



WARRANTY POLICY AND PROCEDURES

for Briggs & Stratton Dealers

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ABOUT YOUR WARRANTY

Most warranty repairs are handled routinely, but sometimes requests for warranty service may not be appropriate. This warranty only covers defects in materials or workmanship. It does not cover damage caused by improper use or abuse, improper maintenance or repair, normal wear and tear, or stale or unapproved fuel.

Improper Use and Abuse – The proper, intended use of the product is described in the Operator's Manual. Using the product in a way not described in the Operator's Manual or using the product after it has been damaged will void your warranty. Warranty is not allowed if the serial number on the product has been removed or the product has been altered or modified in any way, or if the product has evidence of abuse such as impact damage, or water/chemical corrosion damage.

Improper Maintenance or Repair – This product must be maintained according to the procedures and schedules provided in the Operator's Manual, and serviced or repaired using genuine Briggs & Stratton parts or equivalent. Damage caused by lack of maintenance or use of non-original parts is not covered by warranty.

Normal Wear – Like all mechanical devices, your unit is subject to wear even when properly maintained. This warranty does not cover repairs when normal use has exhausted the life of a part or the equipment. Except as noted in the warranty period, maintenance and wear items such as filters, belts, cutting blades, and brake pads (except engine brake pads) are not covered by warranty due to wear characteristics alone, unless the cause is due to defects in material or workmanship.

Stale Fuel – In order to function correctly, this product requires fresh fuel that conforms to the criteria specified in the Operator's Manual. Damage caused by stale fuel (carburetor leaks, clogged fuel tubes, sticking valves, etc.) is not covered by warranty.

Other Exclusions – This warranty excludes damage due to accident, abuse, modifications, alterations, improper servicing, freezing, or chemical deterioration. Attachments or accessories that were not originally packaged with the product are also excluded. There is no warranty coverage on equipment used for primary power in place of utility power or on equipment used in life support applications. This warranty also excludes failures due to acts of God and other force majeure events beyond the manufacturer's control.

Claim Filing Formats

All claims must meet the criteria set forth in this guide and in the applicable Briggs & Stratton warranty statements. Submission of a claim is your certification that the information provided is true and accurate.

Claim Processing Priority

To eliminate delays in the warranty claim process, make sure your claim is complete and accurate before submitting. Complete claims can be processed in a timely and efficient manner whereas an incomplete claim will cause delays in processing. If the electronic claim is free of errors and meets the guidelines, reimbursement is *typically* approved or rejected within five business days from the claim submission date (Seasonal Exceptions). Payments are made once a week.

Avoiding Claim Errors

Once the electronic claim has been submitted, you will be unable to access the claim to make corrections. To request changes, send an email to warrantyclaims@basco.com. Initial rejection of a warranty claim can be caused by numerous factors. The most common reasons for payment delays or claim returns are listed below:

- Each Repair must be on its own claim
- The model and serial number do not match the product being repaired. Product repairs require the Product serial number; Engine repairs require the Engine serial number.
- Improper Failcode is selected.
- Warranty period expired. Each model has its own warranty.
- Not a warrantable repair.
- Purchase date missing/incorrect.
- Failure date missing/incorrect.
- Control Number is missing or incorrect.
- Dealer not authorized for warranty repairs.

Filing Period

Claims must be submitted within 30 days after making a warranty repair. Claims filed past this time frame may be rejected.

Accuracy of Information

When filling out the claim form, the information must be accurate and complete. If there is an issue with your claim, you will be contacted by email requesting correct information. Once you reply to the email, we will correct the claim for you. **DO NOT** file another claim to make corrections. Reimbursement will be delayed until the claim is complete. We allow up to 90 days from date of repair to follow up on a claim inquiry.

Controlling Repair Costs

Choose the repair procedure that will result in the lowest total cost. Be sure to include labor and any anticipated miscellaneous expenses in your evaluation. Permanent installations requiring removal and reinstallation of product by qualified professionals require a Control Number. Similarly, product requiring a major repair may qualify for an alternative method of repair or replacement.

Proof of Purchase

A dated proof of purchase is required for all warranty claims. Record the purchase date on the claim form and keep a copy of the proof of purchase in your records. We reserve the right to request a copy of the original proof of purchase. Proof of purchase is defined as the sales slip generated by the retailer at the time of purchase.

Evaluation/Control Number

Factory authorization is required for:

- Removal and reinstallation of permanent installations
- Engine, Short Block or Cylinder replacements
- Repairs exceeding \$1,400
- IMPCO/GM Engine repairs
- Any Goodwill Authorizations

Contact your factory technical representative for authorization before beginning repair. When calling have the equipment model number and serial number, and the engine model, type, trim, and date code available. The numbers are located on the product and engine identification labels. In addition, have an estimate for all transportation expenses being requested. **This number must be added to the claim before it is submitted.**

Shipping Damage

Briggs & Stratton does not cover shipping damage. If a finished good or service part is damaged in shipment, contact the shipper or your source of supply for assistance. If further assistance is needed, contact your source of supply. All Damage must be noted on Bill of Laden.

Parts Retention

All components replaced under warranty MUST be tagged with the customer's name and claim number. The components must be retained for at least ten (10) days after receipt of the reimbursement check. We reserve the right to call back these components any time during that period.

Parts Retention/Returns

Parts replaced during warranty repair should be tagged with the claim number. All parts must be retained for 10 days after payment is received.

