# The Toro Warranty

Limited Warranty (see warranty periods below)

# The Toro Extended Warranty

[1]The Toro-engine warranty is extended 1 year, to 4 years, when the Toro Maintenance Kit is purchased at the same time of the machine purchase. Specific models only. See the product table below.

TimeCutter
Titan

## Summary Description

The Toro Company promises to repair the Toro Product below if defective in materials or workmanship for the period listed below.

The warranty applies only if you perform the routine maintenance specified in the *Operator's Manual*.

Toro makes no other express warranty. The engine manufacturer may provide its own engine warranty and special emission system warranty. If applicable, the documentation will be provided with your product.

## Products and Warranty Periods

The following time periods apply from the original date of purchase:

| | Warranty Period | |
|---|---|---|
| **Products** | **Residential*** | **Commercial** |
| TimeCutter Mowers | 3 years | 30 days |
| • Engines | | |
| —Kawasaki | 3 years | 3 years |
| —Kohler | 3 years | 3 years |
| —Toro Single Cylinder | 3 years | 90 days |
| —Toro Twin Cylinder | 3 years | 3 years / 300 hours[2] |
| • TimeCutter Battery | 90 days parts and labor<br>91-365 days parts only | 30 days |
| Titan MAX and Engine | 4 years or 500 Hours [2] | |
| Titan Mowers | 3 years | 3 years / 300 hours [2] |
| • Engines | | |
| —Kawasaki | 3 years | 3 years |
| —Kohler | 3 years | 3 years / 300 hours[2] |
| —Toro | 3 years | 3 years / 300 hours[2] |
| • Titan Battery | 90 days parts and labor<br>91-365 days parts only | |
| **All Mowers** | | |
| • Attachments | 1 year | |
| • Belts and Tires | 90 days | |

*Residential purposes means purchased by an individual and used on the same lot as your home. Use at an institution, as a rental, or at more than one location is considered commercial use and the commercial warranty applies.

[2]Whichever occurs first.

Warranty may be denied if the hour meter is disconnected, altered, or shows signs of being tampered with.

## Owner Responsibilities

You must maintain your Toro Product by following the maintenance procedures described in the *Operator's Manual*. Such routine maintenance, whether performed by a dealer or by you, is at your expense. Parts scheduled for replacement as required maintenance ("Maintenance Parts"), are warranted for the period of time up to the scheduled replacement time for that part. Failure to perform required maintenance and adjustments can be grounds for disallowing a warranty claim.

## Instructions for Obtaining Warranty Service

If you think that your Toro Product contains a defect in materials or workmanship, follow this procedure:

1. Contact your Toro Authorized Service Center to arrange service of the product. Visit http://www.toro.com and select WHERE TO BUY to locate a Toro service center in your area.
2. Bring the product and your proof of purchase (sales receipt) to the service center location. The service center will diagnose the problem and determine if it is covered under warranty.
3. For additional questions regarding warranty terms and conditions, you may contact Toro at:

   The Toro Company
   Customer Care Department, RLC Division
   8111 Lyndale Avenue South
   Bloomington, MN 55420-1196
   Toll free at 888-384-9939 (U.S. and Canadian customers)

## Items and Conditions Not Covered

Not all product failures or malfunctions that occur during the warranty period are defects in materials or workmanship. This express warranty does not cover the following:

- Cost of regular maintenance or parts, such as fuel, lubricants, oil changes, cable/linkage adjustments, rotor blades (paddles), scraper blades, belts, spark plugs, light bulbs, or brake adjustments
- Components failing due to normal wear
- Any product or part that has been altered, misused, neglected, requires replacement or repair due to accidents or lack of proper maintenance
- Pickup and delivery charges
- Repairs or attempted repairs by anyone other than an Authorized Toro Service Center
- Failure to follow the fueling instructions and requirements (consult the *Operator's Manual* for details), such as:
  - Use of old fuel (more than 1 month old) or fuel which contains more than 10% ethanol or more that 15% MTBE
  - Failure to drain the fuel system prior to any period of non-use over 1 month
  - Improper fuel
- Repairs or adjustments due to the following:
  - Contaminants in the fuel system
  - Failure to perform the required maintenance and/or adjustments
  - Snowthrower auger/paddles striking an object
  - Improper starting procedures
- Product failures resulting from the use of modified or unapproved accessories or non-Toro parts.
- Failures caused by outside influence, including, but not limited to, weather; storage practices; contamination; or the use of unapproved coolants, lubricants, additives, or chemicals

## General Conditions

All repairs covered by these warranties must be performed by an Authorized Toro Service Dealer using Toro approved replacement parts. Repair by an Authorized Toro Service Dealer is your sole remedy under this warranty.

**The Toro Company is not liable for indirect, incidental, or consequential damages in connection with the use of the Toro Products covered by these warranties, including any cost or expense of providing substitute equipment or service during reasonable periods of malfunction or non-use pending completion of repairs under these warranties.**

**All implied warranties, including merchantability and fitness for a particular purpose, are limited to the duration of the express warranty.**

Some states do not allow exclusions of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions 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.

## Countries Other than the United States or Canada

Customers who have purchased Toro products outside the United States or Canada should contact their Toro Authorized Service Center to obtain warranty policies for your country, province, or state. For additional questions regarding warranty terms and conditions, you may contact The Toro Company.

## Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.