

- **General Limited Warranty Policy Guidelines:**

LAWN COMBERS/SEEDERS

AERATORS

SOD CUTTERS

STUMP GRINDERS

BED BUG™ LANDSCAPE EDGER / CABLE LAYER

HOVER MOWER / CHIPPER/ LOG SPLITTER/ BLOWER/ BRUSH CUTTER

The BlueBird products listed above and retailed after January 1, 2017 are warranted to be free of defects in materials and workmanship for a period of two years with the exception of the following; 90 days on belts, tires, decals, and select wear parts. BlueBird obligation under this warranty shall be limited to the repair or replacement, to the original purchaser, of any part or parts which shall be shown to our satisfaction, upon examination at the factory, to be defective due to faulty workmanship or materials during the warranty period.

This warranty does not apply to damage in transit, or damage caused by misuse, negligence, or accident, or to alterations or repairs done outside the factory and/or authorized dealer service centers. It is the exclusive responsibility of the purchaser to bear transportation charges to and from an authorized BlueBird service dealer in the event that a warranty repair becomes necessary.

Any claims received by BlueBird for defective engines or engine parts will be returned to the submitting dealer, for filing through the respective engine manufacturers' service network.

BlueBird reserves the right to make changes and improvements in design and/or product without imposing any obligation on itself to update any product produced prior to changes.

Warranty Claim Information:

It is the responsibility of the dealer to accurately complete the warranty claim. **Claims received without serial numbers, model numbers, replacement part numbers, purchase date, repair date, owner's name and address will be rejected.** Failure to properly complete the claim form will result of a returned or rejected claim.

Restrictions on Billable Time:

Time billed to BlueBird on warranty claims is limited to the flat rates outlined in the BlueBird flat rate schedule.

- **Procedure for Handling BlueBird Limited Warranty:**

- PROGRAM:** BLUEBIRD TURF (**BlueBird**) assumes responsibility for performance of the BlueBird Limited Warranty for the benefit for the benefit of the original purchaser ONLY.
- OBJECTIVE:** Credit will be issued for warranty claims filed, in a “fair and prompt” manner, for parts and labor for covered warranty work performed in accordance with the BlueBird Limited Warranty.
- TIMING:** Warranty work **MUST BE** performed within the applicable Warranty Period specified in the BlueBird Limited Warranty.
- LABOR:** Warranty labor will be credited at BlueBird **Published Flat Rates**. *Deviations from the published flat rate must be requested before submitting a Warranty Request Form*, and will be subject to final approval by the BlueBird Technical Service Department.
- Warranty labor will be credited at the Dealer’s posted shop rate, in those States where required by government law, provided the posted shop rate is noted on the Warranty Request Form. For those claims where the shop rate is not governed by state law, and for all other BlueBird products Distributors/Dealers, labor will be credited at \$75 per hour, for covered warrantable product failures.
- Warranty labor that is sub-let to another repair facility **MUST BE APPROVED IN ADVANCE** by BlueBird Technical Service and an invoice or work order from the facility **MUST ACCOMPANY** the Warranty Request Form.
- Pick-up and delivery costs, transportation charges, travel time and mileage, for warranty work **are not covered by BlueBird Limited Warranty**. If the product purchaser requests such service, *billing must be made by the Distributor or Dealer, directly to the customer*.
- BlueBird Product out of service, or repair shop down time, is not covered by BlueBird Limited Warranty.
- PARTS:** BlueBird supplied service parts used for warranty work are credited to the authorized Distributor at dealer net cost, plus 15%, *excluding all freight charges*, unless otherwise mandated by existing laws.
- Defective BlueBird supplied service parts used for BlueBird warranty work are warranted for 90 days from the date of the work. When requesting warranty credit for defective parts, the Warranty Request Form **MUST include proof of sale of the original part and the failure thereof within the 90 day service parts warranty period**, i.e.; copies of dated customer repair work orders, invoicing, receipts, etc., along with an explanation under DETAILED DESCRIPTION OF FAILURE on the Warranty Request Form.
- Defective BlueBird service parts to be considered for warranty credit must be identified and held by the Dealer filing the claim **for a hold period of 90 days** from the date the claim is filed. The removed parts should be tagged with the warranty claim number, customers name, unit model and serial number, component part number and the date of warranty repair. If parts return notification is not received by the filing Dealer within the 90 day hold period, parts **MUST** be mutilated beyond use, and scrapped.

IMPORTANT: Under no circumstances should failed or defective parts be returned without prior authorization by the BlueBird Technical Service Department.

