

# WARRANTY PROGRAM

## WARRANTY IN BRIEF & WARRANTY VALIDATION POLICY

***THIS WARRANTY EXTENDS ONLY TO THE ORIGINAL RETAIL PURCHASER OF THE EQUIPMENT.*** This warranty may not be assigned or transferred without the prior express written consent of Encore. This warranty commences upon the date of the original retail purchase.

1. To validate this warranty, you must properly and completely fill out the "Dealer Delivery/Warranty Registration Form" and return it to Encore Mfg. Co., Inc. within 15 days of the date of purchase. (This form is packaged with the finished product) or register online at [www.encoreequipment.com](http://www.encoreequipment.com). You must have user name and password provided by the Encore Service Department to be able to register these products online.
2. **To be eligible for credit during the warranty period, completed warranty claim reports must be submitted within 60 days from the date of warranty repair or replacement.** All dealers must submit warranty claims to the company/distributor from whom the equipment and parts were purchased. Standard O.P.E.I. warranty forms are acceptable. (Encore warranty forms are available, part #933044.) ***Dealers may also submit warranty claims through the website;*** however they must have a password provided by the Encore Service Department.
3. Encore products repaired by anyone other than our Authorized Servicing Distributor or Dealer without prior approval from Encore will void the Encore Warranty. This includes failures resulting from misuse, negligence, accident, or any alteration from original design.
4. Encore reserves the right to incorporate any changes in design or construction without obligation to make changes on units previously sold.

Please refer to the owner's manual for the warranty on particular Encore units. On new units, batteries, belts and tires are warranted for 90 days against defects. Purchased Encore replacement parts carry a 30 day warranty.

## WARRANTY LABOR ALLOWANCE

Encore's policy is to pay Distributors the Dealers posted shop labor rate for warranty repair. In addition, Encore will provide a mandatory "Flat Labor Rate Chart" for Dealers to refer to when performing warranty work. Encore Mfg. will continue to reserve the right to adjust labor times submitted. Only registered Encore Dealers will be authorized to perform warranty repair. ***NO EXCEPTIONS WILL BE MADE.***

**Posted shop labor rates will be up-dated in our system at the beginning of each calendar year, January 1st.** Dealer status forms received after this date will not be filed until the beginning of the next calendar year. **NOTE!** If your posted shop labor rate exceeds the average posted shop labor rate in your area by more than 10%, it may be subject to adjustment. Also, rate increases of 10% or more per calendar year may be adjusted.

## REQUIRED SERVICE SCHOOL ATTENDANCE

Authorized Encore Dealers will also be required to attend their Distributor's area Service School for Encore a minimum of once every two years to receive posted shop labor rate for warranty repairs. Those not attending a Service School will be issued a posted shop labor rate of \$25.00 per hour until the Dealer has attended a Service School.

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## MANDATORY WARRANTY RETURN PARTS

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When any of the following parts are used in warranty, the part must be returned immediately to Encore Mfg. before warranty credit will be issued. The majority of these parts are vendor items and must be returned to them for possible warranty credit to Encore. Encore Mfg. reserves the right to refuse payment of warranty credit if the requested part or parts cannot or will not be returned for inspection. Items that must be returned for warranty credit include:

- ◆ Fuel Tanks
- ◆ Electric Clutch
- ◆ Actuators
- ◆ Electric Wiring Harness
- ◆ Hydro Pumps
- ◆ Gearboxes
- ◆ Wheel Motors

### FACTORY APPROVAL REQUIRED BEFORE REPLACEMENT OF THESE PARTS!

When returning parts to Encore the part must be tagged properly with the information listed below. A 15% handling charge of Dealer cost will be reimbursed to the Dealer to cover return freight costs on warranty returns.

All returned parts must be tagged with the:

Number of the warranty claim report.  
&  
Name and address of the dealer.

## EQUIPMENT WARRANTY

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Encore Mfg. Co. Inc. is not authorized to handle any warranty adjustments on engines. All warranties should be referred to the nearest authorized service outlet of that particular manufacturer.

### NOTE!

Refer to operators manual for that particular model for warranty coverage information.