



SERVICE UPDATE



SB#GB140320 (formerly SB#GB121102)

To: All Warranty Service Centers

Subject: NEW WARRANTY POLICIES

REVISED Nov. 20/14

Models Affected: ALL HANDHELD PRODUCT (TRIMMERS, SAWS AND BLOWER) WARRANTY
(And as of Nov. 20/14, wheeled product where parts and Labour are over \$100.00)

Poulan/Weed Eater has changed their service procedure on all warranty repairs as far as the total cost of the repair. In the past it had always been repair at any cost. Husqvarna Outdoor Products (HOP) has decided to limited repair costs (parts and Labour) to 50% of the cost of the retail price of the unit.

Note: HOP has instructed their distributors that they want to look after the Return Authorization procedure on these failed products so any change in the original procedure is now in bold lettering below.

This policy is effective immediately and if you have a unit that comes into your shop, please take a quick look at it (you may want to do a compression check right away if the unit will not start) and if you find that it needs a piston and cylinder (or any other expensive component) please follow the following procedure.

1. Do a quick survey and determine what parts you need.
2. If it looks like it will be more then 50% of the retail cost, the factory will want to replace the unit.
3. **Call 800.363.3664 (HOP in Charlotte North Carolina) and use account number 55555 (or your Husqvarna dealer # if you are a Husqvarna dealer) to navigate the phone menu. This account number (55555) is only for Poulan MSDs to navigate the phone menu. Press 1 for English and then #2 for Technical Assistance. They will need your ServiceBench account number when you speak to a Warranty Administration agent and they will advise you as to how they want to handle the replacement. If you do not know your Service Bench MSD #, please contact George at Bay Distributors and he can look it up for you.**
4. **Send in a claim as per your normal method (mail, fax or input it yourself at Service Bench) for a ½ hour labour for the inspection. Please include all of the required information on the claim and write a short description of the problem and make sure you include the HOP supplied RA# in the “Explanation of Services Performed” Box.**

If a claim is submitted that is over 50% of the Retail Cost of the handheld unit, it will be rejected, so please make sure that all of your employees are aware of this new policy.

If you have any questions at all on this or any other service policies or procedures, please feel free to give me a call at 1-800-461-9500 or email me at george@bwmarineproducts.com

Thank you,
George Bishop,
Service Mgr.
Bay Distributors