

LIMITED WARRANTY

STIHL's Limited Warranty applies only to the original owner of the unit and is non-transferable. It is the Dealer's responsibility to display the Limited Warranty in the Dealership and review the conditions with the customer at the time of purchase. Units purchased outside of Canada may qualify for Canadian warranty if the customer can provide a proof of purchase. The Dealer must forward a copy of the proof of purchase for the equipment to their Technical Manager. Warranty guidelines must be strictly adhered to.

The following warranty periods apply to STIHL products:

	<u>Homeowner Warranty</u>	<u>Professional Warranty</u>
1) GAS CHAINSAWS & CUTQUIKS* The following model series are not eligible for the Homeowner Warranty (MS201, MS400, MS462, MS462 RS, MS500i, MS661, MS881, all top-handle MS chainsaws, GS 461 and all TS models)	1 Year 2 Years with six pack oil purchase OR 4 cans of MotoMix® 950ml OR 1 can of MotoMix® 4L	90 Days
2) GAS POWER TOOLS The following model series are not eligible for 2-year extended warranty FS361 - FS561	2 Years 4 Years with six pack oil purchase OR 4 cans of MotoMix® 950ml OR 1 can of MotoMix® 4L	2 Years
3) GAS RB PRESSURE WASHERS	3 Years	1 Year
4) GAS LAWN MOWERS	5 Years	1 Year
5) GAS RZ ZERO-TURN LAWN MOWERS *Whichever comes first. Proof of hours must be submitted with warranty claim.	3 Years or 500 hours*	3 Years or 1500 hours*
6) RZA/AZA ZERO-TURN LAWN MOWERS *Whichever comes first. Proof of hours must be submitted with warranty claim.	5 Years or 2000 hours*	5 Years or 2000 hours*
7) ALL ELECTRIC POWER TOOLS	4 Years	2 Years
8) LITHIUM-ION BATTERY TOOLS		
AI Line	5 Years	Not applicable
AS System	5 Years	3 Years
AK System	5 Years	3 Years
AP System	5 Years	3 Years
**All top-handle MSA chainsaws and all TSA models are not eligible for homeowner warranty		
Batteries	5 Years	5 Years

9) STIHL HANDHELD TOOLS (i.e.. pruners, loppers)	Limited Lifetime Warranty	Limited Lifetime Warranty
10) KOMBI ATTACHMENTS & GAS SG/SR SPRAYERS (with bill of sale)	2 Years	1 Year
11) ADVANCE PROCOM	2 Years	2 Years
12) ALL RENTAL APPLICATIONS HAVE A 30-DAY WARRANTY (90 DAYS FOR RB PRESSURE WASHERS)		

LIMITED WARRANTY(Continued)

16. Five-year warranty is offered on electronic ignitions (to the original purchaser) for units purchased after January 1, 2003 (2 years Parts & Labour, remaining years Parts only). Lifetime warranty on electronic ignitions was offered (to the original purchaser) on units purchased between January 1, 1989, and December 31, 2002 (proof of purchase is required).
17. Lifetime warranty on drive cables and internal drive shafts is offered to the original purchaser **when used with recommended attachments.**
 - a. Eligible products include curved and straight shaft FS/FSA/FSE/KM/KMA up to and including FS 261.
 - b. Clearing saws are not eligible for lifetime warranty (FS 360 - FS 561, FSA 400).
18. STIHL warranties parts installed during the product warranty period for the remainder of the product's original warranty period or for thirty (30) days, whichever is longer. This warranty applies only if an authorized STIHL Servicing Dealer installs the part(s). The serial number of the unit must be included in the claim.
19. The warranty on STIHL original replacement parts is thirty (30) days for defects in material or workmanship. STIHL LIMITED will replace any part that it deems defective within thirty (30) days of purchase. Any labour or service charges are the responsibility of the owner. The serial number of the unit must be included in the claim.
20. The warranty on all cutting attachments (bars, chains, sprockets, string heads, blades, etc.) is thirty (30) days on the part, with no labour allowance. This applies to all models, regardless of the warrantable period. The serial number of the unit must be included on the claim. The bill of sale, (invoice to customer) for replacement items sold, must also be included with the claim.
21. Warranty on collateral and safety apparel is thirty (30) days, and a warranty claim must be submitted through B2B to receive credit. A copy of the original bill of sale is required for warranty eligibility and must be attached to the claim.
22. Warranty coverage for special tools, including diagnostic tools is thirty (30) days. If warranty is justified, a claim must be submitted in B2B.

Warranty Coverage

Warranty coverage will apply to any failure caused by defects in material or workmanship which occurs during the applicable warranty period, except for the specific cases as provided in Clause 3 of 'Warranty Limitations'.

Warranty Limitations

The following items are not covered by this warranty:

1. Parts or components not manufactured or supplied by the manufacturer.
2. Items or service required for the normal and regular maintenance of the product i.e. spark plugs, filters (air, fuel, oil, etc.), lubricants, starter cords, carburetor kits, engine tune-ups, etc.
3. Warranty on carburetor, intake manifold, air filter, spark plug, electronic ignition module, catalytic converter (if applicable) and fasteners will be extended to a maximum of 2 years **IF** these parts mentioned are deemed to cause the engine in question to fail Canadian Environmental Protection Act standards. Additional testing is required by the manufacturer in order to qualify for this extension.
4. Any failure that results from improper maintenance or misuse of the product, or is caused by an accident, abuse, incorrect storage or failure to operate the product in accordance with instructions provided in the Operator's Manual supplied with the product.
5. Repairs made necessary by dirt, abrasives, moisture, corrosion or other similar conditions, including old or stale fuel.
6. Normal adjustments, which are explained in the Operator's Manual, supplied with the product, including the carburetor, valves or the oil pump.
7. Products that are modified in any way, or units that the customer has taken upon themselves to repair or disassemble.
8. Repairs made necessary due to improper fueling or the use of pre-mix fuel, oils and other lubricants not specified in the product Operator's Manual.

THIRTY-DAY BATTERY SATISFACTION GUARANTEE

STIHL LIMITED's **Thirty-Day Satisfaction Guarantee** applies to select battery-powered units used for **residential, non-professional applications**.

If a residential customer is not fully satisfied with their **AS, AK, or AP System Tool (including units, batteries, and chargers)**, they may return the product in **its original working condition** within **30 days** and exchange it for another STIHL product. It is the Dealer's responsibility to assess the customer's needs and recommend an appropriate replacement.

When a **qualified residential customer** returns a STIHL battery unit, the Dealer will retain the machine. In return, STIHL LIMITED will provide the Dealer with an **additional 15% discount off the Dealer Net**.