Warranty Information

Product Registration

WEIBANG machines are required to be registered to activate the applicable warranty period. When you purchase a new WEIBANG machine, you will be supplied with a Warranty & Service Registration Form & Service Record. The Warranty Registration Form should be completed fully and posted to WEIBANG UK using the pre-paid postage within 30 days of your purchase.

Domestic Warranty

WEIBANG warrants the product against faulty materials and workmanship for a standard 2 year period upon registration.

Extended Domestic Warranty

The standard 2 year warranty can be extended up to 5 years, by ensuring your machine is serviced annually from the date of purchase.

Commercial Warranty

WEIBANG warrants products in the PRO ranges against faulty materials and workmanship for a standard 1 year period upon registration.

Extended Commercial Warranty

The standard 1 year warranty can be extended on aluminium decked lawn mowers in the PRO range up to 3 years, by ensuring the machine is serviced annually.

Machinery not in the PRO ranges used for commercial purposes have a warranty period of 3 months from the date of purchase.

SUMMARY

The warranty period for WEIBANG products is shown in the table below:

Product Group	Standard Domestic Warranty	Extended Domestic Warranty ** Subject to annual servicing**	Commercial Warranty ** Subject to annual servicing**
Virtue Steel Deck	2 Years	5 Years	1 Year
Virtue Aluminium Deck	2 Years	5 Years	3 Years
Virtue Homeline	2 Years	5 Years	90 Days
Legacy	2 Years	5 Years	3 Years
Intrepid	2 Years	5 Years	1 Year
Velocity	2 Years	5 Years	1 Year
iON	2 Years	5 Years (2 Years On Battery)	90 Days

Warranty Exclusions

WEIBANG will not accept responsibility if, in its sole opinion, the part or parts require repair or replacement as a direct result of:

a) Alteration from standard specification in a manner which affects the performance, durability or safety of the product, any of its component parts, or genuine WEIBANG accessories, e.g the fitting of non genuine WEIBANG parts or accessories, unless these are recommended or approved in writing by WEIBANG. Modifications or adjustments not recommended or approved in writing by WEIBANG.

b) The use of lubricating oils, fuel or other fluids (including cleaning materials) which are not in accordance with the recommendations contained in the Owners Manual.

c) Improper use, improper repair (this includes fitting of non-genuine or 'pattern' Parts), accidental or fire damage and contamination by or submergence in water.

d) Deterioration due to normal wear and tear in use. The warranty does not cover routine service adjustment or normal replacement of service items (such as recoil ropes, cables, oils, BBC clutch, fluids, spark plugs and filters), or wear and tear items (such as or belts and cutting blades). However, such items are covered if replacement is required as a result of a manufacturing or material defect.

f) Any damage or consequential damage caused by accident or by operator neglect or abuse.

The warranty does not cover the engine of the product. The engine is warrantied separately by the engine manufacturer.

The warranty may not apply if:

a) The periodic maintenance and servicing is not carried out by an authorised WEIBANG Official Dealer at the appropriate intervals specified in accordance to the relevant Owner's Manual. Evidence of this servicing must be produced, if requested, at the time of any warranty claim.

b) The product is not inspected and serviced by an authorised WEIBANG Official Dealer at least once per calendar year.

c) The owner fails to keep copies of any service or repair invoices for confirmation of the service history. Failure to return the warranty registration or service cards within this book will invalidate the warranty.

d) Any problem experienced is not reported to an authorised Weibang Dealer within a reasonable time, or the product is not properly inspected by that Dealer. The owner should take all possible steps to prevent further damage as soon as any problem is apparent. Any consequential damage caused by the continued use of the product after a problem has been identified may not be covered by this warranty.

Warranty Procedure

In the unlikely case of trouble, in the first instance contact your selling Dealer for advice. To obtain a warranty repair, present the product together with this warranty document and purchase invoice to any authorised WEIBANG Official Dealer.

The Kawasaki engine warranties are covered by the manufacturer and are not subject to the extended warranty. Click here to download the Kawasaki Engine Warranty Certificate.

The Briggs & Stratton engine warranties are covered by the manufacturer and are not subject to the extended warranty. Click here to view the Briggs & Stratton Engine Warranty Information.