

2026 Warranty Policy & Procedure



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Husqvarna Retailer Warranty Policy and Procedures 2026

These guidelines supersede all previously published Warranty Policy & Procedure Guidelines.

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 of 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.
- 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 of 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 a large 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.
- *****New for 2024***** To be able to offer the best service to the end user, becoming certified in Kawasaki, Kohler, Briggs & Stratton, and Hydro-Gear is HIGHLY recommended to provide the best service for your dealership and the Husqvarna end user.
- ***** New for 2026 ***** New, unsold, old dealer inventory that is ten (10) years after final production the product is sold "As Is" without a warranty.

DEALER RESPONSIBILITIES – TIME OF SALE

- 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 power.husqvarnagroup.com. ***** New OCT. 1, 2025 ***** Product registrations must be completed within 30 days from the date of purchase and require a unique e-mail address for the consumer. The extended warranty (oil or fuel campaigns) now called 'Service Contracts' in the product registration system must be completed within 30 days of the date of purchase.
- 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 a product for delivery please review and complete the Pre-Delivery Inspection Report.

Note: Check 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.

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

Technical Support – Option 2 (PROVIDES WARRANTY AUTHORIZATIONS)

- Warranty Support – Option 3

Warranty Authorization – Option 1 (Technical Support Provides)

- All other Warranty Questions – Option 2 (Product registration and Web Warranty support)
- Automower Support: Option 4

Accounts Receivable: Option 3**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 – Option 2 (PROVIDES WARRANTY AUTHORIZATIONS)

- Warranty Support – Option 3

Warranty Authorization – Option 1 (Technical Support Provides)

- All other Warranty Questions – Option 2 (Product registration and Web Warranty support)

Accounts Receivable: Option 3



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. Husqvarna products covered by our Limited Lifetime Warranty (as identified as such in the chart below) are warranted against defects in material or workmanship during the life of the relevant product, as reasonable determined by Husqvarna and in compliance with applicable law. The Limited Lifetime Warranty, like the Limited Warranty, is only valid while the product is owned by the original purchaser.

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

- (a) Replacement of normal wear parts (parts and items that normally wear out with use), including without limitation air filters, belts, blades, blade adapters, brake arms, brake linings, brushes, bulbs, fuel, fuel filters, lubricants, oil filters, scraper blades, shear bolts/pins, skid shoes, spark plugs, and starter cords.
- (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. 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 operator's manual.
 - ii. Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, improper transportation, use of unauthorized attachments, lack of lubrication or engine failure due to the use of oils that do not meet engine manufacturer specifications.
 - iii. Use of gasohol (fuel containing ethanol) or gasoline containing ethanol (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 of 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 operator'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 operator's manual.
 - viii. Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as in your operator'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, dirt contaminated grease or oil, use of incorrect type of grease or oil, failure to comply with regular greasing intervals or any adverse reaction due to incorrect storage procedures.



- xi. External causes such as accidents or other actions or events beyond Husqvarna's reasonable control.
- (f) Damage or failures due to improper set up, pre-delivery service or repair service by anyone other than a Husqvarna authorized servicing dealer during the warranty period.
- (g) Sprayers pumping or spraying caustic or flammable materials.
- (h) Continued use of product after initial operational problem or failure occurs.
- (i) First sale units with a date of manufacture greater than twelve (12) months will NOT carry a battery warranty.
- (j) For 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.
- (k) For scratch & dent purchases and prior model year sales including discounted units (either from Husqvarna directly or transferred from Dealer to Dealer), there is no battery warranty.
- (l) Improper voltage uses for batteries, battery powered products, battery chargers, electrical products, robotic mowers, robotic charging stations and robotic power supplies, or as well as exposure of these products to temperatures outside product specifications.

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 (90) 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, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. YOUR REMEDY IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT OR PART, AT OUR DISCRETION. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT. 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 8:00 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.

Husqvarna® Warranty 2026

	Product	Consumer / Residential (personal, household use)	Professional (any commercial, professional, or agricultural, institutional, or income producing use)	
Professional Handheld				
	500 Series*	2 Years		
	300 Series Petrol Chainsaws and 336FR			
	Pro Batteries (BLi100-Bli950x) (B140X, B220X, B330X, B540X) & Battery Chargers (40-C500X, 40-C750X, 40-C1000X4) (QC330, QC500, VI600F), Rail Chargers and Power Distribution Manager (120-PDM4X).			
	LK Pro Attachments BA101, BCA850, BR600, CA230, DT600, ECA850, ESA850, EX780, HA200, HA860, PA1100, RA850, SR600-2, TA850			
	Power Cutters / Pace batteries and chargers (including USB150X Charger)	1 Year		
Professional Wheeled Products				
	W500 Walk-behind Mowers	2 Years		
	Z400 Mowers	First 2 Years unlimited hours / 4 Years or 750 Hours		
	V500 / Z500 / P500D Articulating Rider	First 2 Years unlimited hours / 5 Years or 1500 Hours		
Consumer / Residential Handheld				
	Consumer / Residential 100 / 200 / 300 Battery Powered Products, Batteries (BLi22, BLi30, B140) and Battery Chargers (40-C80, QC250, QC80F)	3 Years	90 Days	
	Consumer / Residential 100/400 Series Handheld Petrol	2 Years	90 Days	
	Consumer / Residential Petrol 300 Series Trimmers, Hedge trimmers, 350BT/BF, 360BT Blowers			
	LK Consumer / Residential attachments (HA322, PA310, ECA308 & TA320)			
Consumer / Residential Wheeled Products				
	Residential Battery Walk-behind Mowers (Excluding W500)	3 Years**	No Warranty	
	Residential Petrol Walk-behind Mowers (LC151, LC151S - Canada only)	2 Years	No Warranty	
	Snow throwers-battery (143i, 253i Series - Canada only)	2 Years	No Warranty	
	Snow throwers-Petrol (100, 200, 300 Series)	3 Years**	90 Days	
	Snow throwers-Petrol (400 Series)	3 Years**	1 Year	
	Residential Mowers-Machine (Z245i - Canada only)	3 Years / 200 hrs	No Warranty	
	Residential Mowers-Battery (Z245i - Canada only)	3 Years / 200 hrs	No Warranty	
	Residential Mowers (Z200, Z300, Articulating Riders, Lawn Tractors)	3 Years**	No Warranty	
	MZ Mowers	4 Years or 400 Hours		
	Dump Carts, Snow Cabs, Push/Tow Spreaders, Other	2 Years	90 Days	
	Baggers, Collection Systems, Bucket, Grabber Holder, Striping Kits	1 Year	90 Days	
	Pressure Washers / Vacuums	2 Years	No Warranty	
Robotics				
	Robotic Mowers	2 Years		
	IQ Series Mowers	4 Years Mower / 3 Years Battery		
	Automower Fence Gate	2 Years		
	Automower Solar Charging System / CEORA Active Wheel Brush Motor / Cable Layer	1 Year		
Parts & Accessories				
	Power Ascender, X-Com, & C-Sync gear	2 Years		
	Composite Axes & Hatchets	Lifetime		
	Wooden Axes & Hatchets	90 Days		
	Manual Sprayers	5 years / 1 Year on Wear Parts		
	Battery-powered Sprayers / Manual Pole Saws / Attachments for P500 Series Commercial Riders	1 Year		
	Parts, Accessories, PPE (Personal Protective Equipment) & Toys	90 Days		
	Reconditioned & Refurbished Products	30 Days	No Warranty	
*Handheld includes chainsaws, trimmers, brushcutters, blowers, edgers, power pruners, hedge trimmers and pole hedge trimmers				
** Three (3) year does not include components warrantied by other manufacturers. Please see additional warranty information on this documents for specific warranty coverages or components.				

