



# SERVICE UPDATE



SB#GB121102

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**To: All Warranty Service Centers**

**Subject: NEW WARRANTY POLICIES (50% Repair Cost Limit)**

Nov. 02/12

**Models Affected: ALL HANDHELD PRODUCT (TRIMMERS, SAWS AND BLOWER) WARRANTY**

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 has decided to limited repair costs (parts and Labour) to 50% of the cost of the retail price of the unit.

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, call either Donna or George at Bay Distributors (1-800-461-9500) for direction on the repair
3. We will determine if the unit should be replaced and if so will give you a RMA# (Return to Manufacturer Authorization Number) for the owner to return it to the original seller.
4. Check that the owner has his bill of sale as the selling merchant will not replace it with out it.
5. Empty out the gas (and oil if it is a saw) as the store will not take it back if the unit has any fuel in it.
6. Call the owner and explain that the unit will be replaced and to come and pick it up. They can take it back to where they purchased it for an exchange for a new unit.
7. Provide the owner with the RMA#, our company name (Bay Distributors) and our toll free # (800-461-9500)
8. Send in a claim as per your normal method (mail, fax or input it yourself at Service Bench) for a ½ hour labour. Please include all of the required information on the claim and write a short description of the problem and that the unit was returned to the selling dealer for replacement in the Nature of Failure box.

If a claim is submitted that approaches 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](mailto:george@bwmarineproducts.com)

Thank you,  
George Bishop  
Service Mgr.  
Bay Distributors