Briggs & Stratton reserves the right to request any part for factory evaluation.

Upon notification from Briggs & Stratton, box all tagged parts with a copy of the warranty claim. A call tag will be issued during the claim process.

Starting Battery Warranty

Lawn and Garden

Approved claims for battery warranty will be reimbursed as follows:

- \$52.00 – 340CCA
- \$80.00 – 500CCA

InStart® Battery Warranty

InStart® Lithium-Ion Batteries require special testing and shipping. Contact your source of supply for replacement authorization and to arrange for pick-up of the battery.

All Other Starting Batteries

Do not file a claim for other batteries with Briggs & Stratton. The warranty is the responsibility of the battery or equipment manufacturer.

Parts Reimbursement

Only verifiable purchased NEW, UNUSED original Briggs & Stratton® service replacement parts, short blocks or engines may be used for warranty repairs. Briggs & Stratton may periodically request proof of purchase for parts filed on warranty claims. General parts reimbursement terms fall into the following categories.

- Parts:
 - Used in warranty repair are reimbursed based on the dealer level of the repaired product.
 - Diamond - List Price
 - Platinum – List Price
 - Platinum Pro – List Price
 - Authorized – Cost + 20%
 - Specialized – Cost + 10%
 - New Inoperative Service Parts are reimbursed at dealer cost plus 10% mark-up.
- Briggs & Stratton® Engines: Are reimbursed at dealer cost plus 10% mark-up. Contact your source of supply to obtain an Evaluation/Control number for authorization to replace engine.
- Short Blocks: Reimbursed per dealer agreement mark-up. Contact your source of supply to obtain an Evaluation/Control number prior to replacing

Labor Reimbursements

Labor times may be adjusted if submitted labor exceeds the standards published on thepowerportal.com. If excess labor time is submitted, an explanation and/or the Evaluation/ Control Number is required on the claim stating why the extra labor time was necessary. In all cases of excess labor time, Briggs & Stratton reserves the right to review/adjust labor times to a reasonable amount or as otherwise prescribed by law which varies from state to state.

Labor Rate Change Requests

Briggs & Stratton will review one labor rate change request per dealership per year. If you wish to change the labor rate on file at Briggs & Stratton, contact your source of supply.

Upon receipt of your request, additional labor rate documentation may be sent to you. The labor rate on file will only be updated after Briggs & Stratton completes the review/approval process

Miscellaneous Charges

Several Miscellaneous Charges may be reimbursed, such as a trip charge for permanent installations (see Transportation Reimbursement section), freight charges if applicable, or other charges pre-approved by Briggs & Stratton or source of supply. Enter the charges in local currency. Briggs & Stratton reserves the right to request copies of invoices for charges listed in Miscellaneous Charges.

Several examples of Miscellaneous Charges that may not be claimed are shop supplies, grease and lubricants, fuel, cleaning solvents, tools, paint, and administration.

Transportation Reimbursement

Briggs & Stratton warranty typically does not cover pick-up and delivery charges for equipment, parts or accessories.

For permanent installations, warranty will allow a \$125 (USD) trip charge. Only one trip charge per warranty claim will be accepted, regardless of the number of trips taken. No additional transportation expenses are allowed for travel time, fuel, maintenance, permits, tolls, taxes, licenses, fees, etc. When filing a claim, enter the trip charge under Miscellaneous Charges. Any exceptions to transportation allowances require Briggs & Stratton Evaluation/ Control number.

Reimbursement Disputes

Inquiries or disputes regarding payment of claim(s) must be made in writing within 90 days from receipt of payment. In all cases, any claimed parts must be retained until the dispute is resolved. We reserve the right to call back these components any time during that period. For inquiries contact your source of supply or email inquiries to Briggs & Stratton warranty department at warrantyclaims@basco.com:

* Terms may vary by country or state as defined by regional specific guidelines, and/or prescribed by law

Warranty Repair (e-Claim Default)

During the warranty period we will repair or replace, free of charge, any part that is defective in material or workmanship or both. See Briggs & Stratton Engine Owner Warranty Policy for specific terms and conditions.

Policy Adjustment / Other

In some cases the customer is not entitled to warranty repairs because neither the material nor workmanship was inoperative due to manufacturing procedures and/ or the term of the warranty had expired. However, if for improved customer relations, a no charge repair or partial allowance is desirable, that claim may be marked "Policy Adjustment." Your source of supply, or Briggs & Stratton, must approve each such claim and provide a control number before the service dealer makes a commitment to the customer.

Questionable/Disputed Warranty

If a customer requests warranty service to which the service center feels he/she is not entitled, the dealer should contact their source of supply for further assistance.

New Inoperative Service Parts

Genuine Briggs and Stratton service parts carry a warranty period of 90 days **OR** the remaining factory warranty of the unit in which it is used on, whichever is greater.

This pertains to replacement parts that are new but with errors in packaging or manufacture, received inoperative, missing components, and/or installed parts later confirmed to be inoperative by the retail dealer.

Warranty claims for all inoperative service parts are to be filed directly with the factory by the dealer.

- The sole remedy is reimbursement of dealer cost plus 10% for the part(s).

Do not file a claim for an entire assembly if it can be economically repaired by replacing parts of the assembly. For example, if a new latch assembly has a broken key, replace the key set to repair the latch assembly.



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At the end of the day, a job well done is its own reward.
Our equipment is there to help make it happen. It's easy
to master, durable and ready for a challenge.



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