

1. **Limited Warranty Coverage** Any failure due to defects in materials or workmanship occurring during the applicable warranty period, subject to the exclusions and limitations set forth in the following paragraphs. Limited warranty coverage applies only to STIHL products that are purchased from authorized STIHL dealers located in the United States and U.S. territories.
2. **Persons Covered By This Limited Warranty**
  - A. The original retail purchaser herein referred to as the "Consumer".
3. **Limited Warranty Period** The following respective limited warranty time periods apply to STIHL products:
  - A. For gasoline powered chain saws and 120 volt A.C. electric chain saws (and the guide bar and saw chain loop assembled as an integral part of the machine), excluding top handle models and GS concrete cutter:
    - i. One year from date of purchase when used for personal non-income producing household purposes.
    - ii. Three months from date of purchase when used for profit or non-profit organizational, commercial, professional, rental or income producing purposes.
  - B. For gasoline powered and battery powered top handle chain saw models and GS concrete cutter (and the guide bar and saw chain loop assembled as an integral part of the machine):
    - i. Three months from the date of purchase.
  - C. For gasoline powered and 120 volt A.C. powered trimmers, brushcutters, clearing saws, blowers, gasoline powered sprayers, vacuum/shredders, hedge trimmers, edgers, tree pruners, power sweepers, KM and MM multi-tool machines and their respective attachments, accessory gearbox attachments, vacuum cleaners, BT drill and auger models (and their respective attachments purchased as an integral part of the machine at the same time the machine is purchased):
    - i. Two years from the date of purchase except for rental use.
    - ii. Three months for rental use from date the product is placed into rental service.
  - D. For battery powered tools (excluding top handle chain saws and cut-off machines), rechargeable batteries and battery chargers:
    - i. Three years from date of purchase when used for personal non-income producing household purposes.
    - ii. Two years from date of purchase when used for profit or non-profit organizational, commercial, professional, or income producing purposes.
    - iii. Three months for rental use from date the product is placed into rental service.
  - E. For all pressure washers including the engine, pump, hoses and pressure washer accessories:
    - i. Two years from date of purchase when used for personal non-income producing household purposes.
    - ii. One year from date of purchase when used for profit or non-profit organizational, commercial, professional, or income producing purposes.
    - iii. Three months for rental use from date the product is placed into rental service.
  - F. For all gasoline powered and battery powered STIHL cut-off machines, cut-off machine wheels, cut-off machine attachments, GS concrete cutter and GS attachments:
    - i. Three months from the date of purchase.
  - G. For all SG manual pump sprayers:
    - i. One year from the date of purchase except for rental use.
    - ii. Three months for rental use from date the product is placed into rental service.
  - H. *Double warranty coverage:* For gasoline powered chain saws and gasoline powered power tools (and their respective attachments purchased as an integral part of the machine at the same time the machine is purchased), excluding the products listed in paragraphs 3B, 3D, 3E and 3F when used for personal non-income producing household purposes sold after January 1, 2011; the limited warranty time periods described in paragraphs 3.A.1 and 3.C.1 will be doubled if the original Consumer purchases a 6-pack of STIHL HP Ultra 2-cycle engine oil (any size containers) or a minimum of one gallon of STIHL MotoMix® premixed fuel at the time the machine is purchased. The Consumer's invoice must reflect the STIHL HP Ultra oil or STIHL MotoMix® fuel purchase and machine purchase along with the machine's serial number. The Consumer should retain a copy of the invoice for the length of the limited warranty time period as proof of purchase. STIHL Incorporated reserves the right to request a copy of the invoice to verify limited warranty coverage in the event a warranty repair is made to the machine. Double Warranty coverage is only eligible at the time a new product is purchased.
    - i. Double warranty coverage does not apply for top handle chain saws, pressure washers, TS cut-off machines, GS concrete cutters, non-gasoline powered products or products used for profit or non-profit organizational, commercial, professional, rental or income producing purposes.
  - I. *Drive shaft limited warranty:* The flexible and solid drive cables on STIHL FS trimmers, brushcutters, clearing saws; FC edgers, HT fixed length pole pruners (HT telescoping shafts are excluded), KM and MM multi-task tools, KM attachments, and HL hedge trimmer models are warranted to the original retail purchaser for as long as the appropriate spare part continues to remain available from STIHL. Products used for rental use are excluded.
  - J. *Hand tool limited warranty:* All STIHL model PA axes, PH hedge shears, PL loppers, PP pruners, PS pruning saws, Cant Hooks, Peaveys, Hookaroons and Log Carriers are warranted to the original Consumer for as long as the appropriate spare part or product continues to be available from STIHL. Products used for rental use are excluded.
  - K. Replacement attachments, cutting tools, and cutting heads (except for those purchased as an integral part of the machines described in paragraphs 3A through 3G), auger bits and drill bits, repair parts, forestry apparel and all other STIHL accessories or products not described in paragraphs 3A through 3G:
    - i. Three months from the date of purchase.