Additional Warranty Information - 2026
Battery: Lead Acid Batteries only: 180 days. AGM battery - one (1) year.
Composite axe/hatchet: "Limited Lifetime Warranty" are warranted for the life of the product or seven (7) years after the product's final production run, whichever comes first. Limited Lifetime warranty applies to the composite axe/hatchet only. The composite sheath or leather sheath is not covered under warranty.
Engines (4 Stroke): file through engine manufacturer: Briggs & Stratton warrants for two (2) years Honda; Kawasaki warrants for three (3) years effective 9/1/2017, and Kohler engines; 7000 series three (3) years effective 11/1/2017, are warranted by the engine manufacturer.
Engines: file through Husqvarna Warranty: Snow throwers - five (5) years. Riding Mowers, Zero Turn Mowers - three (3) years. Zero Turn Mowers with Yamaha Engines - three (3) years.
Lawn Tractors: frame, chassis, and cast iron front axle have a five (5) year consumer limited warranty.
Limited Lifetime warranties: Handheld ignition modules, and trimmer shafts all have a "Limited Lifetime Warranty". "Limited Lifetime Warranty" 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 Drive Shaft "Limited Lifetime Warranty."
Pressure Washers: All warranty is through Briggs and Stratton Power Products.
Residential Zero-Turn Mower and Tractor Decks: <u>Steel reinforced stamped deck shell only</u> - three (3) year warranty. <u>Fabricated deck shell</u> - ten (10) year limited warranty. Limited to the original purchaser and is non-transferable. Replacement is limited to a maximum of one (1) deck shell. 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. A ten (10) year warranty is warranted for ten (10) years or seven (7) years after the product's final production run, whichever comes first.
Rental Warranty: All Handheld Products (Battery / Electrical / Gas) the rental warranty time period is 90 days. Snow throwers - 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 one (1) year. All other products do not have a rental warranty coverage.
SmartControl components (Z300 series mowers) : Electronic components have a four (4) Year Limited Warranty. Includes the SmartControl, SmartControl harness and SmartControl handle components only.
Snow Throwers: Aluminum auger gear box has a five (5) year warranty. Cast iron impeller and cast iron gear box has a ten (10) year warranty. Transmissions: Hydro-Gear warrants transmission for two (2) years consumer use, parts and labor.
Transmissions: file through transmission manufacturer Z200 - Hydro-Gear warrants transmission for two (2) years consumer use, parts and labor. MZ - Hydro-Gear warrants transmission for two (2) years. V500X - Hydro-Gear warrants pump & wheel motor for two (2) years, parts and labor. Z500 - Hydro-Gear warrants transmission for two (2) years, parts and labor. Z500X - Hydro-Gear warrants pump & wheel motor and/or transmission (ZT5400) for two (2) years, parts and labor. Snow Throwers and Tractors: Hydro-Gear warrants transmission for two (2) years consumer use, parts and labor.
Transmissions: file through Husqvarna Warranty V500 - Parker Pumps & Wheel Motors - three (3) years warranty, as follows: Husqvarna warrants the first (1) year and second (2) year - parts and labor. Husqvarna warrants the third (3) year - parts only, no labor. Z300 Series / Z400 - Parker HTE transmission - three (3) years warranty. Husqvarna warrants the transmission. Tuff Torq - two (2) years. Battery powered zero turn mowers - transmission warranted for two (2) years through Husqvarna .
Z400 Series: Ten (10) Year Limited Warranty - Deck shell only. Limited to the original purchaser and is non-transferable. Replacement is limited to a maximum of one (1) 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. Ten (10) Year Limited Warranty is warranted for ten (10) years or seven (7) years after the product's final production run, whichever comes first.
Z500 / Z500X / V500 products: Ten (10) Year Limited Warranty on Z500 / Z500X / V500 Frame / Z500X / V500 only Cast Iron Spindle Housing Z500X / V500 only Leading Edge of Deck. Mechanical components along with wear and tear are not covered. Parts and Labor covered during warranty period. Ten (10) Year Warranty is warranted for ten (10) years or seven (7) years after the product's final production run, whichever comes first.

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

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

- (a) Replacement of normal wear parts (parts and items that normally wear out with use), including without limitation air filters, belts, blades, blade adapters, brake arms, brake linings, brushes, bulbs, fuel, fuel filters, lubricants, oil filters, scraper blades, shear bolts/pins, skid shoes, spark plugs, and starter cords.
- (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. 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 operator's manual.
 - ii. Abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, improper transportation, 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) or gasoline 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 of 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 operator'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 operator's manual.
 - viii. Tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as in your operator'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, dirt contaminated grease or oil, use of incorrect type of grease or oil, failure to comply with regular greasing intervals or any adverse reaction due to incorrect storage procedures.
 - xi. External causes such as accidents or other actions or events beyond Husqvarna's reasonable control.

- (f) Damage or failures due to improper set up, pre-delivery service or repair service by anyone other than a Husqvarna authorized servicing dealer during the warranty period.
- (g) Sprayers pumping or spraying caustic or flammable materials.
- (h) Continued use of product after initial operational problem or failure occurs.
- (i) First -sale units with a date of manufacture greater than twelve (12) months will NOT carry a battery warranty.
- (j) For 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.
- (k) For scratch & dent purchases and prior model year sales including discounted units (either from Husqvarna directly or transferred from Dealer to Dealer), there is no battery warranty.
- (l) Improper voltage use for batteries, battery powered products, battery chargers, electrical products, robotic mowers, robotic charging stations and robotic power supplies, or as well as exposure of these products to temperatures outside product specifications.

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 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).**

NON-WARRANTY 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 of 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 of 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.

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 to 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 the claim with the carrier.

DAMAGED SHIPMENTS: (NOT WARRANTY-Customer Service): If there is visible damage sign the Bill of Lading as damaged and REFUSE damaged portion of shipment. If the carrier refuses to reload the refused portion contact Dealer Customer Service support immediately while the carrier is on site. If you accept damaged shipment, you are responsible for all damage.

