



Warranty Policy

en_uk_warranty_policy_ariens 1.3.docx

1. Warranty Agreement:

AriensCo warrants to the original purchaser that Ariens and AS-Motor brand products purchased on or after 5. June 2023 will be free from defects in material and workmanship for the time period noted in the chart below. The warranty period for AriensCo products begins on the date of the first purchase of the AriensCo product from an AriensCo dealer. Equipment put to personal use around a single household or residence is considered "Residential Use." Equipment put to any business use (agricultural, commercial, or industrial) or used at multiple locations is considered "Commercial Use." If any product is rented or leased, then the duration of the respective warranty shall be 90 days after the date of the first purchase. The warranty only applies to devices that are used in accordance with the intended use, used properly and treated in compliance with the operating instructions and the maintenance instructions contained therein.

An authorized AriensCo dealer (either for the brand Ariens, AS-Motor or both) will repair any defect in material or workmanship, and repair or replace any defective part, subject to the conditions, limitations and exclusions set forth herein. Such repair or replacement will be free of charge (labour and parts) to the original purchaser; except as noted below. If the buyer is a trader or business, removal and reinstallation, as well as pickup and delivery shall be at the owner's expense.

A warranty claim exists only upon presentation of the certificate of online device registration. This must be completed fully and truthfully. Online device enrolment must be completed within 30 days of the original purchase of the device and can be performed through our website from the brand website as well as through our dealer portal parts-and-more. Prior device registration is therefore an integral part of the warranty and entitles AriensCo to refuse any kind of warranty if it has not been completed as described. For spare parts and accessories, it is sufficient to present a sales invoice.

Important note: This manufacturer's warranty does not restrict your rights in the event of defects, and you can make use of them free of charge. Any existing statutory rights (or rights otherwise implied into the sales contract) against the seller remain unaffected by this Warranty.

2. Definition:

- 2.1. **Legal warranty** claims result from the statutory regulations under the purchase contract and are therefore legally prescribed consumer protection.
- 2.2. **Warranty claims** result from additional agreements agreed between the buyer and the guarantor - in this case between AriensCo and the end customer.
- 2.3. **Goodwill claims** result from a possible voluntary decision on the amount of compensation in the event of damage outside the defined warranty and guarantee periods on the part of AriensCo.

3. Warranty Periods Ariens Zero Turns and Snow Blowers:

The warranty code is found on the model and serial number identification label on the unit.

| Warranty Code | Product Group | Warranty Period |
|---------------|--|--|
| AA | Serialized Attachments | 1 Year. |
| CL | Pro-Turn 100 and Pro-Stance Mowers | 5 Years or 1000 Hours* No Limit for first 2 Years |
| -- | Zenith E | separate warranty policy described |
| HD | LM-Series Walk-Behind Mowers | 3 Years Residential Use. 90 Days Commercial Use. |
| HE | Edge Mowers | 2 Years or 150 Hours.* |
| HF | Ikon-XD Mowers | 3 Years or 300 Hours.* |
| HH | Apex Mowers | 4 Years or 500 Hours.* |
| PA | 921-Series Brushes | 3 Years Residential Use. 90 Days Commercial Use. |
| PB | 926-Series Brushes | 3 Years Residential Use. 1 Year Commercial Use. |
| SA | Professional Sno-Thro | 3 Years Residential Use. 1 Year Commercial Use. |
| SB | Compact, Deluxe and Platinum Sno-Thro and Path-Pro | 3 Years Residential Use. 90 Days Commercial Use. |
| SD | Deluxe and Platinum EFI Sno-Thro | 3 Years Residential Use. 90 Days Commercial Use. |
| SE | 920-Series Classic Sno-Thro | 3 Years Residential Use. 90 Days Commercial Use. |

*whichever comes first

4. Special Extensions Snow Blower

The chart below details special extensions to warranty terms. Warranty terms are total time periods covered. If any product is rented or leased, there are no extensions to the 90-day warranty. The warranty code is found on the model and serial number identification label on the unit.