If defective parts are requested to be returned, a Return Authorization Number (RMA#), and a Fed-Ex call tag will be issued to the dealer. The defective parts return package **MUST have a RMA number on the outside of box.**

BlueBird reserves the right to withhold or reverse credit, pending the receipt of specific defective parts requested by BlueBird. If defective parts cannot be produced for warranty verification within 30 days of the requested return notification, **credit issued or pending may be reversed.**

PROCEDURE:

Warranty Claim Form can be requested at Customerservice@bluebirdturf.com

The claim form allows all information to be typed in and saved.

All information noted in the “square boxes” MUST be completed.

Shaded “round corner boxes” are for BlueBird or Distributor use ONLY!

Fill in:

1. The “Claim Date,”
2. All the requested information concerning the Dealer and Customer,
3. All required “Product Information” concerning the failed BlueBird product. On product equipped with an hour meter, the unit hours are also required,
4. The “Detailed Description of Failure” with as much information as possible. This description should indicate which part, and why, it may have caused the failure. **(R & R alone is not acceptable as a failure description),**
5. Check the appropriate “Type of Warranty” box, and
6. The list of parts replaced including the BlueBird Part Number, Description, Quantity, and the Flat Rate Time (“FR”) it took for the part to be repaired, or removed and replaced. *All parts related to multiple component failures **on the same BlueBird product** are to be shown on the same Warranty Request Form.*

Warranty Request Forms MUST be submitted within 15 days of completion of the warranty work. The Warranty Request Form, and any supportive invoices or work orders, MUST be received by BlueBird within 30 days of completion of the warranty work.

After completing the Warranty Request Form you will be notified of disposition

Warranty Service Information

IMPORTANT: *If warranty work is started during the Warranty Period, but is not expected to be completed during the Warranty Period, telephone the BlueBird Technical Service Department toll free at 1(866)847 8592. Any claim filed beyond 30 days of warranty expiration of the BlueBird Limited Warranty will be rejected unless it was the subject of prior notification.*

NOTE: Credit will be issued based on information provided on the Warranty Request Form.

GENERAL:

Warranty credit will not be issued unless proof of product purchase can be produced when requested by BlueBird. Proof of purchase is the ultimate determiner of warranty applicability.

Warranty credit will not be issued for any Warranty Request Form that is incomplete. Incomplete request forms will be returned to the filing Dealer.

Items NOT COVERED by BlueBird Limited Warranty are as follows.

1. **ANY alteration in original product design.** Individuals making unauthorized alterations to the BlueBird product are solely responsible, both from a warranty standpoint, and for any legal ramifications that may be effected by the product change, alteration, or modification. BlueBird in no way encourages or authorizes such repairs. Any warranty claims submitted that include unauthorized modifications will be rejected.
2. **Mileage or pick-up and delivery charges.** Only "Dealer In-House Bench Work" warranty work is allowed.
3. **Freight charges for service parts used in the warranty work.** BlueBird credits an additional 15% incentive on service parts, intended to offset freight charges.
4. **Postage, shipping, or telephone call charges or other paperwork associated with a warranty failure.**
5. **Normal maintenance, troubleshooting, or adjustments,** which include items that should have been addressed during initial product set-up.
6. **Engines, engine parts, hydraulic components and transaxles,** which may have separate manufacturer's warranty beyond the period of the BlueBird Limited Warranty.
7. **Failures associated with normal wear and tear, abuse, or accident.** This includes "tires" on product that has seen service in the field.
8. **Use of repair parts on the product that do not comply with BlueBird specifications.**
9. **Repeat failures due to improper repair or maintenance.**



Items NOT COVERED by BlueBird Limited Warranty are as follows (cont).

10. **Freight or shipping damage.** Freight damage, and damage claims, are the sole responsibility of the freight carrier. Any claims for shipping damage should be filed through the carrier.
11. **Whole product exchange as a condition for customer satisfaction.**

NOTE:

This Warranty Procedure covers all BlueBird Power Products manufactured for the 2017 sales seasons beginning January 1, 2017.

Previous Warranty Procedures remain in effect for all BlueBird products, built until and through the end of the 2016 sales season ending December 31, 2016.

Check our web-site at www.bluebirdturf.com for complete product **SUPPORT** information, including all BlueBird Product Operator's and Parts Manuals, Set-Up and Adjustments, Service Bulletins, Safety and Maintenance Tips, Trouble-Shooting Guides, Maintenance Schedules, etc.



**68 South Squirrel Rd.
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Technical Service Department
Phone: (800) 847 8592