



# SERVICE UPDATE



SB#GB150115

**To: All Warranty Service Centers**

**Subject: NEW 2015 WARRANTY POLICY CHANGES FOR HANDHELD AND WHEELED PRODUCT**

**HUSQVARNA BRANDED EQUIPMENT;** As of Jan. 15/15 Poulan/Weed Eater Service Centers will no longer be able to repair and submit warranty claims on any of the orange Husqvarna branded handheld or wheeled products sold at either a mass merchant or an authorized Husqvarna Dealer.

If you have one come into you shop, please direct them to the nearest authorized Husqvarna Dealer.

Here is a link to the web dealer look up. <http://www.husqvarna.com/ca/en/dealers/dealer-locator/>

**KOBALT BRANDED WHEELED EQUIPMENT SOLD AT LOWES STORES.** Many of the new Kobalt branded Mowers sold at Lowes will be warranted only through their Kobalt Repair Centers and are not eligible for warranty through you as a Poulan/Weed Eater Service Center. There are though, 4 models that will still be warranted through authorized Poulan Service centers and they are models:

**961380037**

**961480044**

**961480043**

**961480045**

If a customer comes in with a Kobalt unit with any other model #, please give them the Kobalt Service Phone # which is 1 800 445-6937 or the web site <http://www.kobalttools.com/>

**CARBURETOR ADJUSTMENTS ON HANDHELD EQUIPMENT.** Please also note another new change in policy. Carburetor adjustments on handheld products will now only be covered for the first 30 days after the date of purchase. Any adjustments after that time will have to be billed back to the customer. If a carburetor is repaired or replaced under warranty, these adjustments should be considered as part of the warrantable repair and no extra labour for the adjustment will be allowed on the claim for this adjustment.

**50% RULE ON HANDHELD PRODUCT, \$100.00 ON WHEELED PRODUCT-** Just a quick reminder that the prior Bay Service bulletin [SB#GB140320](#) is still in effect. It is in regards to the fact that Poulan will reject any handheld warranty claim that the total cost of parts and labour is over 50% of the retail cost of the unit. A call will have to be placed to HOP in Charlotte and a RA# will be given and a replacement unit will be sent out to the dealer at no charge. The dealer will give this new unit to the owner and the dealer will keep the old failed unit. The dealer will be paid for a ½ hour labour for handling the exchange. Please make sure that the RA# is noted on the claim (in the Explanation of Service Performed box) when you submit it.

Wheeled product will also require a call to HOP (see bulletin above for the Factory's phone # and procedure) on any repair over \$100.00 (parts and labour).

Please also note that Bay Distributors is here to help you with any of your service parts, warranty and service issues with Poulan and Weed Eater equipment. 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](mailto:george@bwmarineproducts.com)

Thank you,  
George Bishop,  
Service Mgr.  
Bay Distributors