



Four and Two Cycle Gasoline Outdoor Power Equipment

# FLAT RATE WARRANTY MANUAL

EFFECTIVE January 1, 2012

# PREPARATION OF THE WARRANTY CLAIM FORM

The information requested on the warranty claim must be supplied to MAT Engine Technologies, LLC (METL) in order to process your claim. Information that is omitted will delay your credit, as the warranty claim will be returned to you to be completed. All sections marked "A" through "F" and "I" through "K" are to be completed by the dealer, as indicated below.

**1 Service Dealer Information– Item A**

Enter your dealer name and address. An Account number was assigned to you when you became a MAT servicing center. If you enter the incorrect dealer number, someone else may receive credit for the warranty work that you performed.

**2 Owners information – Item B**

Fill in the section with the owners' information such as name, address, etc.

**3 Description of Failure – Item C**

Circle the item that best describes the type and area of unit that caused the failure in areas 1, 11 and 111.

**4 General Information – Item D**

Please check the appropriate boxes pertaining to type of user and sales receipt presented. Prior authorization required if cost of repair exceeds 50% of retail price of unit.

**5 JOB NUMBER TIME – Item E**

The job number tells us what job or jobs were performed on the unit along with the part #'s used and there descriptions. The time column is for you to enter the time given in the Flat Rate Manual. These times are given in tenths of an hour, and are to be entered as such.

**6 CONDITIONS FOUND/WORK PERFORMED – Item F**

Write a brief explanation of what actually happened to necessitate the repair work. The word "defective" is not a sufficient explanation. Also, give a brief explanation of the repair work performed.

**7 Sanborn Comments – Item G**  
**Leave Blank**

**8 Sanborn Use Only – Item H**  
**Leave Blank**

**8 Unit Information – Item I**

List Date of Purchase, Date of Failure along with Unit Model # and Manufacturing date.

**NOTE: The model or product number is found on the data plate.**

**9 Time Total – Item J**

**List total time for repair and hourly cost**

**10 Signature – Item K**

**Technician and Customers signature required**

# HOW TO REQUEST WARRANTY AUTHORIZATION

## ***ABNORMAL CONDITIONS THAT MAY QUALIFY FOR WARRANTY***

- Unit out of warranty period but failure appears to be caused by defect in material or workmanship.
- Repair of unit may not be covered in current Flat Rate Manual.
- Unforeseen or unanticipated complications in completing the repair work on the unit.

Should any of these conditions occur, you must contact the Technical Service Manager at 1-731-660-8130 Ext 6509 for authorization prior to performing any work. All authorizations must be accompanied by an authorization number placed in the warranty authorization box on the claim form. The Technical Service Manager will need the following information at that time.

- Dealer Name
- Dealer Number
- Warranty Claim Number
- Total Time Needed in Tenths of an Hour

When warranty work is requested for a METL product, a sales receipt should be presented to insure product is within the warranty period. If a sales receipt is not obtainable, the date code will be used to determine if work will be covered under warranty.

## **FREIGHT:**

- Freight or transportation charges are not allowed on any METL product

Upon completion of the claim form, double check that all sections are complete. Make sure that you have signed in section K. Remove the dealer copy and forward the white copy to:

Sanborn Mfg.  
CLAIMS  
118 West Rock Street  
Springfield, MN. 56087  
ATTENTION: WARRANTY DEPARTMENT  
Or Fax to 1-507-723-5013

**NOTE.**

**Claims must be submitted within (30) days from date of Warranty Repair completion to be eligible for credit.**

**WARRANTY REPAIR PROCEDURE**

- 1 Once you have located your unit, find the job number that applies to your repair.

**EXAMPLE:**

The module was not firing on unit, so you replaced it with a new module.

Refer to the column on the extreme left (Job # Description). Under the heading Electrical System, find the job number that applies to the module failure.

JOB # DESCRIPTION	NON CLUTCH STRING TRIMMERS	CLUTCH STRING TRIMMERS
<b>ELECTRICAL SYSTEM</b>		
FA11 IGNITION MODULE	.4	.5
FA12 GROUND LEAD	.4	.5
FA17 IGNITION SWITCH	.4	.5

You would use number FA11 ignition module.