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.

******Reminder for 2026****** Dealers have ninety (90) days to check-in (inspect for concealed damage) new product. If product has been in a dealer's possession for 90 days or more without reporting damage from concealed shipping, the dealer is fully responsible for all costs associated with concealed damage.

CONCEALED/SHIPPING DAMAGE ON PARTS (NOT WARRANTY): Please contact Dealer Customer Service

CERTIFICATION INFORMATION:

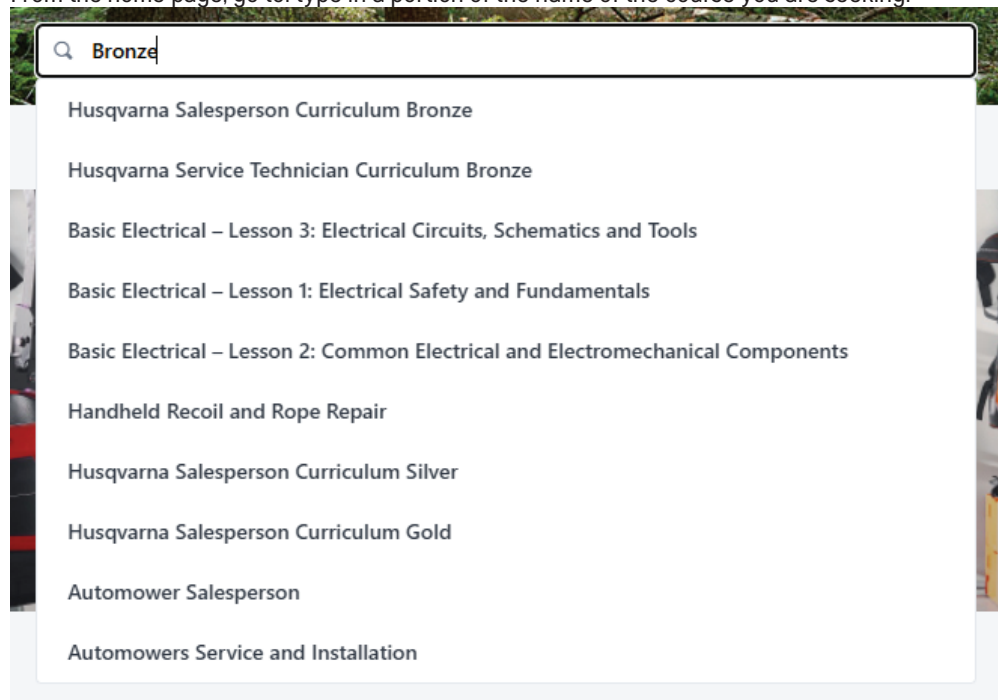
Benefits for being a ***Bronze*** level certified dealer:

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.

From the home page, go to: type in a portion of the name of the course you are seeking.



Husqvarna

2026

Husqvarna Service Technician Curriculum Bronze.

CURRICULUM

Husqvarna Service Technician Curriculum Bronze

Last Updated 09/20/2024 Duration 5 hours, 15 minutes

Details

The Husqvarna Service Technician Curriculum is a learning program comprising online courses. To complete the program, you must take all of the courses below and pass the tests required. When you have successfully completed all the courses, you will be awarded a certificate in recognition of your achievement.

How to get started:

1. Go to section "Mandatory courses for completion" and click "View Details"
2. Click "Launch" next to the note and read the instruction.
3. Click "Mark Complete" and continue with the courses.

[Show More](#)

Contents

14 Trainings

MANDATORY COURSES FOR COMPLETION	
NOTE	Instructions
ONLINE CLASS	Basics of Hydrostatics
ONLINE CLASS	Two-Stroke Theory and Compression Test
ONLINE CLASS	Two-Stroke Pressure and Vacuum Test

Click on the course you are seeking and follow the on-line prompts.

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. It 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.

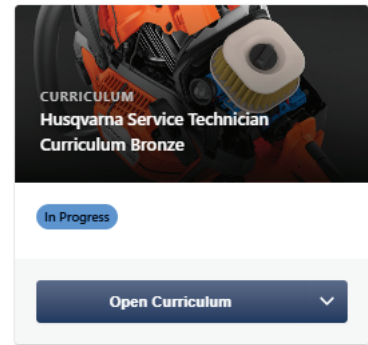
If the certification requirements are not met in the required time limit or the dealership does not have a Bronze Level Certified Technician, the dealership will lose access to file warranty claims until certification is completed.

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 completing the on-line prerequisite e-learning courses and live hands-on training.



Husqvarna 2026

CURRICULUM

Husqvarna Service Technician Curriculum Silver

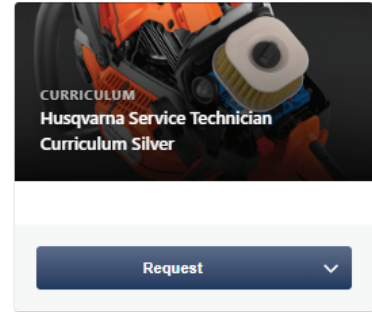
Last Updated 09/20/2024 Duration 5 hours, 50 minutes

Details

The Husqvarna Service Technician Silver Curriculum is a blended learning program comprised of prerequisite e-learning courses and live, hands-on training. To qualify for Silver certification or re-certification for the 2022 season, register below in one of the 1-day hands-on training classes being held at a city near you in Q1 2022. To qualify for admission to the live-training, all Silver online courses below must be completed prior to the hands-on event as prerequisites to the live training. These online prerequisite courses allowed us to condense the live-training to a 1-day course focused

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.



LABOR RATE REGISTRATION FORM:

Posted Shop Labor Rate Registration 2026

Dealer name: _____

Dealer Number: _____

Dealer Address: _____

☐ **New Registration**☐ **Adjustment/ Requested Rate**

Husqvarna must receive three (3) invoiced copies from retail paying customers from 3 varied 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 public to view and accurately represents the hourly shop labor rate charged to the 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

Warranty Re-imbursement

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 sent in with three (3) invoiced copies from retail paying customers from three (3) varied brands, clearly showing the Shop Labor Rate that the customer paid.