#### **4. Warrantor**

STIHL Incorporated

536 Viking Drive, Virginia Beach, VA 23452

STIHL Customer Service phone number: (800) 467-8445 Website and contact form: [www.stihlusa.com](http://www.stihlusa.com)

#### **5. Emission Control Systems Limited Warranty Coverage**

STIHL products designed to meet Federal EPA and California emissions standards for small non-road utility engines have additional emission control system limited warranty coverage. An explanation of the emission control system limited warranty coverage can be found in the instruction manual supplied with the product.

#### **6. Warranty Exclusions, Limitations and Rights**

A. The following are not covered by this limited warranty:

- i. STIHL products purchased from anyone other than an authorized STIHL dealer located in the United States or U.S. territories. The STIHL limited warranty may not be transferred by the Consumer to any subsequent purchaser. Only STIHL Incorporated can transfer the limited warranty to a subsequent purchaser.
- ii. Repairs or replacements or any failure resulting from such repairs or replacements not performed by an authorized STIHL dealer located in the United States or U.S. territories.
- iii. Any failure resulting from the use of parts or components not supplied by STIHL.
- iv. Parts or components not supplied by STIHL, or STIHL parts or components that have been modified.
- v. Repairs made necessary by gasoline containing more than 10% (E10) ethanol content (i.e. E15, E25, E30, E50, E85).
- vi. Any failure that results from accident, impact, abuse, misuse, neglect, mishandling, dulling of cutting edges, or failure to operate, maintain, or store the product in accordance with the information provided in the instruction manual supplied with the product.
- vii. Items or service required when performing normal and regular maintenance of the product including but not limited to valve adjustments, spark plugs, filters, lubricants, starter cords, carburetor adjustments, engine tune-ups, sharpening, cleaning of combustion deposits, winterizing materials, storage, etc.
- viii. Normal adjustments, recommended maintenance, or storage preparation as described in the instruction manual supplied with the product.
- ix. Repairs made necessary by normal wear, improper maintenance, improper lubrication, improper storage, dirt, abrasives, impact, moisture, water, water mineral deposits, rain, snow, freezing, rust, corrosion, varnish, stale fuel, gasoline additives, fuel deposits, carbon deposits, oil deposits or other similar conditions.
- x. Repairs made necessary due to improper oil mix ratios or the use of oils and other lubricants not specified in the product's instruction manual.
- xi. Any failure caused by lubricants not supplied or recommended by STIHL.
- xii. Any failure resulting from the use of improper tools or improper repair procedures.
- xiii. Improper voltage for electric products and batteries that have been exposed to temperatures beyond those specified in the product's instruction manual, batteries that have not been properly charged or batteries that have reached their useful life.

B. THE WARRANTOR WILL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. 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) SHALL BE EFFECTIVE FOR ANY PRODUCT ONLY FOR THE DURATION OF THE APPLICABLE LIMITED WARRANTY PERIOD LISTED IN PARAGRAPH 3. SOME STATES DO NOT ALLOW EXCLUSIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES AND/OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

C. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

#### **7. Duties of the Dealer**

- A. Complete the product registration information and submit it electronically to STIHL Incorporated within ten (10) days of purchase. Product registration is recommended, but not required in order to obtain warranty service.
- B. Provide the Consumer with a copy of the product instruction manual, which includes information on the STIHL Limited Warranty Policy, at the time of the product purchase. The STIHL Limited Warranty Policy is available at [www.stihlusa.com](http://www.stihlusa.com) or by contacting STIHL Incorporated as set forth in paragraph 4. If requested by a Consumer, the dealer will provide the Consumer with a copy of the STIHL Limited Warranty Policy.

#### **8. Duties of the Consumer**

- A. Use reasonable care in the maintenance, operation, and storage of the product as explained in the instruction manual.
- B. Should any failure covered by this limited warranty occur, the Consumer must deliver or ship the product to any authorized STIHL dealer in the United States or U.S. territories for repair and provide proof of purchase date. Freight costs and transportation charges if any, will be borne by the Consumer.
- C. The Consumer should retain a copy of the invoice for the length of the limited warranty time period as proof of purchase. STIHL Incorporated reserves the right to request a copy of the invoice to verify limited warranty coverage in the event a warranty repair is made to the machine.

#### **9. Duties of the Warrantor**

- A. Any defective product or component covered by this limited warranty will be repaired or replaced at the option of the warrantor at no cost to the Consumer.
- B. Product failures covered by this limited warranty will be scheduled and repaired according to the normal workflow of the authorized STIHL dealer to whom the product is delivered for service depending upon the availability of replacement parts.
- C. If the Consumer does not receive satisfactory results from the authorized STIHL dealer, the Consumer may contact the STIHL Customer Service Department as set forth in paragraph 4.