

## 1. STIHL PRODUCT WARRANTY

STIHL warrants that its products will be free from defects in materials and workmanship for the applicable warranty period set out in section 4 below, if properly used under normal conditions.

Below you will find details of:

- The STIHL warranty promise, and how STIHL will repair or replace products under warranty (Section 2)
- How to make a claim under the warranty (Section 3)
- The warranty periods for each product type (Section 4)
- What exclusions apply to the warranty (Section 5)
- How to transfer the warranty (Section 6)

To facilitate a warranty claim, you may register your product at [[STIHL Product](#)] or your dealer may register the product for you at the point of sale. Some extended warranty periods are conditional on product registration as explained below.

### **Domestic Users and Professional Users**

The STIHL warranty terms vary according to user type:

- A **Domestic User** is a customer that uses within their own home setting, considering the size of the garden area and the capacity of the machine/s in question and **Domestic Use** refers to such use.
- A **Professional User** is a user who operates the machine/s and is paid to do so (such as a landscaper, gardener, forestry worker, arborist, council worker, maintaining business premises etc.), and **Professional Use** refers to this use.

### **About STIHL**

In this document, STIHL refers to Andreas STIHL Limited (Company Reg No.: 01376302), Contra House, Oak Close, Camberley GU15 3FG (Tel: 01276 20202) and at [www.stihl.co.uk](http://www.stihl.co.uk). This warranty applies within the United Kingdom. If you are outside the United Kingdom, please refer to [www.stihl.com](http://www.stihl.com) for your local STIHL website and to find more information.

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

## 2. THE STIHL WARRANTY

STIHL warrants that your Product will be free from defects in materials and workmanship for the warranty period applicable to that Product when used properly and for the purposes for which the Product is designed. The warranty does not cover faults or damage caused by the listed exclusions.

Where the warranty applies, STIHL, in partnership with their approved dealer network, will rectify any defects in material or workmanship by repairing or replacing, at STIHL's discretion, the defective component(s) or, where a component repair is not practicable, STIHL will replace the Product. Following the warranty repair or replacement, the remainder of the original warranty period will apply to the Product repair or replacement.

The right to repair or replacement is your only right under the STIHL warranty. This does not affect any other rights you may have under law, including your statutory rights if you are a consumer.

Please note that STIHL will not replace a whole assembly under the warranty if the repair can be effected by using one or more parts (e.g. not replacing a complete KM Carbon shaft, if replacing just the inner driveshaft will solve the problem).

The STIHL philosophy is to continually improve all of its products: as a result, engineering changes and improvements are made from time to time. STIHL reserves the right to change or improve the design of its Product without notice, and does not assume any obligation to update previously manufactured product.

## 3. HOW TO CLAIM UNDER THE WARRANTY

To make a warranty claim, you must:

- Take your STIHL product to **any** authorised STIHL Dealer (see our [Find a dealer](#) webpage), within **30 days** of the problem or failure arising.
- Advise the Dealer of the issue and provide to the Dealer:
  - proof-of-purchase
  - date of purchase
  - Product serial number
  - The name and address of the STIHL Dealer where you bought the Product.

For all products except Lawn Tractors and iMow robotic mowers, the product should be delivered to the Dealer within this period. Please contact your Dealer to arrange collection for Lawn Tractors and iMow robotic mowers, or if you have any questions about sending other products.

The Dealer will consider the warranty claim and will advise you of next steps.

## 4. WARRANTY PERIODS

The length of the warranty varies according to Product type and use type (Domestic or Professional):

### **2 Year Warranty Period - STIHL DOMESTIC USERS**

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

- Pressure washers, which are covered for a warranty period of **3 years** in Domestic Use.
- Grounds Care Products (Mowers, Tillers, Shredders, Scarifiers & iMOW®) - see the Ground Care Table below for warranty periods.
- Personal Protective Equipment which has a **1 year** warranty period in both Domestic and Professional Use.
- The 2 year warranty period for petrol products may be extended to 3 years when the product is purchased with 5 litres of MotoMix: Domestic customers may extend warranty cover of selected machines, when purchased along with 5 litres of MotoMix: the extension must be registered at point of sale on B2B by the vending STIHL Dealer.