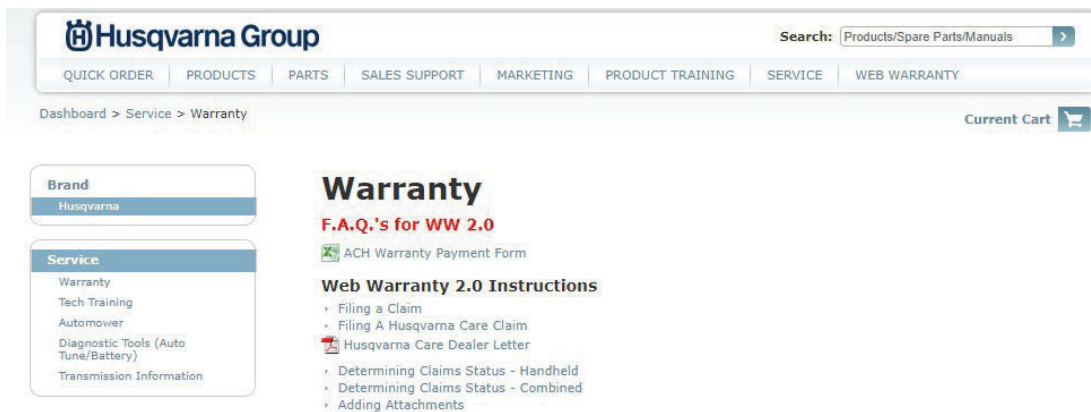
This is a one-time registration unless an increase in the hourly shop labor rate is requested. Changes to your hourly shop labor rate may be requested only once each twelve-month period and must be submitted following initial registration guidelines.

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

Warranty Re-imbursement - 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 and navigation tabs: QUICK ORDER, PRODUCTS, PARTS, SALES SUPPORT, MARKETING, PRODUCT TRAINING, SERVICE, and WEB WARRANTY. Below the navigation, a breadcrumb trail reads "Dashboard > Service > Warranty". On the left, there is a sidebar with "Brand" (Husqvarna) and "Service" (Warranty, Tech Training, Automower, Diagnostic Tools (Auto Tune/Battery), Transmission Information). The main content area is titled "Warranty" and includes links for "F.A.Q.'s for WW 2.0", "ACH Warranty Payment Form", and "Web Warranty 2.0 Instructions". The instructions list steps: 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 automatic payments, direct deposits into your account or a hard copy check.

ACH – direct deposit – issued weekly.

Checks – hard copy – Effective 2022 - Estimated date, 1st of each quarter. Issued 4 times per year.

Canadian Dealers:

Contact Canadian Accounts Payable/Receivable to sign up for receiving a hard copy check. Checks are issued quarterly.

Important notes for warranty handling.

Reminder for 2026

- Dealers have 30 days after the repair is completed to submit the warranty claim. Authorizations are only valid for 90 days.
- Dealers are reimbursed in 'Units' of time measurement. Sixty (60) minutes equals ten (10) units of time.

- One (1) 'Unit' of time equals six (6) minutes.
- If serial tag has been removed because the product has been replaced and /or field destroyed, the product has no warranty.
- During warranty claim submission, if the serial tag or decal is damaged and the numbers are not completely legible you must submit a picture of the serial tag or decal with the claim.

PRE-AUTHORIZATION 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 all 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, a 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 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.

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.

*Any part(s) or accessory over the \$750 USD/\$1000 CAD Retail cost

- Bli 520X and Bli940X/Bli950X
- 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)
- Tractor Transmissions (excludes Hydro-Gear) ---
- Wheel Motors (excludes Hydro-Gear)
- Z Mower Transmissions (excludes Hydro-Gear)
- Snow Thrower Gear box
- Reference Stations

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 the 2026 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 FRAUD.

Dealer's responsibility:

Perform PDI on unit.

The dealer registers this new unit with the customer's original date of purchase and provides the customer with a replacement.

WEB WARRANTY PRE-APPROVAL PROCESS:

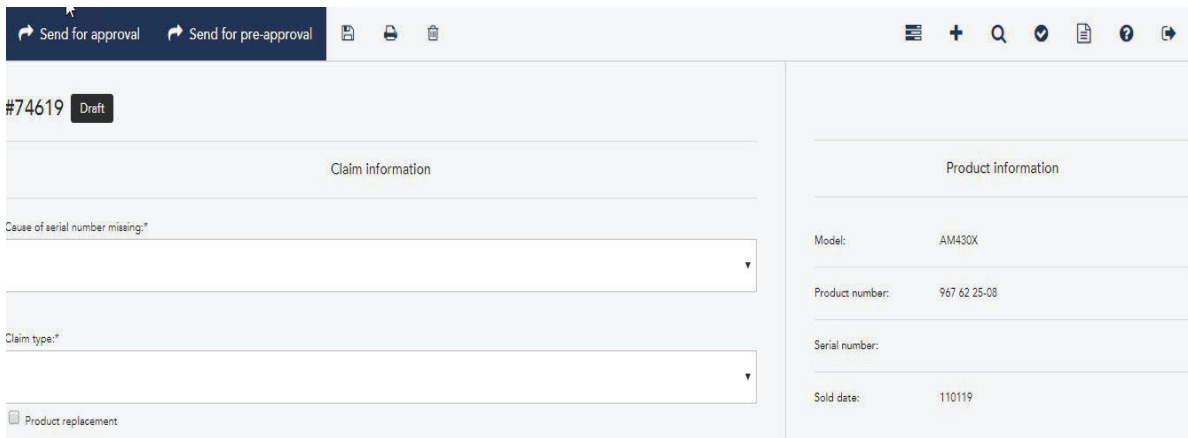
Background: To be able to reduce the amount of time spent servicing dealers requesting approvals via phone and allow servicing dealers to focus on daily operations a Pre-Approval process has been implemented. Data will be added as a normal claim but can then be selected to be sent with either 'Send for 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, the 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 made 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).

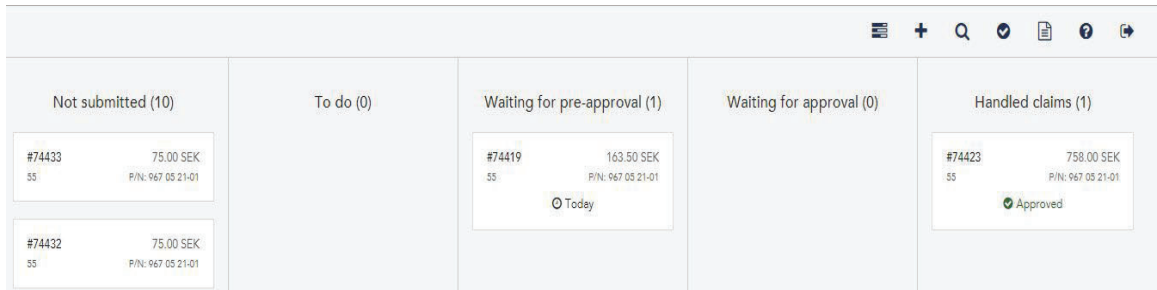
What is considered applicable for "Pre-Approval": Anything that is currently called into Dealer Technical Support for approval with the exceptions of Product Replacements & Warranty Exchange items. These, at this time, must still obtain Approval via calling into Dealer Technical Services. We do anticipate 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:

Dealers send claim for either Approval or Pre-Approval:



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



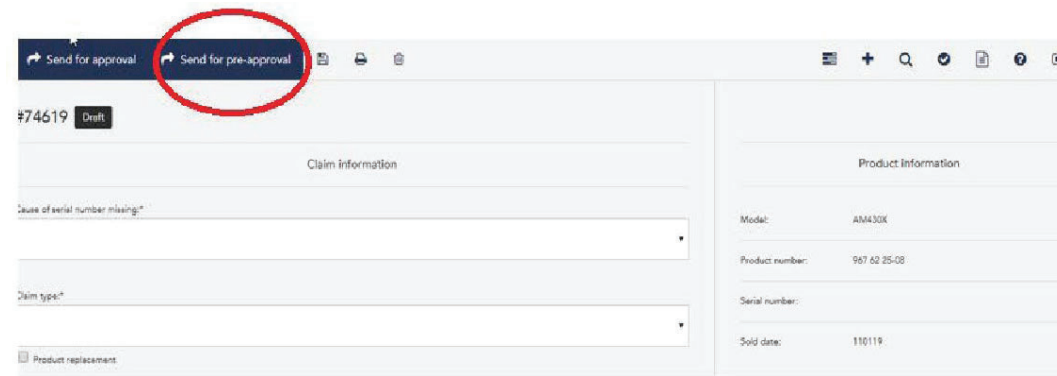
Not submitted (10)	To do (0)	Waiting for pre-approval (1)	Waiting for approval (0)	Handled claims (1)
#74433 75.00 SEK 55 P/N: 967 05 21-01		#74419 163.50 SEK 55 P/N: 967 05 21-01 Today		#74423 758.00 SEK 55 P/N: 967 05 21-01 Approved
#74432 75.00 SEK 55 P/N: 967 05 21-01				

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. We may 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 that 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. 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, there is a form with the following fields:

- Claim ID: #74619 (Draft)
- Claim information section:
 - Cause of serial number missing: (Dropdown menu)
 - Claim type: (Dropdown menu)
 - Product replacement: (Checkbox)
- Product information section:
 - Model: AM430K
 - Product number: 987 62 25-08
 - Serial number: (Field)
 - Sold date: 11/01/19

May I still contact Dealer Technical Support for standard Authorization?

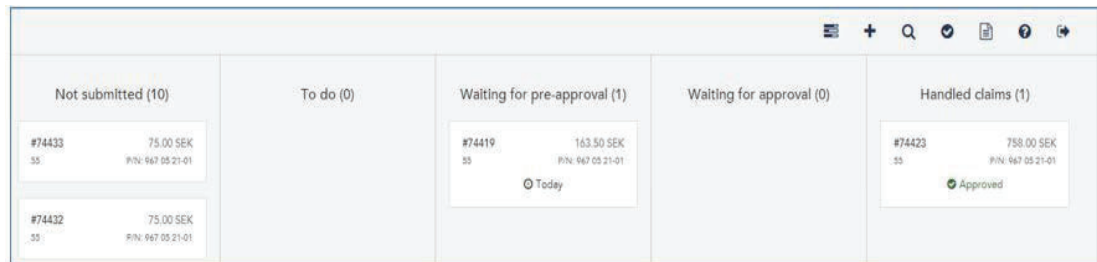
1. Currently, yes. We will accept requests for approvals over the telephone, but we highly encourage utilizing Pre-Approval through Web Warranty as in the future it will become a requirement.
2. If a Pre-Approval is called into Dealer Technical Support and may have been submitted through Web-Warranty, we will notify that caller about 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.

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.

- **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

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 depend on the dealer's labor rate 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 symptoms 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 the warranty claim to be rejected.

For carburetor adjustments, use these codes:

Component Code: 159 – Carburetor

Failure Code: 80 – Adjustment problems

Example of a 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

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 important that you ensure 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 Husqvarna Automowers. Husqvarna boundary and guide wire are covered under warranty for 2 years against defects. Verbal authorization through Technical Support is required.

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

*****Reminder for 2026***** 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 - ***** NEW for 2024*** \$60.00** for battery and 3 units of labor.

Canadian dealers - *****NEW for 2024*** \$85.00** 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.

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

*****Reminder for 2026***** We request that you source batteries locally from stores such as Interstate, Auto Zone, Advance, NAPA, or Exide battery stores.

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.

NEW for 2024-updated

SERIAL NUMBER TAGS AND FORMATS:

For product registration and warranty claim purposes, never use the serial number from the invoice. The serial number on 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.

*****New for 2025***** If the serial tag is damaged and you are submitting a warranty claim, you must take a picture of the damaged tag and attach it to the claim when submitted.

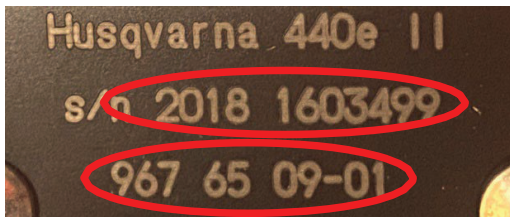
Handheld Petrol products.

Chainsaws:

440e II

Product #: 967650901

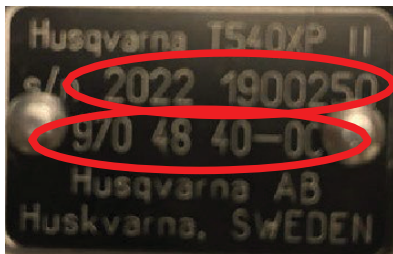
Serial #: 20181603499



T540XP II

Product #: 970484000 (Cannot use product numbers that end in '00' on chainsaws.)

Serial #: 20221900250

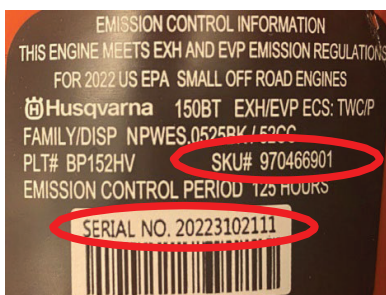


Trimmers, Blowers, Hedge trimmer, Pole units, etc....:

