







# The Toro Total Coverage Guarantee

## A Limited Warranty

### Conditions and Products Covered

The Toro Company and its affiliate, Toro Warranty Company, pursuant to an agreement between them, jointly warrant your Toro Commercial product ("Product") to be free from defects in materials or workmanship for two years or 1500 operational hours\*, whichever occurs first. This warranty is applicable to all products with the exception of Aerators (refer to separate warranty statements for these products). Where a warrantable condition exists, we will repair the Product at no cost to you including diagnostics, labor, parts, and transportation. This warranty begins on the date the Product is delivered to the original retail purchaser.

\* Product equipped with an hour meter.

### Instructions for Obtaining Warranty Service

You are responsible for notifying the Commercial Products Distributor or Authorized Commercial Products Dealer from whom you purchased the Product as soon as you believe a warrantable condition exists. If you need help locating a Commercial Products Distributor or Authorized Dealer, or if you have questions regarding your warranty rights or responsibilities, you may contact us at:

Toro Commercial Products Service Department  
Toro Warranty Company  
8111 Lyndale Avenue South  
Bloomington, MN 55420-1196  
952-888-8801 or 800-952-2740  
E-mail: commercial.warranty@toro.com

### Owner Responsibilities

As the Product owner, you are responsible for required maintenance and adjustments stated in your *Operator's Manual*. Failure to perform required maintenance and adjustments can be grounds for disallowing a warranty claim.

### Items and Conditions Not Covered

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

- Product failures which result from the use of non-Toro replacement parts, or from installation and use of add-on, or modified non-Toro branded accessories and products. A separate warranty may be provided by the manufacturer of these items.
- Product failures which result from failure to perform recommended maintenance and/or adjustments. Failure to properly maintain your Toro product per the Recommended Maintenance listed in the *Operator's Manual* can result in claims for warranty being denied.
- Product failures which result from operating the Product in an abusive, negligent, or reckless manner.
- Parts subject to consumption through use unless found to be defective. Examples of parts which are consumed, or used up, during normal Product operation include, but are not limited to, brake pads and linings, clutch linings, blades, reels, rollers and bearings (sealed or greasable), bed knives, spark plugs, castor wheels and bearings, tires, filters, belts, and certain sprayer components such as diaphragms, nozzles, and check valves, etc.
- Failures caused by outside influence. Conditions considered to be outside influence include, but are not limited to, weather, storage practices, contamination, use of unapproved fuels, coolants, lubricants, additives, fertilizers, water, or chemicals, etc.
- Failure or performance issues due to the use of fuels (e.g. gasoline, diesel, or biodiesel) that do not conform to their respective industry standards.

### Countries Other than the United States or Canada

Customers who have purchased Toro products exported from the United States or Canada should contact their Toro Distributor (Dealer) to obtain guarantee policies for your country, province, or state. If for any reason you are dissatisfied with your Distributor's service or have difficulty obtaining guarantee information, contact the Toro importer.

- Normal noise, vibration, wear and tear, and deterioration.
- Normal "wear and tear" includes, but is not limited to, damage to seats due to wear or abrasion, worn painted surfaces, scratched decals or windows, etc.

### Parts

Parts scheduled for replacement as required maintenance are warranted for the period of time up to the scheduled replacement time for that part. Parts replaced under this warranty are covered for the duration of the original product warranty and become the property of Toro. Toro will make the final decision whether to repair any existing part or assembly or replace it. Toro may use remanufactured parts for warranty repairs.

### Deep Cycle and Lithium-Ion Battery Warranty:

Deep cycle and Lithium-Ion batteries have a specified total number of kilowatt-hours they can deliver during their lifetime. Operating, recharging, and maintenance techniques can extend or reduce total battery life. As the batteries in this product are consumed, the amount of useful work between charging intervals will slowly decrease until the battery is completely worn out. Replacement of worn out batteries, due to normal consumption, is the responsibility of the product owner. Battery replacement may be required during the normal product warranty period at owner's expense. Note: (Lithium-Ion battery only): A Lithium-Ion battery has a part only prorated warranty beginning year 3 through year 5 based on the time in service and kilowatt hours used. Refer to the *Operator's Manual* for additional information.

### Maintenance is at Owner's Expense

Engine tune-up, lubrication, cleaning and polishing, replacement of filters, coolant, and completing recommended maintenance are some of the normal services Toro products require that are at the owner's expense.

### General Conditions

Repair by an Authorized Toro Distributor or Dealer is your sole remedy under this warranty.

**Neither The Toro Company nor Toro Warranty Company is liable for indirect, incidental or consequential damages in connection with the use of the Toro Products covered by this warranty, including any cost or expense of providing substitute equipment or service during reasonable periods of malfunction or non-use pending completion of repairs under this warranty. Except for the Emissions warranty referenced below, if applicable, there is no other express warranty. All implied warranties of merchantability and fitness for use are limited to the duration of this 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 and 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.

### Note regarding engine warranty:

The Emissions Control System on your Product may be covered by a separate warranty meeting requirements established by the U.S. Environmental Protection Agency (EPA) and/or the California Air Resources Board (CARB). The hour limitations set forth above do not apply to the Emissions Control System Warranty. Refer to the Engine Emission Control Warranty Statement supplied with your product or contained in the engine manufacturer's documentation for details



# The Toro Total Coverage Warranty

A Limited Warranty (see warranty periods below)

Landscape  
Contractor  
Equipment  
(LCE)

## Conditions and Products Covered

The Toro Company and its affiliate, Toro Warranty Company, pursuant to an agreement between them, jointly promise to the original purchaser to repair the Toro Products listed below if defective in materials or workmanship.