| Warranty Code | Warranty Term Extension | Warranty Period |
|---------------|---------------------------|---|
| SA | Cast Iron Auger Gear Case | 5 Years. |
| SB, SD | Cast Iron Auger Gear Case | 5 Years Residential Use. 1 Year Commercial Use. |
| SE | Aluminum Auger Gear Case | 3 Years Residential Use. 90 Days Commercial Use. |

5. Warranty Periods Countax, Westwood and Ariens Ride on Mowers

| Type | Model | Warranty Period |
|--------------------|---------------------------------------|------------------------|
| 2WD Garden Tractor | Countax C-Series Westwood T-Series | 3 Years or 300 Hours.* |
| 2WD Garden Tractor | Countax A25-50HE Westwood V25-50HE | 3 Years or 375 Hours.* |
| 4WD Garden Tractor | Countax B-Series Westwood F-Series | 3 Years or 300 Hours.* |

*whichever comes first

6. Warranty Periods AS-Motor machines

| Type | Model | Warranty Period |
|--------------|-------------------------------------|--|
| All machines | All machines without hour meter | 3 Years Residential Use. 2 Year Commercial Use. |
| All machines | All machines with serial hour meter | 3 Years Residential Use. 2 Year Commercial Use Or 250 Hours* |

*whichever comes first

7. Engines & Gearboxes

7.1. The chart below details engine warranty information. Engine warranty terms may vary from the specific terms of this warranty. If inconsistent, the terms of the engine warranty shall apply to the engine and its component parts.

| Engine Manufacturer | Detail |
|--|--|
| Ariens AX, Loncin | Ariens-branded engines and Loncin engines are warranted by the manufacturer and the warranty is administrated by AriensCo. Refer to the engine manual for warranty statements. |
| AS-Motor 2-Stroke | Covered and administrated by AriensCo. Warranty regulations are the same as AS-Motor machines. |
| Briggs & Stratton, Kawasaki, Kohler, Yamaha, Honda | Covered by the engine manufacturer's warranty. Refer to the engine manufacturer's warranty statements. |

8. Exclusions and Limitations

8.1. The charts below detail special exclusions and limitations to warranty

| Warranty Term Exclusions | Warranty Period |
|--|--|
| Air filters, auger paddles, brake arms, brake linings, brake shoes, brushes, cutters, fuel filters, headlights, knives, light bulbs, lubricants, mower blades, oil, oil filters, spark plugs, scraper blades, belts, shear bolts and skid shoes and all other wear parts | Components are not covered under warranty. |

| Electric Drive Limitation |
|---|
| EGO battery systems completely. See manufacturer warranty. The warranty is administrated by AriensCo. |

| Transaxle Limitation |
|---|
| See manufacturer warranty. The warranty is administrated by AriensCo. |

| Warranty Term Limitations | Warranty Period |
|--|---|
| Cloth, Plastic and Rubber Components. Mufflers, Tires and Belts. | Components are covered for manufacturer's defect only, not wear. |
| Battery Warranty is one year | Regular is one year. Total battery claim reimbursement will not exceed 45,00 e. |

9. Delivery

- 9.1. The authorized AriensCo dealer is requested to carry out a device inspection before delivery to the end customer in order to ensure a proper handover according to the four-eyes principle.
- 9.2. According to §438 (2) HGB (German law), hidden damage must be reported in writing within 7 days of delivery and can therefore no longer be accepted by AriensCo at a later date. The processing of any costs incurred is carried out individually, no warranty claims can be derived from freight damage. Goods whose packaging is visibly damaged should only be accepted with reservation. In order to detect damage, the authorized AriensCo dealer may be required to use so-called tilt sensors attached to the packaging. These can be an indicator of improper transport.