150BT backpack blower

Product #: 970466901

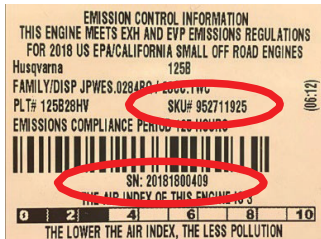
Serial #: 20223102111



125B handheld blower

Product #: 952711925

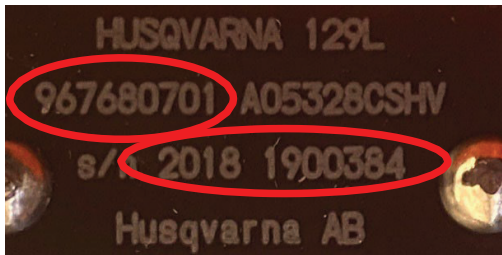
Serial #: 20181800409



129L line string trimmer

Product #: 967680701

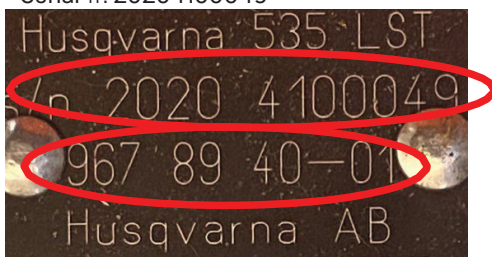
Serial #: 20181900384



535LST line trimmer

Product #: 967894001

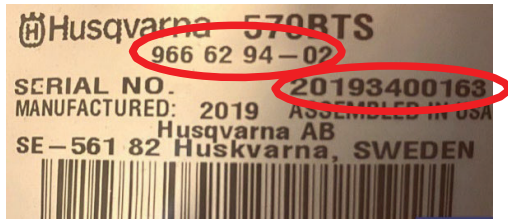
Serial #: 20204100049



570BTS blower

Product #: 966629402

Serial #: 20193400163



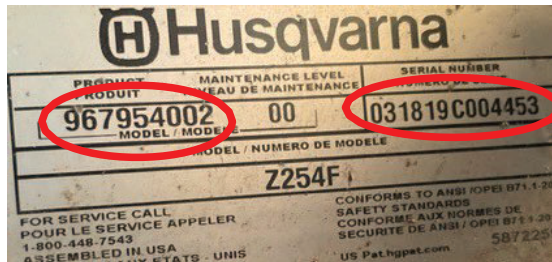
Petrol Ride on mowers, walk/push mowers and snowthrowers:

Z254F

Product #: 967954002

Serial #:

031819C004453

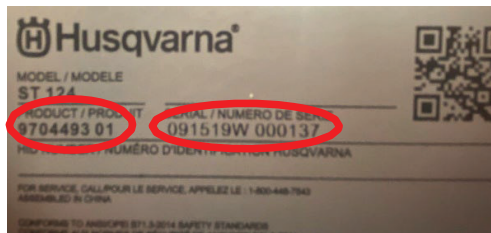


ST124

Product #: 970449301

Serial #:

091519W000137

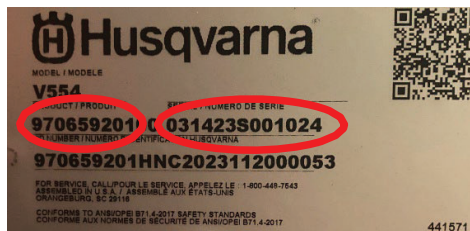


V554

Product #: 970659201

Serial #:

031423S001024



Automowers:

115H

Product #: 967951102

Serial #: 185011489



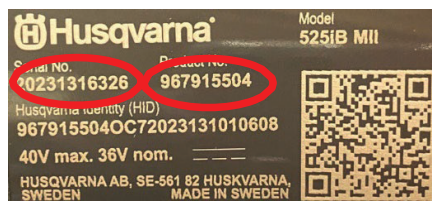
Battery power

products: 525iB II

blower

Product #: 967915504

Serial #: 20231316326

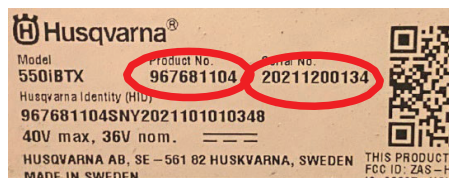


550iBTX blower

Product #:

967681104

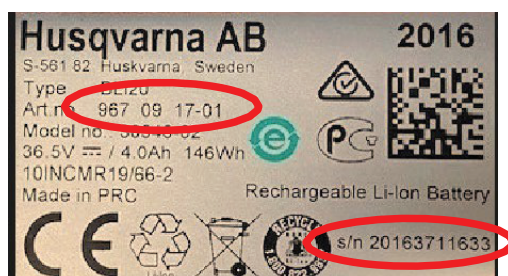
Serial #: 20211200134



Bli20

Product #: 967091701

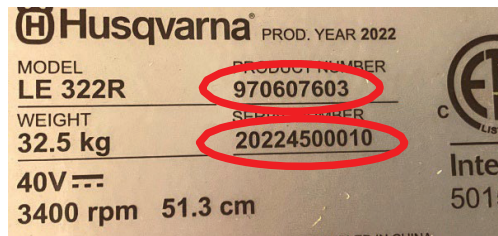
Serial #: 20163711633



LE 322R

Product #: 970607603

Serial #: 20224500010



Bli100

Product #: 967091801

Serial #: 20172132224



Bli300

Product #: 967071902

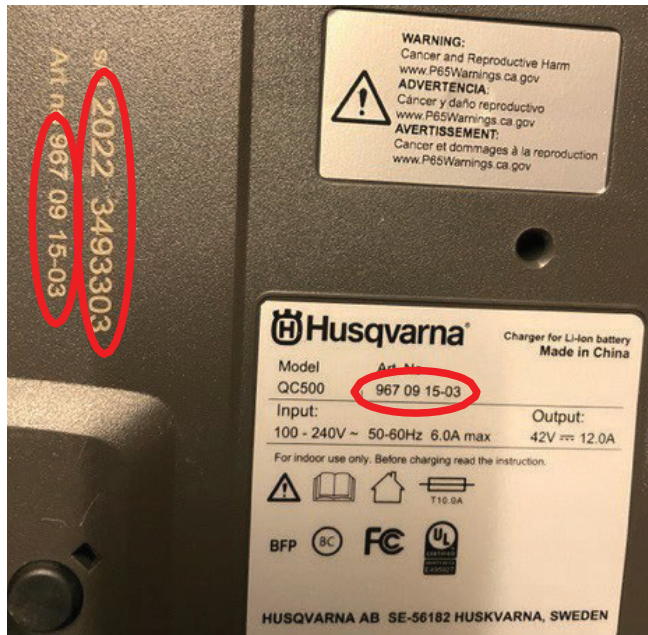
Serial #: 20230985694



QC500

Product #: 967091503 (Note-this model listed the 9-digit PNC two times.)

