carried out by the user, it is recommended that they are performed by a STIHL/VIKING Authorised Servicing Dealer.

Please be informed that any servicing and maintenance work is not covered by warranty including:

- Cleaning and adjustment of the carburettor (idle, maximum rpm)
- Inspections, safety and operational checks
- Replacement of parts subject to wear and tear
- Cleaning operations
- Valve adjustment (4-MIX®)
- Use of consumables (Dirko and grease)

5. The use of non-genuine STIHL or VIKING replacement parts or accessories or damage to other components caused by the use of non-genuine STIHL or VIKING parts.
6. Repairs that are carried out by non-authorised STIHL/VIKING Dealers or wrongly installed parts or repairs that are carried out using non-approved gaskets or sealing compounds. Only repair procedures laid down in the workshop Repair Manuals are accepted.
7. Damage caused to the machine by incorrect workshop procedure of the Dealer Staff e.g. not using the correct special tools to remove or install parts.
8. Damage to the cylinder, piston and bearings, as a result of insufficient lubrication, carburettor adjustment or insufficient filter maintenance.
9. Any machine or component(s) for which the warranty has expired.
10. Damage to the product at pre-delivery inspection, caused by incorrect assembly by the Dealer.
11. Wear on consumable items, except as a result of material defect. Damage caused to cutting attachments by incorrect sharpening, adjustments or cutting techniques.
12. Incorrect cleaning processes and wear and tear on safety clothing and footwear.
13. The replacement of a whole assembly, where a repair can be effected by using one or more parts e.g. changing recoil housing assembly for a broken pawl.
14. Failure of parts as a result of the Owner/Operator not carrying out the standard recommended care and maintenance laid out in the Owner/Operator Manual e.g. blocked exhaust caused by carbon build-up.
15. Cleaning before and after repair.
16. O.E.M. engines – these engines may be covered by the engine manufacturers' own Warranty Terms and Conditions. Please refer to the STIHL Technical Helpline for confirmation.
17. Any defects as a result of accident, negligence, misuse or abuse.



SECTION 6. Warranty Reimbursement Terms

The Dealer will be reimbursed at the following rates which will be periodically reviewed and adjusted by the management of Andreas STIHL Limited.

WARRANTY PARTS – Will be reimbursed at recommended retail prices as shown in the current Spare Parts price list, less applicable discount.

POSTAGE – Actual postage cost up to a maximum of £15.00 per warranty claim.

LABOUR RATE – At £40.20 per hour or part thereof (see TRAVEL).

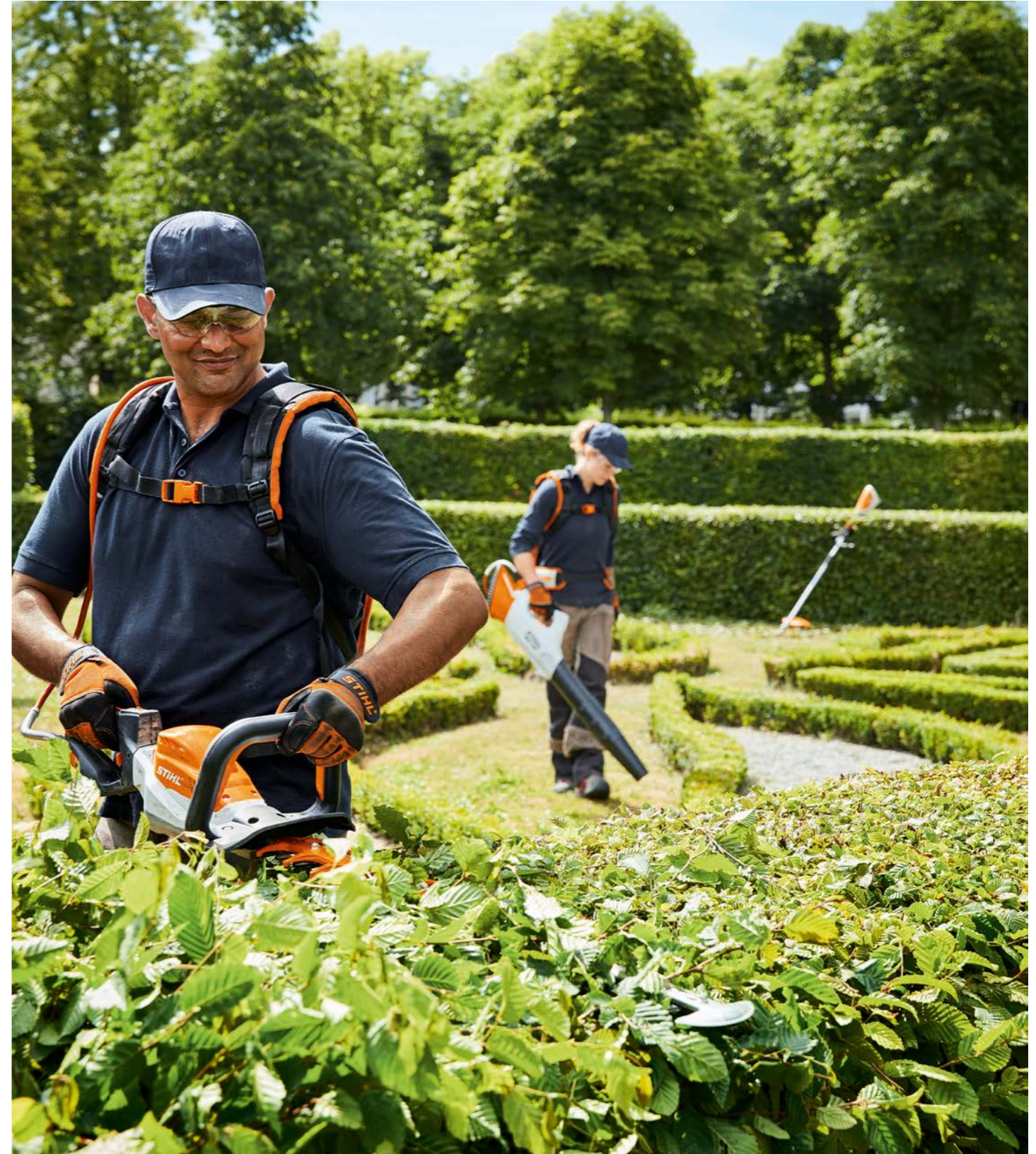
WARRANTY REPAIR TIME – As per the STIHL Worldwide Warranty Repair Timetable.

The time required for diagnostics, testing and administration are included in the repair time.

The times listed are based on the assumption that the work is performed by trained personnel in a properly equipped workshop. Special servicing and testing tools and other workshop equipment are available at cost.

TRAVEL – No allowance will be given for travel under warranty reimbursement.

An exception to this will be for Lawn Tractors and iMow robotic mowers where a Dealer has to travel to repair and/or collect a machine under warranty. In this instance an allowance of £0.60 per mile will be given up to a maximum distance of 60 miles round trip. For a distance greater than 60 miles justification must be provided.



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