### **1 Year Warranty Period - STIHL PROFESSIONAL USERS**

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

- STIHL AI Line, AS System & AK System (apart from GTA 40) products are **not covered under warranty** when used by Professional Users (including Hire, Rental and Construction Industry, Farm and Estate).
- Pressure washers, are covered for a warranty period of **2 years** in Professional Use (except for products sold to the Hire, Rental and Construction Industry, which remain under the 1 year warranty period).
- Ignition modules are covered by a **2 year** warranty.
- STIHL AP SYSTEM Tools, Batteries and Battery products are covered for a period of **2 years** from the date of purchase by the Owner, when used for the designed purpose of that product by Professional Users (including Hire, Rental and Construction Industry, Farm and Estate).

- For **Briggs & Stratton** warranty claims, please contact your STIHL Dealer in the first instance (who will arrange warranty work with Briggs & Stratton where appropriate). For issues after expiry of the Briggs & Stratton warranty period, authorisation should be sought from the STIHL GB Technical Department via the relevant STIHL dealer.
- Spare parts are covered by a **1-year warranty**, or, if supplied under warranty, the remainder of the original warranty (whichever is greater).
- **VIKING to STIHL Transition:** From 1 January 2019 all VIKING Grounds Care products were re-branded to become STIHL. Therefore, for any warranty related enquires relating to the VIKING product range, please refer to the Grounds Care Products table below.

#### **Warranty Periods - STIHL Grounds Care Products (Mowers, Tillers, Shredders, Scarifiers and iMOW®)**

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

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

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

\*\* Whole handlebar mechanism

## 5. WARRANTY EXCLUSIONS

The warranty does not cover the following:

**1. Wear and tear** of items that are subject to normal wear and tear, such as spark plugs, saw chains, guide bars, blades etc., where prolonged usage decreases the life of the item. However, if these items were to fail prematurely then they may be submitted for warranty consideration. Wear and tear on safety clothing and footwear is also excluded.

**2. Misuse** - Any damage caused to Products by:

- misuse and /or negligence
- failing to adhere to the correct safety precautions, warnings, operating and maintenance instructions as detailed within the Product manual
- using the product for purposes other than specified
- using the product for sports or competitive events
- Consequential damage due to the continued use of the product with defective components, even if such defective components are covered by the warranty.

**3. Modifications** - Any damage resulting from the following:

- Modifications to the product not approved by STIHL
- The use of parts, attachments or cutting tools not approved by STIHL

**4. Lack of servicing or maintenance operations in accordance with the Maintenance Chart in the Product manual** – including any damage due to:

- Damage to the engine caused by delayed or inadequately performed servicing (e.g. air and fuel filters, incorrect carburettor adjustment or inadequate cleaning of the cylinder cooling fins)
- Corrosion and other consequential damage due to improper storage
- Damage and subsequent damage due to the use of parts other than original STIHL replacement parts
- Incorrect cleaning processes
- Damage caused to the Product resulting from incorrect workshop procedure, e.g. not using the correct special tools to remove or install parts.

All operations listed in the maintenance section of the Owner's manual must be performed to the stated periods. If these maintenance operations cannot be carried out by the user, it is recommended that they are performed by a STIHL Authorised Servicing Dealer.

Please note that servicing and maintenance work itself is not covered by warranty, including:

- Cleaning and adjustment of the carburettor (idle, maximum rpm)
- Replacement of parts subject to wear and tear

- Cleaning operations
- Valve adjustment (4-MIX®)
- Use of consumables (E.g.: Engine sealant and grease)

## **6. TRANSFERRING THE WARRANTY**

The STIHL warranty may be transferred to a new owner in writing and by giving the new owner a copy of the original proof of purchase. The remainder of the Product warranty period will then apply to the new owner. When making a warranty claim, the new owner must supply both the original proof of purchase (or a copy of it) and written confirmation of the transfer of warranty to the STIHL Dealer.

## **7. IF YOU ARE A CONSUMER: YOUR STATUTORY RIGHTS**

If you have bought your Product as a consumer, then in addition to this warranty you also have statutory rights under the Consumer Rights Act 2015 in relation to the Product, and those rights are not affected by this warranty.