



WARRANTY POLICY & PROCEDURES

FOR ALL STRIKEMASTER REGISTERED SERVICING ACCOUNTS (FOR 40 VOLT GREENWORKS BUILT ELECTRIC POWERED AUGERS ONLY)

The following policy and procedure applies to Canadian accounts only for the 40 Volt lithium augers only..

WARRANTY PARTS:

StrikeMaster parts can be obtained in **Canada** from:

Bay Distributors

119 Progress Court,

North Bay, Ontario P1A 0C1

(800) 461-9500 Phone

(800) 752-5579 Fax

Email: <mailto:george@bwmarineproducts.com> Service and warranty

Email: <mailto:info@bwmarineproducts.com> Parts orders

WARRANTY CLAIMS PROCEDURE:

1. Fill out [40V Lithium warranty claim form](#). Fill in all boxes completely. Incomplete claims will be returned. All claims **must include** the serial # or claims will be rejected. **The signature of the customer is required to accept and process your claim.**
2. Report only one repair per form. Do not group repairs for more than one unit on a single form.
3. Repair unit in the most economical manner possible. Determine whether replacing individual part or replacing entire assembly is more economical. If claim may exceed 50% of the equipment value, pre-approval is required.
4. Mail completed claim promptly or fax to 800-752-5579, Attn: George, or email it to <mailto:george@bwmarineproducts.com>. **Claim must be postmarked sixty (60) days from original date of repair.** If a claim exceeds this limit, claim may be subjected to possible rejection.

5. All warranty claims must be submitted directly to Bay Distributors. Mail original to Bay Distributors, 119 Progress Court, North Bay, On. P1A 0C1, (or fax or email it to the number/address above). Retain a copy for your file and a copy to be placed with defective material.
6. StrikeMaster will process claims and a credit will be applied from Bay Distributors (Canada).

WARRANTY PAYMENT

1. Parts - Your cost plus 15% unless the part is sent out at no charge and prepaid by Bay Distributors.
2. Labour - **Factory Warranty Labor Rate is your regular shop hourly labour rate** based on the factory labor schedule for usual repairs. The factory labour rate is shown on the [40V Lithium IPL](#) next to the parts descriptions. Unusual repairs requiring longer repair time must include substantiating details for warranty consideration. A copy of the factory labor schedule is enclosed.
3. Your inbound shipping costs for parts, drill units, power heads or engine assembly are always F.O.B. Shipping will be reimbursed if compelling circumstances prevail for reimbursement, and cost and reason is noted on claim.

DEFECTIVE PART(S) DISPOSITION

1. Retain and tag all defective parts replaced under warranty with warranty claim form copy.
2. Credit for claim is your authority to dispose of part(s) involved.
3. If StrikeMaster/Greenworks requests return of defective part(s), We will have you send it by prepaid mail to Bay Distributors and you will be reimbursed for the shipping charges.

UNDER WARRANTY OR NOT UNDER WARRANTY?

In the event the failure is such that you cannot decide whose responsibility it really is, contact Bay Distributor and ask for a representative to review it and assist you.

Keep the customer advised of what you are doing and why, so the customer is aware that he/she is getting our full consideration.

StrikeMaster's warranty policy is to repair or replace parts that are found to be defective in material or workmanship; it is not necessary to replace the entire piece of equipment. StrikeMaster's warranty policy is to repair or replace parts that are found to be defective in material or workmanship during the warranty period, but will not pay for other repair services. If a customer breaks, damages or abuses his product, or fails to maintain his product, StrikeMaster will not pay for this.

StrikeMaster cannot be liable for and will not pay for damages that result from the following causes:

- Non-compliance with the operating instructions.
- Neglecting essential maintenance and repair work.
- Damage caused by incorrect carburetor adjustment.
- Wear in normal use.
- Obvious overload by continuously exceeding the maximum performance limit of the product.
- Using non-authorized tools.
- Use of force, incorrect treatment, misuse and accidents.
- Attempted adjustments and repairs by unqualified person.

- Use of unsuitable spare parts or third party parts, if these are the cause of the defect.
- Damage caused by using the product in the hire or rental industry.

PARTS THAT ARE SUBJECT TO WEAR AND TEAR

Various parts are subject to application-specific or normal wear and must be replaced in good time, when required. The following parts are subject to normal wear and are not covered by the manufacturer's warranty:

- Blades
- Rubber straps for blade guard

DISPUTED WARRANTY

When a customer insists on a warranty repair to which, in your judgment he/she is not entitled, we suggest you offer him/her the following choices:

1. If the equipment is urgently needed, contact George at Bay Distributors for a possible decision. If there is some question of the validity of the claim we will offer to repair, and charge the customer. At the same time, offer to send the failed parts and completed warranty claim form to Bay Distributors for their decision. Mark claim "Disputed Warranty" and state all the facts, including your reasons for denying the warranty and have the customer sign the form.
Mail the completed warranty form and the failed parts in the same package, to Bay Distributors. Advise the customer you will refund him the amount he paid you for all or any portion of the work the Factory accepts under warranty.
Bay Distributors will advise you directly, with a copy to the customer, as to their decision and the reasons for acceptance or rejection of the warranty claim.
2. If repair is not urgent, offer to send the failed parts, along with a completed warranty claim form, to Bay Distributors for their decision. Again, Bay Distributors will respond directly to you, with a copy to the customer.
Mark claim "Disputed Warranty" and state all the facts, including your reasons for denying the warranty, and have the customer sign the form.
Mail the completed warranty form and the failed parts in the same package, prepaid, to the Bay Distributors.
3. As a warranty center, you will need a proof of purchase to complete any warranty work. Proof of purchase will be:
 - Either a receipt and/or
 - Electric models, serial number and date of manufacture (First two digits in serial # are the year built)

RESPONSIBILITIES AND DUTIES OF REGISTERED SERVICE CENTERS

If appointed as a Service Center, applicant agrees to:

- A. Maintain a shop with adequate facilities, including all necessary special tools, for inspecting, testing, adjusting and servicing StrikeMaster ice fishing products.
- B. Order all parts from Bay Distributors. Use and/or sell only genuine parts and components for servicing and repairing StrikeMaster ice fishing products.

- C. Notify all concerned of any change in name, address, ownership or other status of applicant within thirty days.
- D. Provide prompt and efficient service to repair StrikeMaster power ice drills.