- 2 Find the column that describes the trimmer (Non-Clutch String Trimmer), select the time that matches your job. The above example would result in a labor time of .4 of an hour.
- 3 Write down the model, job number, Model number and labor time for the job performed. This information must be entered on the warranty claim. **NOTE:** If incorrect labor times are written in the claim it will be returned to you for correction.
- 4 To figure your time you can use the following formula. Example: If your hourly rate is \$50.00 the formula will be as follows:  
\$50.00 broken down to the 10<sup>th</sup> dollar is \$5.00 If you worked on the tool for 45 min. we would round that to 48 min. which is .8 we would then figure your time as follows \$5.00 X 8 = \$40.00 Please refer to the chart below.  
1 Hr. = 60 minutes, Then 60 min. is divided by 10 which equal the following formula:

- 6 X .1 = 6 minutes
- 6 X .2 = 12 minutes
- 6 X .3 = 18 minutes
- 6 X .4 = 24 minutes
- 6 X .5 = 30 minutes
- 6 X .6 = 36 minutes
- 6 X .7 = 42 minutes
- 6 X .8 = 48 minutes
- 6 X .9 = 54 minutes
- 6 X 1.0 = 60 minutes

## SERIAL NUMBER CODES

This serialization and date code system shall apply to all outdoor power equipment products offered for domestic retail sale.

Serialization and or date code is represented by an 8 digit numeric set composed as follows:

1. The first 4 numeric characters shall identify the Julian year of assembly or manufacture of the final product.
2. The final four numeric characters shall indicate the Month and day of the month the product was produced.

**20100302**

**Year = 2010**

**Month = 03 / March**

**Day of month = 02**

**NOTE:** All Southland/Powermate Lawn and Garden authorized service centers may use the serial number for warranty information if the customer does not have the receipt showing the purchase date. If the serial number falls within the warranty period for that particular unit then warranty work can be done. When filling out the warranty claim form on the unit use the serial number in the date of purchase area.

**Not all units carry a two year warranty. Please use examples below:**

**1 YEAR WARRANTY:** All 25cc handheld string trimmers and handheld blowers have a 1 year warranty.

**2 YEAR WARRANTY:** All other Southland/Powermate products not listed above.

**Exceptions:** Normal wear items such as Cutter blades, String heads and Earth Auger blades as well as Spark plugs, Air filters and Fuel filters only carry a 60 Day warranty.

**Any units used for commercial use we advise that you read the warranty statement for coverage period.**

<b>SECTION 1</b>			
<b>STRING TRIMMERS &amp; HANDHELD BLOWERS</b>			
	<b>NON CLUTCH STRING TRIMMERS</b>	<b>CLUTCH STRING TRIMMERS</b>	<b>HAND HELD BLOWERS</b>
<b>JOB NUMBER AND DESCRIPTION:</b>			
<b>IGNITION SYSTEM</b>			
	HOURS	HOURS	HOURS
HA01 IGNITION MODULE	0.4	0.5	0.5
HA02 IGNITION SWITCH	0.4	0.5	0.5
HA03 SWITCH WIRES	0.4	0.4	0.5
HA04 ROTOR & PAWL REPLACE	0.5	0.6	0.6
HA05 SPARK PLUG R&R	0.3	0.3	0.3
<b>EXHAUST SYSTEM</b>			
HB01 MUFFLER GASKET	0.4	0.4	0.5
HB02 MUFFLER - REPLACE	0.4	0.4	0.5
HB03 MUFFLER SCREWS	0.5	0.5	0.5
<b>ENGINE</b>			
HC01 SHORT BLOCK	0.8	0.9	0.9
HC02 ENGINE COVER	0.4	0.4	0.5
<b>CARBURETOR/FUEL SYSTEM</b>			
HD01 CARBURETOR REPLACE	0.5	0.5	0.5
HD02 MANIFOLD / HEAT DAM	0.5	0.5	0.5
HD03 PRIMER BULB ASSEMBLY	0.5	0.5	0.5
HD04 AIR FILTER HOUSING	0.4	0.4	0.4
HD05 FUEL TANK	0.4	0.4	0.4
HD06 FUEL LINES REPLACE	0.4	0.4	0.4
<b>STARTER SYSTEM</b>			
HE01 STARTER RECOIL PULLEY	0.5	0.6	0.6
HE02 STARTER SPRING / ROPE	0.5	0.6	0.6
<b>STRING ADVANCE SYSTEM</b>			
HF01 STRING HEAD ASSEMBLY	0.4	0.4	-
HF02 GEARHEAD / GEARS REPLACE	-	0.4	-
HF03 DEFLECTOR / BLADE GRD	0.4	0.4	-
<b>DRIVE SYSTEM</b>			
HG01 CLUTCH ASSEMBLY	-	0.5	-
HG02 DRIVE TUBE	0.4	0.4	-
HG03 CLUTCH DRUM,	-	0.4	-
HG04 THROTTLE CABLE / TRIGGER ASSY.	0.4	0.4	0.4