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

Products	Warranty Period
21 in. Mowers • Engines <sup>4</sup>	1 year Commercial Use Honda – 1 years Kawasaki – 3 years
21 in. Mowers • Engines <sup>4</sup>	2 years Residential Use <sup>1</sup> Honda – 2 years Kawasaki – 3 years
Mid-Size Walk-Behind Mowers • Engines <sup>4</sup>	2 years Kawasaki – 3 years
Grand Stand <sup>®</sup> Mowers • Engines <sup>4</sup>  • Frame	5 years or 1,200 hours <sup>2</sup> Kawasaki – 3 years Kohler EFI – 3 years Lifetime (original owner only) <sup>3</sup>
Z Master <sup>®</sup> 2000 Series Mowers • Engines <sup>4</sup> • Frame	4 years or 500 hours <sup>2</sup> Kawasaki – 3 years Lifetime (original owner only) <sup>3</sup>
Z Master <sup>®</sup> 3000 Series Mowers • Engines <sup>4</sup> • Frame	5 years or 1,200 hours <sup>2</sup> Kawasaki – 3 years Lifetime (original owner only) <sup>3</sup>
Z Master <sup>®</sup> 5000 Series Mowers • Engines <sup>4</sup>  • Frame	5 years or 1,200 hours <sup>2</sup> Kohler Command – 2 years Kohler EFI – 3 years Lifetime (original owner only) <sup>3</sup>
Z Master <sup>®</sup> 6000 Series Mowers • Engines <sup>4</sup>  • Frame	5 years or 1,200 hours <sup>2</sup> Kawasaki – 3 years Kohler Command – 2 years Kohler EFI – 3 years Lifetime (original owner only) <sup>3</sup>
Z Master <sup>®</sup> 7000 Series Mowers • Engines <sup>4</sup>  • Frame	4 years or 1,200 hours <sup>2</sup> Kubota – 2 years Briggs & Stratton – 2 years Lifetime (original owner only) <sup>3</sup>
All Mowers • Battery	90 days Parts and Labor 1 year Parts only
• Belts and Tires	90 days
• Attachments	1 year

<sup>1</sup>Residential use means use of the product on the same lot as your home. Use at more than one location is considered commercial use and the commercial warranty would apply.

<sup>2</sup>Whichever occurs first.

<sup>3</sup>Lifetime Frame Warranty - If the main frame, consisting of the parts welded together to form the tractor structure that other components such as the engine are secured to, cracks or breaks in normal use, it will be repaired or replaced, at Toro's option, under warranty at no cost for parts and labor. Frame failure due to misuse or abuse and failure or repair required due to rust or corrosion are not covered.

<sup>4</sup>Some engines used on Toro Products are warranted by the engine manufacturer.

This warranty includes the cost of parts and labor, but you must pay transportation costs.

## Instructions for Obtaining Warranty Service

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

1. Contact any Authorized Toro Service Dealer to arrange service at their dealership. To locate a dealer convenient to you, refer to the Yellow Pages of your telephone directory (look under "Lawn Mowers") or access our web site at [www.Toro.com](http://www.Toro.com). You may also call the numbers listed in item #3 to use the 24-hour Toro Dealer locator system.
2. Bring the product and your proof of purchase (sales receipt) to the Service Dealer. The dealer will diagnose the problem and determine if it is covered under warranty.
3. If for any reason you are dissatisfied with the Service Dealer's analysis or with the assistance provided, contact us at:

RLC Customer Care Department  
Toro Warranty Company  
8111 Lyndale Avenue South  
Bloomington, MN 55420-1196  
888-865-5676 (U.S. Customers)  
888-865-5691 (Canada customers)

## 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.

## Items and Conditions Not Covered

There is no other express warranty except for special emission system and engine warranty coverage on some products. This express warranty does not cover the following:

- Cost of regular maintenance service or wear parts, such as filters, fuel, lubricants, tune-up parts, blade sharpening, brake and clutch adjustments.
- Any product or part which has been altered or misused and requires replacement or repair due to normal wear, accidents, or lack of proper maintenance.
- Repairs necessary due to improper fuel, contaminants in the fuel system, or failure to properly prepare the fuel system prior to any period of non-use over three months.
- Pickup and delivery charges.

## General Conditions

All repairs covered by these warranties must be performed by an Authorized Toro Service Dealer using Toro approved replacement parts.

**Neither The Toro Company nor Toro Warranty Company is liable for indirect, incidental or consequential damages in connection with the use of the Toro Products covered by this warranty, including any cost or expense of providing substitute equipment or service during reasonable periods of malfunction or non-use pending completion of repairs under this warranty.**

**All implied warranties of merchantability (that the product is fit for ordinary use) and fitness for use (that the product is fit 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 and 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.

## Countries Other than the United States or Canada

Customers who have purchased Toro products outside the United States or Canada should contact their Toro Distributor (Dealer) to obtain guarantee policies for your country, province, or state. If for any reason you are dissatisfied with your Distributor's service or have difficulty obtaining guarantee information, contact the Toro importer. If all other remedies fail, you may contact us at Toro Warranty Company.