



RedMax/ZENOAH AMERICA, INC.
STANDARD LIMITED WARRANTY STATEMENT
ALL Products Sold on or after 1/01/2009

All RedMax Brand Products

RedMax/ZENOAH AMERICA, INC. Limited Warranty, provides to the **ORIGINAL** retail purchaser that this **RedMax/Zenoah** product is free from **DEFECTS** in **MATERIAL** and **WORKMANSHIP** under normal use and maintenance from the date of retail purchase. **RedMax/ZENOAH AMERICA, INC** agrees to repair or replace at our discretion, any defective product, free of charge at any authorized **RedMax** servicing dealer using original **RedMax** replacement parts, within the listed below application time periods, limitations and exclusions. **THIS LIMITED WARRANTY IS EXTENDED TO THE FIRST, ORIGINAL RETAIL PURCHASER ONLY, AND IT IS NOT TRANSFERABLE TO SUBSEQUENT OWNERS.** This warranty is separate from the Emission Control Warranty Statement supplied with your new product. Please consult your Emission Control Warranty Statement for details.

PRODUCT WARRANTY PERIOD

PRODUCTS PURCHASED FOR NON-INCOME PRODUCING USE (Home Owner)

Complete units purchased for residential, or non-income producing use, will be covered by this limited warranty for two (2) years from the date of **retail** purchase. The electronic ignition module, the brush cutter/trimmer drive shafts, are warranted for the life* of the product on parts only.

PRODUCTS PURCHASED FOR COMMERCIAL, INSTITUTIONAL, AGRICULTURAL, INDUSTRIAL, OR INCOME PRODUCING USE

Complete units used for commercial, institutional, agricultural, industrial, or income producing use will be covered by this limited warranty for a period of two (2) years, from the date of **retail** purchase. Chainsaws, TR2301/2350, CHT2200/2250, and Sprayers are covered for one (1) year. **Exceptions are Models: GZ400, BT250/280, BC250/280, HB250/280, and HE250F.** These **EXCEPTIONS** are covered for ninety (90) days. The electronic ignition module and the brush cutter/trimmer drive shafts, are warranted for the life* of the product on parts only.

RENTAL APPLICATION

Complete units for rental use will be covered against defects in material and workmanship for a period of **90 days** from the date of purchase. The following carry No Rental Warranty. They are: GZ400, BT250/280, BC250/280, TR2301/2350, HB250/280, CHT2200/2250 and HE250F. These products have **NO** Rental Warranty.

RedMax/Zenoah liability under the "Lifetime" coverage is limited to furnishing parts only after the Standard Warranty coverage expires as specified under the **PRODUCT WARRANTY PERIOD** section of this warranty statement. "Lifetime" free of charge parts is only for a period of seven (7) years after the last date of the complete unit's final production.

This warranty does not cover damage other than that resulting from **defects in material or workmanship**. **RedMax/Zenoah DOES NOT OFFER AN OVER THE COUNTER EXCHANGE PROGRAM.** Any product sold, serviced or re-built by other than a **RedMax/Zenoah** Authorized Servicing Dealer, is sold as is **without** RedMax standard warranty coverage. Repair parts and accessories replaced under this warranty are warranted only for the **BALANCE** of the original unit or accessory warranty period. All parts or products replaced under warranty become the property of **RedMax/Zenoah**.

PURCHASED REPAIR PARTS, SHORT BLOCKS AND ACCESSORIES

These items carry a 90-day residential, or non-income producing use, and 90-day commercial, institutional, agricultural, industrial, income producing, or rental application warranty.

CUTTING ATTACHMENTS SUPPLIED WITH PRODUCTS

All original equipment cutting attachments used in residential, or non-income producing use, such as, but not limited to, bars, chains, sprockets, blades, nylon trimmer heads, will be covered for failures due to defects in material or workmanship for a period of **60 days** from the original product purchase date. Any misuse from contact with, rocks, or other non-approved materials and/or structures is not covered by this warranty. When used in a commercial, institutional, agricultural, industrial, income producing or rental application, the cutting attachment warranty is for **30 days**.