10. Exclusions – Items Not Covered by This Warranty

- 10.1. Parts that are not genuine Ariens service parts are not covered by this warranty and may void the warranty if the parts result in premature wear or damage to the product.
- 10.2. Excluded from the warranty are parts that have become unusable as a result of improper repair work or wear and tear (wear) or that are subject to natural wear and tear (see instructions in the operating instructions and points 10.3. and 10.4). A fundamental component of the warranty provisions is compliance with and observance of the corresponding operating instructions and safety regulations.
- 10.3. This exclusion applies to damage to wearing parts caused by the intended use and by usual wear and tear (for example: knives, V-belts, or similar), as well as in cases where replacement or repair of wearing parts is carried out due to damage subject to warranty.
- 10.4. The warranty expires if the device is repaired outside an authorized workshop, if no original spare parts are used, and/or if unauthorized changes have been made to the device.
- 10.5. Damages resulting from the installation or use of any part, accessory, or attachment which is not approved by AriensCo for use with product(s) identified herein are not covered by this warranty.
- 10.6. Any misuse, alteration, improper assembly, improper adjustment, neglect, or accident which requires repair is not covered by this warranty
- 10.7. Repairs or adjustments required due to failure to use fresh fuel or failure to properly prepare the unit for periods of non-use are not covered by this warranty.
- 10.8. Use of gasoline blends exceeding 10% ethanol voids any and all warranties.
- 10.9. Any tampering with the hour meter voids any and all warranties.
- 10.10. Products are designed to the specifications in the area that the product was originally distributed. Different areas may have significantly different legal and design requirements. This warranty is limited to the requirements in the area in which the unit was originally distributed. AriensCo does not warrant this product to the requirements of any other area. Warranty service is limited to service within the area originally distributed.

11. Customer Responsibilities

- 11.1. To obtain warranty service, the original purchaser must:
- 11.1.1. Ensure that the maintenance and adjustments explained in the Operator's Manual are routinely completed. The warranty does not terminate if the breach of the maintenance obligation was not the cause of the defect. The warranty holder must provide proof of the lack of causality.
 - 11.1.2. Promptly notify AriensCo or an authorized Ariens service representative of the need for warranty service. The warranty claim must be asserted within a preclusion period of three weeks after the occurrence of the damage, stating the description of the problem.
 - 11.1.3. The warranty claim must be asserted stating the description of the problem and presenting the invoice document or the warranty certificate issued for the first purchase. If the warranty certificate of the registration is no longer available, the invoice document can be used. However, this does not exempt from the obligation to register.
 - 11.1.4. Defective equipment or equipment parts must be sent at the request of AriensCo up to three months after submission of the application. If the buyer is a trader or business, removal and installation, as well as pickup and delivery shall be at the owner's expense.
 - 11.1.5. Have the warranty service performed by an authorized AriensCo service representative.

12. Disclaimer

- 12.1. AriensCo may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating the AriensCo to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.
- 12.2. Without prejudice to the statutory warranty claims, further warranty services cannot be claimed. Work under the warranty does not trigger a new start of the warranty period.
- 12.3. AriensCo decides whether defected parts are repaired or replaced within the scope of the warranty. Replaced parts shall become the property of AriensCo without any decision. The authorized AriensCo dealer or the corresponding workshop commissioned with the elimination of the error has no power of attorney to make legally binding declarations on behalf of AriensCo.

13. Limitation of Remedy and Damages

- 13.1. AriensCo liability under this warranty is limited to repair of any defect in workmanship, and repair or replacement of any defective part. AriensCo shall not be liable for incidental, special, or consequential damages (including lost profits).

14. Disclaimer of Further Warranty

- 14.1. AriensCo makes no warranty, express or implied, other than what is expressly made in this warranty. For non-consumer buyers, to the extent that any applicable law provides that an implied warranty of merchantability, or an implied warranty of fitness for particular purpose, or any other implied warranty, applies to AriensCo, then any such implied warranty is limited to the duration of this warranty.

15. Applicable law

15.1. This Agreement shall be governed by the laws of the Federal Republic of Germany. The place of jurisdiction for all disputes arising from this contractual relationship is the registered office of AS-Motor, provided that the buyer is a trader or business, a legal entity under public law or a special fund under public law. This provision does not seek to displace any consumer protection rights under, for example, the Consumer Protection Act 2015.