

## WARRANTY

### Product Warranty

Please keep your original purchase receipt in a safe place as proof of purchase.

Warranty coverage for this product must be verified by the original purchase receipt.

The warranty period begins on the day that the product was purchased from an authorized retailer of Yard Force products. Warranty coverage only applies to the original purchaser and is not transferrable.

Warranty coverage is only provided on products purchased from authorized Yard Force retailers.

Warranty only applies to products purchased and OPERATED in the USA. Any product purchased or operated outside of the USA is not covered by any warranty.

### **(1) Five-Year Warranty on Yard Force Outdoor Power Equipment and Three-Year Warranty on 60vRX Battery Pack and Adapter**

The Yard Force Outdoor Power Equipment has a Five-Year Limited Warranty and 60vRX Battery Pack and Adapter has a Three-Year Limited Warranty from the date of purchase against manufacturer defects for residential use only. Commercial use voids the warranty. This warranty does not cover accidental damage, unreasonable use, normal wear and tear, neglect or non-compliance with the Operating, Safety and Maintenance Instructions. All service, outside of normal maintenance as described in this manual, must be done by an authorized service technician. Any unauthorized service or changes to the original configuration of this product will void the warranty. All parts and accessories used on and with this product must be manufactured and/or authorized by Merotec Inc.

### **(2) Ninety-Day Warranty – Accessories**

The accessories included with the machine including cutting head, shoulder harness and safety guard, and other similar parts are warranted against manufacturer defects for residential use only for a period of 90 days from date of purchase.

Warranty does not cover loss of use or other consequential damages arising from any of the above, nor does it cover repairs made or attempted by unauthorized persons.

This warranty is void if the product is used for commercial, rental or industrial purposes.

Certain parts, attachments and accessories are subject to normal wear and tear and are excluded from the warranty.

### **Service and Warranty Claims Process**

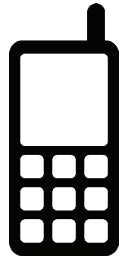
Contact the Yard Force Support Center toll-free at **(866) 902-9690 Monday-Friday between 8:30 AM and 5:00 PM Eastern Time** for service and warranty support.

Yard Force Service Support agents can help you troubleshoot problems over the phone to get you back up and running as quickly as possible. In the situation where service or warranty inspection is needed, please follow these steps:

1. Call Yard Force at **(866) 902-9690 Monday-Friday between 8:30 AM and 5:00 PM Eastern Time**.
2. Send in proof-of-purchase and serial number (if applicable) to confirm warranty Coverage as directed by Yard Force.
3. If service or a warranty evaluation is requested, Yard Force will provide an RGA number that should be used in all communications with Yard Force and is required to be indicated on the product itself and on the outside of the box.
4. All shipments to Yard Force must have an RGA number. Any shipment received that does not have an RGA number clearly marked on the outside of the box will be refused.
5. All shipments must be sent pre-paid, Yard Force does not pay for any shipping costs for service or warranty evaluation. Yard Force is not responsible for any packages that are lost by carrier. We recommend that shipments are made by a carrier that provides tracking and delivery confirmation.

For more information or to ask questions, please call toll-free **(866) 902-9690 Monday-Friday between 8:30 AM and 5:00 PM Eastern Time**.

**SAVE THESE INSTRUCTIONS**



1-866-902-9690



[support@merotecusa.com](mailto:support@merotecusa.com)

## Need Help?

Please do not return the product to the place of purchase yet.  
We're here to help and take care of all your needs.

### Contact our Customer Care Center in Atlanta, GA for help with:

- Product assembly or use
- Missing or damaged parts
- Troubleshooting

You can also visit our website to download  
owner's manuals and get additional product information.  
Visit [www.YardForceUSA.com](http://www.YardForceUSA.com), or call our  
toll free hotline: 1-866-902-9690 M-F 8:30am – 5:00pm ET