All Maxtreme Series, Split Shaft attachments carry the same warranty duration as the units they are designed to fit.

DISCLAIMER OF IMPLIED WARRANTIES

Any implied warranty is limited to the duration of the limited warranty. Otherwise, this limited warranty is in lieu of all other expressed or implied warranties, including any warranty of FITNESS FOR A PARTICULAR PURPOSE OR USE and any implied warranty of **MERCHANTABILITY** otherwise applicable to this product. **RedMax/Zenoah** and its affiliated companies shall not be liable for any special incidental or consequential damage, including lost profits. There are no warranties extended other than as provided herein. This warranty may be modified only by **RedMax/Zenoah**.

ATTENTION TWO-STROKE ENGINE POWERED PRODUCT OWNERS

All 2-Stroke **RedMax/Zenoah** products are powered by Zenoah Professional-Commercial duty, Hi-Performance, Hi-RPM, **Air Cooled** 2-Stroke engines. RedMax/Zenoah – Hi-Performance 2-Stroke engines produce higher HP (horse power) outputs as compared to standard Home Owner Duty or Light Commercial Duty production engines offered by most manufacturers. To help insure trouble free performance of the unit, it is **required** to use oil which meets the ISO-L-EGD Standard per ISO/CD 13738 and one that is **registered** under JASO M345/FD Standards. **RedMax MaxLife™ Synthetic blend Two-Stroke Oil** is a premium two-stroke oil specifically formulated to meet ISO-L-EGD (ISO/CD 13738) and JASO M345/FD Standards. The use of **un-registered** oils designed for other applications, such as for outboard motors or lawnmowers, or low RPM, low HP output engines, can result in severe engine damage, and void your two-stroke engine warranty. This Hi-Performance Air Cooled 2-Stroke engine requires the use of **MINIMUM 89 Octane (Mid grade or Premium)** clean gasoline. If octane rating of the Mid Grade gasoline is lower than 89 octane USE Premium Unleaded Gasoline. Warning: Gasoline with octane rating lower than 89 will greatly increase engines operating temperature. Low octane gasoline will cause detonation (knock) resulting in piston seizures and major internal engine component damage. Engine Failures caused by operating engines on gasoline with octane rating **lower** than 89 **are not covered** by the RedMax/Zenoah Two-Stroke engine warranty.

(**Emission related parts only** are covered for two years, regardless of two-stroke oil used, per the statement listed in the EPA or California Emission Defect Warranty Explanation.)



THIS WARRANTY DOES NOT INCLUDE, OR COVER DAMAGE TO THE UNIT OR ENGINE CAUSED BY:

1. Lack of lubrication or engine failure, due to the use of two-stroke oils that do not meet the ISO-L-EGD (ISO/CD 13738) and are not registered to meet JASO M345/FD Standards. Engine problems due to inadequate lubrication caused by failure to use an ISO-L-EGD compliant and JASO M345/FD **Registered** oil, **WILL VOID** the **RedMax/Zenoah** two-stroke engine warranty. **RedMax MaxLife™ Synthetic blend Two-Stroke Oil** meets the ISO-L-EGD and **is registered** to JASO Standard M345/FD.
2. Damage caused by use of gasohol, containing methanol (wood alcohol), or gasoline containing LESS than 89 OCTANE. Only use gasolines which contain 89 octane or Higher. Gasohol which contains a maximum 10% ethanol (grain alcohol) or 15% MTBE (methyl/tertiary/butyl/ether) is also approved. The prescribed mixing ratio of gasoline to oil is 50:1 and is listed on the **RedMax/Zenoah** oil label and covered in your operator's manual.
3. **Engine damage caused by use of ether or any starting fluids. Damage caused by pressure or steam cleaning the unit.**
4. Overheating and Detonation damage caused by use of spark plugs other than those meeting emissions performance requirements listed in the Operators Manual.
5. Damage caused by tampering with engine speed governor or emission components, or running engines above specified and recommended engine speeds as listed in your operator's manual.
6. **THIS WARRANTY DOES NOT COVER DAMAGE TO THE UNIT OR ENGINE CAUSED BY: Operation of the unit with improperly installed/removed cutting shields, guards or safety devices.**
7. Damage caused by removed/damaged air filter, dirt, abrasives, salt water, moisture corrosion, rust, varnish, stale fuel, or any adverse reaction due to incorrect storage procedures.
8. Defects, malfunctions or failures resulting from abuse, misuse, neglect, modifications, alterations, normal wear, improper servicing, use of unauthorized attachments, including failure to provide or perform required maintenance services as prescribed in the operators manual.
Preventative maintenance as outlined in the operator's manual is the owner's/ customer's responsibility.
9. Failures due to improper set-up, pre-delivery service or repair service by anyone other than an authorized **RedMax/Zenoah** servicing dealer during the warranty period.
10. Certain parts and other items are not warranted, including but not limited to: spark plugs, filters, lubricants, starter cords, sprockets, and debris bags. Overheating or carbon scoring failures due to restricted/clogged exhaust port, blocked spark arrester screen, or combustion chamber.
11. Set-up and pre-delivery service, engine tune-ups, including natural discoloration due to ultraviolet light.
12. Adjustments after the first (30) thirty days of purchase and beyond, such as carburetor adjustment and throttle cable adjustment.
13. Damage to gears or gear cases caused by dirt contaminated grease, use of incorrect type of gear case grease, and/or failure to comply with recommended greasing intervals.
14. Damage caused by sprayers pumping or spraying caustic or flammable materials, lack of or broken strainers.
15. Additional damage to parts or components due to continued use after operational problem or failure occurs. Should operational problem or failure occur, the product should not be used, but delivered as is to an authorized **RedMax/Zenoah** Servicing Dealer.

IMPORTANT OWNER'S RESPONSIBILITY

The owner shall demonstrate reasonable care and use, and follow preventative maintenance, storage, fuel and oil usage as prescribed in the enclosed operator's manual. Should a product difficulty occur within the applicable warranty period, you must, at your expense, deliver or ship your **RedMax/Zenoah** unit to an authorized **RedMax/Zenoah Servicing Dealer** only for warranty repairs and arrange for pick-up or return of your unit after the repairs have been made. If you do not know the location of your nearest authorized **RedMax/Zenoah Servicing Dealer**, consult your telephone yellow pages or call **RedMax/Zenoah**, at 1-800-291-8251 during the hours of 8:00 am to 5:00 pm Eastern Standard time, or visit www.RedMax.com. Should you require assistance or have questions concerning this Warranty Statement, you may contact us at 1-800-291-8251 during the hours of 8:00 am to 5:00 pm Eastern Standard Time or contact us through the web at www.RedMax.com.

IMPORTANT OWNER'S RESPONSIBILITY

IT IS A CUSTOMER'S AND/OR DEALER'S RESPONSIBILITY TO COMPLETE AND RETURN WITHIN 10 DAYS OF THE DATE OF PURCHASE, THE WARRANTY REGISTRATION CARD SUPPLIED WITH YOUR REDMAX/ZENOAH PRODUCT. YOUR RECEIPT OF PURCHASE INCLUDING DATE, MODEL AND ENGINE SERIAL NUMBER MUST BE MAINTAINED AND PRESENTED TO AN AUTHORIZED RedMax/Zenoah SERVICING DEALER FOR WARRANTY SERVICE. PROOF OF PURCHASE RESTS SOLELY WITH THE OWNER-CUSTOMER. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. THIS WARRANTY IS GIVEN ONLY BY **RedMax/Zenoah, INC.** OUR ADDRESS is, RedMax/Zenoah America, 1100 Laval Blvd, Ste 110, Lawrenceville GA, 30043



2009 Products Warranty Time Period

Chainsaws	Residential	Commercial	Rental
GZ400	2 Years	90 Days	-----
PSZ2401	2 Years	1 Year	90 Days
G3100T	2 Years	1 Year	90 Days
G3800AVS	2 Years	1 Year	90 Days
GZ3500T	2 Years	1 Year	90 Days
GZ4000	2 Years	1 Year	90 Days
GZ4500	2 Years	1 Year	90 Days
G5000AVS	2 Years	1 Year	90 Days
G5300	2 Years	1 Year	90 Days
G621AVS	2 Years	1 Year	90 Days
GZ7000	2 Years	1 Year	90 Days