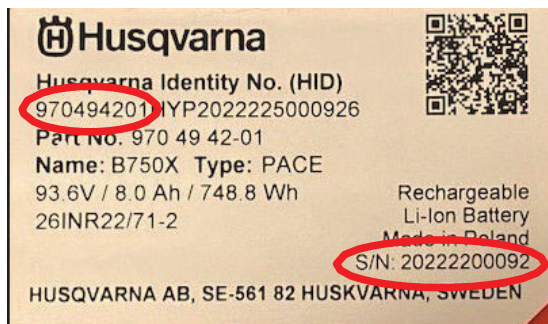
Serial #: 20223493303



B750X (PACE Series Battery)

Product #: 970494201

Serial #: 20222200092



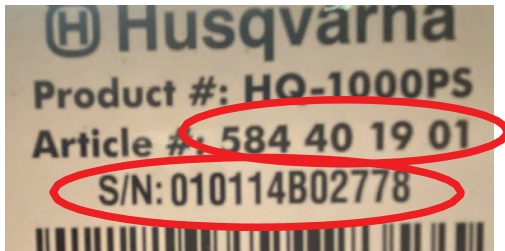
Products and Accessories that have serial numbers that CANNOT be registered:

NOTE: Product registrations in the Dealer portal may or may not accept incorrectly formatted serial numbers as shown below. If the system accepts the incorrect serial # it will NOT be found in Web Warranty. This occurs because the third-party manufacturer did not follow our serial number format.

DC 12.5CU FT Poly

Product#: 584401901

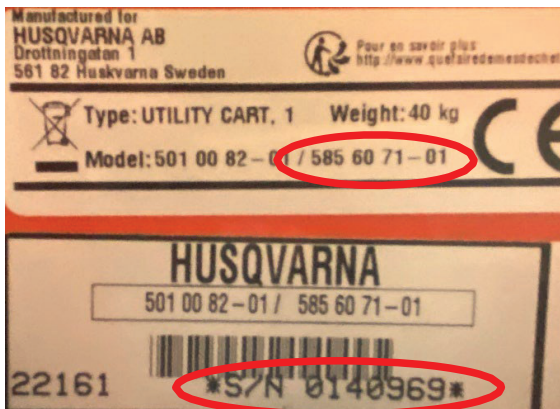
Serial #: 010114B02778 (CANNOT be registered, incorrect serial # format)



DC750

Product #: 585607101

Serial #: 0140969 (CANNOT be registered, incorrect serial # format)

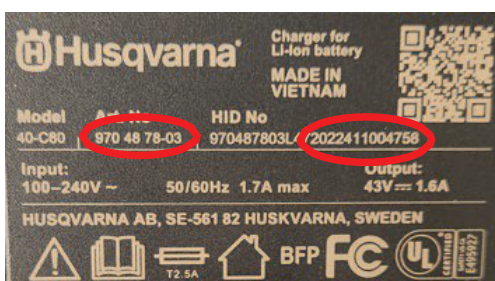


40-C80 (Charging Rail

Charger) Product#:

970487803

Serial #: 2022411004758



QC330 older Quick Chargers

Product #: 966730603

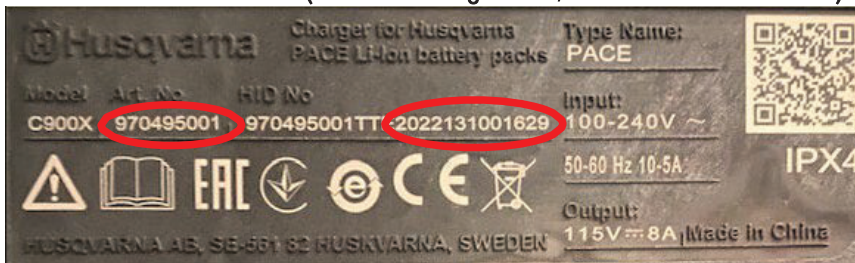
Serial #: 5215-0064395 (CANNOT be registered, incorrect serial # format)



C900X

Product #: 970495001

Serial #: 2022131001629 (CANNOT be registered, incorrect serial # format)



TRAVEL ALLOWANCE:

Travel allowance is an assistance program that assists the dealer and consumer with transportation expenses within the first 90 days of the warranty 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, Z300 series, MZ series, and 400 series), 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 USD \$65.00 CAD.

Warranty claims 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.



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



- 3) The travel allowance has been completed.

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.

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*

967013399

☐ Product not sold

Model: 340

Serial number*

071202491

☐ Serial number does not exist

Create claim and go to next step

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

Claim type:*

Spare Parts

☐ Product replacement

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

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

Part number*

537093101

RETURN SPRING

Quantity*

1

Add to list

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

Replaced parts

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 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)

Add claim

Product number*

990505040

☐ Product not sold

Serial number*

☒ Serial number does not exist

Sold date*

100517

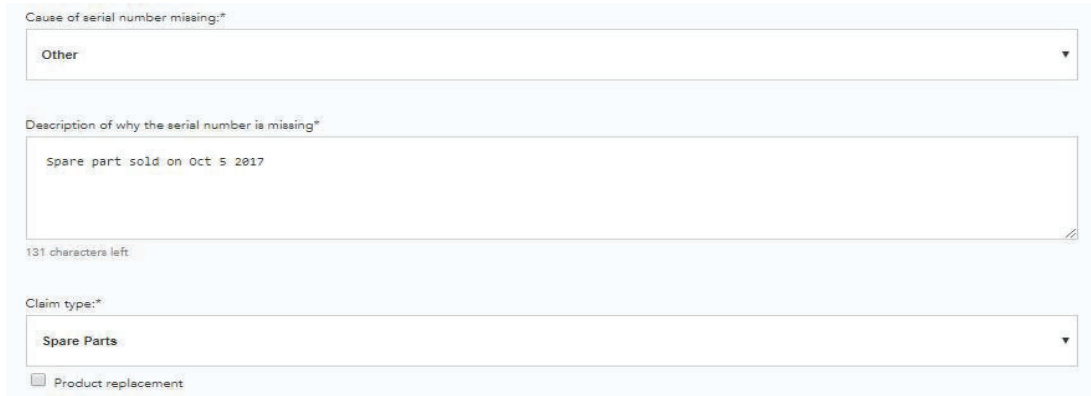
Create claim and go to next step

(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.'

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
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.

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.

Replaced parts

Part number*

Quantity*

Add to list

Replaced part	Quantity	Symptom code	Total
 5 2 41 19-49 - FRAME,BAG,21.REAR,DOMED,PUSH	1		13.15 USD

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.

To do (1)

#1982256

9.99 USD

YTH24V48

P/N: 960 43 01-82

 Parts required in return

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.

#1982256 Waiting for parts in return Shipping label

Required parts in return

	Quantity	Symptom code	Total
532 19 33-50 - SWITCH,IGN.DELTA,W.LGH.ROS	1		9.99 USD

All of the above parts are sent

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

Complete Your FedEx Label Help

Welcome, Dealer Name
Your label is ready to be printed.
If you have any questions about this shipment, please contact the requester at 7049217083.

! Personal message from the requester
The part(s) on the warranty claim are required to be returned for evaluation. Failure to return the part(s) will result in a rejected warranty claim.

