STIHL WARRANTY POLICY

1. WARRANTY STATEMENT

KTS TRADING SDN. BHD. will rectify any defect in material or workmanship for the Original Purchaser, upon presentation of the warranty card during the warranty period stated herein, by repairing or replacing at their discretion the defective component or parts.

KTS TRADING SDN. BHD. will not be liable for any incidental or consequential damages for breach of any express or implied warranty on these products, except to the extent expressly provided for by law.

It is STIHL's philosophy to continually improve products, and improvements are made from time to time. STIHL reserves the right to change or improve the design of the product without prior notice and do not assume any obligation to update previously manufactured products.

2. WARRANTY COVERAGE

The warranty covers any failure due to defects in materials or workmanship occurring during the applicable warranty period, subject to the exclusions and limitations set forth in the following paragraphs. Warranty coverage applies only to STIHL products that are purchased from authorized STIHL dealers located in the East Malaysia & Brunei.

3. PERSONS COVERED BY THIS WARRANTY

A. The original retail purchaser herein referred to as the "Consumer".

4. WARRANTY PERIOD

A. The following warranty applies to STIHL products: -

(i) For gasoline powered Chainsaw (excluding guide bar and saw chain), gasoline powered Powertools (except FR 3001 Brush Cutter and SR 5600 Mist Blower), electric Chainsaw, High Pressure Cleaner, battery powered Cordless Tool, Lithium-Ion Batteries (AS, AK, AP, AR).

- Six (6) months from the Consumer's purchase date.

(ii) For FR 3001 Brush Cutter and SR 5600 Mist Blower

- Three (3) months from the Consumer's purchase date.

B. The Warranty Period is valid from the date of purchase by the Consumer, when used for the purpose for which the product is designed.

5. WARRANTOR

KTS TRADING SDN. BHD., Technical Support Hotline: 019-876 1585, address: No. 72-74, Market Road, 96000 Sibu, Sarawak, Malaysia.

6. WARRANTY EXCLUSIONS

The following are not covered by this warranty: -

A. STIHL products not sold by KTS TRADING SDN. BHD.

B. STIHL products that are purchased from sources other than an authorized STIHL dealer located in East Malaysia & Brunei. The STIHL warranty applies to the original purchaser and is nontransferable.

C. STIHL products purchased via any "online platforms or social media."

D. Any parts of the STIHL products that are subjected to normal wear and tear (providing there is no defect in material or workmanship) even when used as intended.
Among other parts, these include: cutting attachments, cutting blades, saw chain, guide bar, drive components (centrifugal clutch, clutch drum, chain sprocket), filters (for air, oil, fuel), rewind starter, spark plug, vibration-absorbing elements for the anti-vibration system, switches, starter cords, electrical components, lithium-ion batteries and chargers.

E. Any damage caused by non-observance of the safety precautions, warnings, operating, maintenance and storage instructions as provided for in the Owner Instruction Manual.

F. All damages caused as a result of the following:
(i) Modifications to the product not approved by STIHL.
(ii) The use of parts, attachments or cutting tools not approved by STIHL.
(iii) Using the product for purposes other than specified.
(iv) Using the product for sports or competitive events.
(v) Consequential damage due to the continued use of the product with defective component, even where such defective component is covered by the warranty.

G. Any damage due to lack of or delay in servicing or maintenance operations.

H. The use of non-genuine STIHL replacement parts or accessories or damage to other components caused by the use of non-genuine STIHL parts.

I. Repairs and maintenance that are carried out by non-authorized STIHL dealers or through wrongly installed parts or repairs that are carried out using non-approved gaskets or sealing compounds.

J. Damage to the cylinders, pistons and bearings, as a result of insufficient lubrication, or non-approved lubrication, carburetor adjustments or insufficient filter maintenance.

K. Wear on consumable items, except as a result of material defect. Damage caused to cutting attachments by incorrect sharpening, adjustment or cutting techniques.

L. The replacement of a whole assembly, where a repair can be affected by using one or more parts i.e. Changing recoil assembly for a broken pawl.

M. Any defect as a result of accident, negligence, misuse or abuse.

N. Any failure caused by lubricants not supplied by STIHL. Recommended 2-Stroke Engine Oil: STIHL HP, HP SUPER or HP ULTRA, Chain Oil: STIHL FORESTPLUS or BIOPLUS.

O. Repairs made necessary due to improper oil mix ratios or the use of oils and other lubricants not supplied by STIHL.

P. Any failure resulting from the use of improper tools or improper repair procedures. Only repair procedures as specified in the Workshop Repair Manual and/or STIHL Service Communication will be accepted.

Q. Use of improper voltage for electric products and for battery products, batteries that have been exposed to temperatures beyond those specified in the product's instruction manual, or have not been properly charged or have reached their useful life.

R. Where any warranty card is incomplete or missing information as required, or due to failure to return a copy as specified to KTS.

7. DEALER'S RESPONSIBILITIES

A. As part of the STIHL Authorized Dealership agreement, the Dealer is required to provide warranty service on all STIHL Products (including STIHL products purchased from other STIHL Authorized Dealers) upon provision of the warranty card by the Consumer.

B. In considering application for warranty for a consumer's machine, the Dealer must be satisfied that the machine has been maintained correctly in accordance with the Owners Instruction Manual, used with reasonable care and for the purpose for which it was designed.

C. If the Dealer is unable to decide if the item is covered by warranty, the Dealer should contact STIHL Technical Department at KTS TRADING SDN. BHD. for clarification through the Technical Support Hotline number.

D. Where a part or item is warrantable, the repair/replacement of that item will be carried out by the STIHL Authorized Dealer at no cost to the customer.

E. The STIHL Authorized Dealer is expected, either prior to or at the point of sale, to perform the following minimum requirements: -

i) Check that all the warning decals are in place and firmly attached.

ii) Before handing over the product, the machine must be operational and all the controls and settings checked according to the machine specifications i.e. Carburetor settings/ chain brake/oiling.

iii) Ensure that the machine is supplied with the correct Owner Instruction Manual, tools and that the Consumer/operator is familiar with the proper use and operation of the product.

iv) The dealer is obliged to complete in full the information required in the Warranty Card upon the sale of the product. The Owner's copy must be given to the Consumer.
A copy of the Warranty card must be returned to KTS within 30 days via mail or by hand to KTS's Sales Representative from the consumer purchase date and the dealer's copy should be retained for reference by the dealer.

8. CONSUMER'S RESPONSIBILITIES

A. To apply reasonable care in the maintenance, operation, and storage of the product as specified in the Owners Instruction Manual.

B. In the event of any failure for which a claim is made under warranty, the Consumer must deliver or ship the product to any authorized STIHL dealer in West Malaysia for repair together with proof of date of purchase. Freight costs and transportation charges if any, will be borne by the Consumer.

C. The Consumer must retain a copy of the Warranty Card and invoice for the length of the limited warranty period as proof of purchase. KTS TRADING SDN. BHD. reserves the right to request a copy of the Warranty Card and invoice to verify warranty coverage in the event a claim for warranty is made for the machine.

9. WARRANTOR'S RESPONSIBILITIES

A. Any defective product or component covered by this warranty will be repaired or replaced at the option of the warrantor at no cost to the Consumer.

B. Product failures covered by warranty will be scheduled and repaired according to the normal workflow of the authorized STIHL dealer to whom the product is delivered and subject to the availability of replacement parts in the dealers' inventory.

C. In the event the Consumer does not receive satisfactory results from the authorized STIHL dealer, the Consumer may contact the KTS Technical Support Department at the address and telephone number set forth in paragraph 5.