Trimmers	Residential	Commercial	Rental
BT250	2 Years	90 Days	-----
BT280	2 Years	90 Days	-----
BC250	2 Years	90 Days	-----
BC280	2 Years	90 Days	-----
TR2301S	2 Years	1 Year	-----
BCZ2401S	2 Years	2 Years	90 Days
BCZ2450T	2 Years	2 Years	90 Days
BCZ2610S	2 Years	2 Years	90 Days
BCZ2650T	2 Years	2 Years	90 Days
BCZ3001S	2 Years	2 Years	90 Days
BCZ3001SW	2 Years	2 Years	90 Days
BCZ3050T	2 Years	2 Years	90 Days
BC3401DL	2 Years	2 Years	90 Days
BC4401DW	2 Years	2 Years	90 Days
EXZ2401S-PH	2 Years	2 Years	90 Days

Blowers	Residential	Commercial	Rental
HB250	2 Years	90 Days	-----
HB280	2 Years	90 Days	-----
HBZ2601	2 Years	2 Years	90 Days
EBZ3000RH	2 Years	2 Years	90 Days
EBZ5100	2 Years	2 Years	90 Days
EBZ5100RH	2 Years	2 Years	90 Days
EBZ5100Q	2 Years	2 Years	90 Days
EBZ7001	2 Years	2 Years	90 Days
EBZ7001RH	2 Years	2 Years	90 Days
EBZ7100	2 Years	2 Years	90 Days
EBZ7100RH	2 Years	2 Years	90 Days
EBZ8001	2 Years	2 Years	90 Days
EBZ8001RH	2 Years	2 Years	90 Days



2009 Products Warranty Time Period

<u>Hedge Trimmers</u>	<u>Residential</u>	<u>Commercial</u>	<u>Rental</u>
CHT2200	2 Years	1Year	-----
CHT2401	2 Years	2 Years	90 Days
CHTZ2401L	2 Years	2 Years	90 Days
HTZ2401	2 Years	2 Years	90 Days
HTZ2401L	2 Years	2 Years	90 Days
SRTZ2401F	2 Years	2 Years	90 Days
SRTZ2401	2 Years	2 Years	90 Days
LRTZ2401	2 Years	2 Years	90 Days

<u>Edgers</u>	<u>Residential</u>	<u>Commercial</u>	<u>Rental</u>
HE250F	2 Years	90 Days	-----
HE225F	2 Years	2 Years	90 Days
HEZ2401S	2 Years	2 Years	90 Days
HEZ2601F	2 Years	2 Years	90 Days
HEZ3001S	2 Years	2 Years	90 Days

<u>Specialty Products</u>	<u>Residential</u>	<u>Commercial</u>	<u>Rental</u>
EDG2300	2 Years	2 Years	90 Days
EDG2300R	2 Years	2 Years	90 Days
AG2300	2 Years	2 Years	90 Days
AG4300	2 Years	2 Years	90 Days
SGCZ2401S	2 Years	2 Years	90 Days

<u>Sprayers</u>	<u>Residential</u>	<u>Commercial</u>	<u>Rental</u>
HM20	2 Years	1 Years	90 Days
BM46I	2 Years	1 Years	90 Days
BM40S	2 Years	1 Years	90 Days

<u>Attachments</u>	<u>Residential</u>	<u>Commercial</u>	<u>Rental</u>
EX-BC	2 Years	2 Years	90 Days
EX-HE	2 Years	2 Years	90 Days
EX-LRT	2 Years	2 Years	90 Days
EX-PS	2 Years	2 Years	90 Days
EX-RMS	2 Years	2 Years	90 Days

<u>Accessories</u>	<u>Residential</u>	<u>Commercial</u>	<u>Rental</u>
HBZ-V	90 Days	90 Days	-----
LRT-A	90 Days	90 Days	-----
PS-A	90 Days	90 Days	-----
RMS-A	90 Days	90 Days	-----
SRT-A	90 Days	90 Days	-----
SRTF-A	90 Days	90 Days	-----