Review and Print Your Label 795348453496

From Dealer Name Address City, State, Zip code	To Husqvarna Warranty Shop Manager / Suite M 7600 Statesville Road CHARLOTTE, NC, 28269, United States						
Shipping Information Service type: FedEx Ground® Package weight: 1.00 lbs Declared value: 0.00 USD	Label Information <table> <thead> <tr> <th>Item Description</th> <th>Access Label Until</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Spareparts</td> <td>Oct 06, 2017</td> <td>Pending</td> </tr> </tbody> </table>	Item Description	Access Label Until	Status	Spareparts	Oct 06, 2017	Pending
Item Description	Access Label Until	Status					
Spareparts	Oct 06, 2017	Pending					

! Once you select "Print Label", you will only be able to print the label yourself. You will no longer be able to print the label at a FedEx location.

5) Click on 'Print Label.'

Complete Your FedEx Label

[? Help](#)



Please print your label and attach to the package.
Thank you for shipping with FedEx

[Back to Reprint/History](#)

Tracking Number 795348453496

Shipping Information

Service type FedEx Ground®

Available Documents

Shipping Documents

☒ Shipping Label

Print Label

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

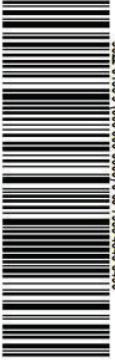
FedEx Shipping Label

3496_OUTBOUND_LABEL

FROM: Destination name Address City, State, Zip code TO Shop Manager / Suite 111 Husqvarna Warranty 7600 Statesville Road CHARLOTTE NC 28269 (900) 448-7543 INC. FAX: 704.222.1100 / (900) 448-7543 DEPT: 548.0348453496	(950) 955-5555 CIO: 11074596V1S1X000
---	---

TRK# 7953 4845 3496

9622 0136 9 1000 000 0000 0 00 7953 4845 3496



282 69

RETURN

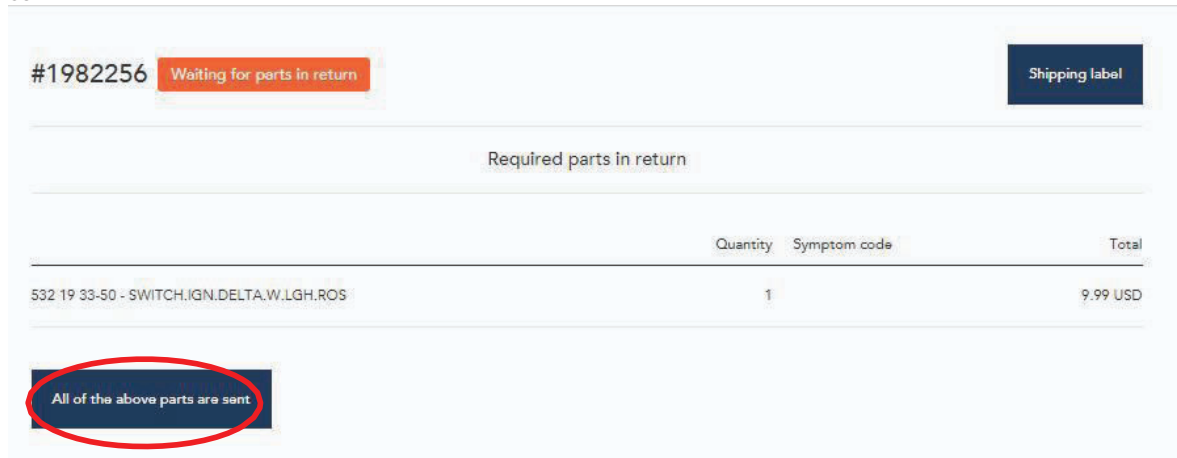


217211709130101

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.

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



The screenshot shows a web interface for a warranty claim. At the top left, it displays the claim number #1982256 and a status 'Waiting for parts in return' in an orange box. To the right is a 'Shipping label' button. Below this is a section titled 'Required parts in return'. A table lists the required parts:

	Quantity	Symptom code	Total
532 19 33-50 - SWITCH.IGN.DELTA.W.LGH.ROS	1		9.99 USD

At the bottom left, there is a button labeled 'All of the above parts are sent', which is circled in red in the image.

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 *****New for 2024***5 days**) the dealer is responsible for returning the required part at their own expense and shipping expenses are not refundable.

*****New for 2024***** If the item requested has not been returned within 5 business days the dealer will be charged for the cost of the item not returned. Item must be complete with all components.

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.

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 in resolving 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 have 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.
The distributor has Technical Service help.
Warranty submitted to Honda.

Hydro-Gear Transaxles & Pumps (800) 367-6820

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

***NEW for 2024* Jameson Tools**

To initiate Warranty claims, contact Jameson Customer Service at 800-346-1956.
Manual/hand pole saws.

Kawasaki Engines (877) 608-6088

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

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.

*****New for 2024*** Poulan Push Mowers:** Contact Evans Products. Evans Products supports Poulan Push Mowers for 2023 and beyond. Evans Product handles the sales, parts, service, and warranty support. 1-866-260-4843
Evansproducts.com

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, Carswell 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 (800) 448-9282 Parts purchased from Agri-Fab, very few parts are available through Husqvarna. Warranty submitted to Husqvarna.

Briggs & Stratton Engines

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

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

*****NEW for 2024*** Jameson Tools**

To initiate Warranty claims, contact Jameson Customer Service at 800-346-1956.
Manual/hand pole saws.

Kawasaki and LCT Engines

Distributed by Turf Care Products Canada

200 Pony Drive

New Market, ON L3Y 7B6

www.turfcare.ca

(905) 836-0988

Kohler Engines, Tecumseh Engines & Transmissions, Peerless Transmissions:

Distributed by Canada Power

Must be authorized. Parts purchased from distributor - no parts at Husqvarna

Distributors have 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.

IGNITION MODULE LIMITED LIFETIME 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 lifetime 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.

Battery Recycling Program:

Call 2 Recycle

<https://www.call2recycle.org/> or 877-2-RECYCLE

Low Energy Batteries:**US and Canada**

Batteries under 300-watt hours and weighing less than 26lbs are low energy batteries and are free to recycle by calling or visiting call2recycle. <https://www.call2recycle.org/locator/>

High Energy Batteries:

[High Energy Battery Recycling | \(call2recycle.org\)](https://www.call2recycle.org/)

Batteries over 300-watt hours and weighing less than 26lbs. qualify for this program. Dealers in the states of am in California, Minnesota, New York, and Washington State may sign up to be a participating recycling location for free from the link above. Recycling is free and is managed by Call2Recycle. To find locations please use the locator found on call2recycle's website. <https://www.call2recycle.org/locator/>

Dealers outside of those four states can participate in recycling by having customers recycle at the local drop locations found on call2recycle's website or by using local recycling options.

Canada, please follow local recycling guidelines and procedures.

<https://www.call2recycle.ca/>