<b>SECTION 2</b>		
<b>EARTH AUGER AND CULTIVATOR</b>		
<b>JOB NUMBER AND DESCRIPTION</b>	<b>EARTH AUGER</b>	<b>CULTIVATOR</b>
<b>IGNITION SYSTEM</b>		
EA01 IGNITION MODULE	0.5	0.5
EA02 LEAD WIRE	0.5	0.5
EA03 IGNITION SWITCH	0.4	0.4
EA04 ROTOR ASSY	0.5	0.5
EA05 SPARK PLUG R&R	0.3	0.3
<b>EXHAUST SYSTEM</b>		
EB01 MUFFLER GASKET	0.4	0.4
EB02 MUFFLER	0.4	0.4
EB03 MUFFLER BOLTS	0.4	0.4
<b>ENGINE</b>		
EC01 SHORT BLOCK ASSEMBLY	0.9	0.9
EC02 ENGINE REMOVE AND RE-INSTALL	0.4	0.4
EC03 CRANKSHAFT OIL SEAL OUTPUT SHAFTSIDE	0.6	0.6
EC04 CRANKSHAFT OIL SEAL FLYWHEEL SIDE	0.6	0.6
<b>CARBURETOR/FUEL SYSTEM</b>		
ED01 CARBURETOR / REPLACE	0.5	0.5
ED02 MANIFOLD / HEAT DAM	0.5	0.5
ED03 PRIMER BULB ASSY	0.5	0.5
ED04 AIR FILTER HOUSING	0.4	0.4
ED05 FUEL TANK / REPLACE	0.4	0.4
ED06 FUEL LINES / REPLACE	0.4	0.4
<b>RECOIL STARTER</b>		
EE01 RECOIL STARTER	0.4	0.4
EE02 RECOIL SPRING / ROPE	0.5	0.5
EE03 STARTER PAWL	0.5	0.5
<b>DRIVE SYSTEM</b>		
EG01 TRANSMISSION ASSY	0.6	0.6
EG02 CLUTCH / REPLACE	0.5	0.5
<b>FRAME</b>		
EH01 FRONT / REAR SHIELD ASSY	0.6	-
EH02 HANDLE ASSY	0.4	-
EH03 LOWER / MIDDLE / UPPER HANDLE REPLACE	-	0.4
EH04 THROTTE ASSY. / REPLACE	0.4	0.4
EH05 WHEEL / DEPTH BAR REPLACE	0.4	-

<b>SECTION 3</b>			
<b>WALKBEHIND BLOWER , FIELD TRIMMER AND LAWNMOWERS</b>			
	<b>WALK BEHIND BLOWER</b>	<b>LAWN MOWERS</b>	<b>FIELD TRIMMERS</b>
<b>JOB NUMBER AND DESCRIPTIONS</b>			
<b>IGNITION SYSTEM</b>			
WA01 SOLID STATE IGNITION	0.5	0.5	0.5
WA02 IGNITION SWITCH	0.5	-	0.5
WA03 FLYWHEEL ASSEMBLY	0.6	0.6	0.6
WA04 SPARK PLUG R&R	0.3	0.3	0.3
<b>EXHAUST SYSTEM</b>			
WB01 MUFFLER GASKET	0.4	0.4	0.4
WB02 MUFFLER	0.4	0.4	0.4
WB03 MUFFLER BOLTS	0.4	0.4	0.4
WB04 MUFFLER COVER	0.3	0.3	0.3
<b>ENGINE</b>			
WC01 SHORT BLOCK / REPLACE	1.2	1.2	1.2
WC02 ENGINE ASSY / REPLACE	0.7	0.6	0.7
WC03 CRANKCASE COVER / GASKET	0.6	0.8	0.6
WC04 ENGINE SHROUD	0.5	0.5	0.5
WC05 CYLINDER HEAD / REBUILD / GASKET / VALVES	0.8	0.8	0.8
WC06 OIL SEAL-OUTPUT SHAFT SIDE	0.8	0.8	0.8
WC07 OILSEAL-FLYWHEEL SIDE	0.6	0.6	0.6
WC08 GOVERNOR / REPAIR / REPLACE	1.2	1.2	1.2
<b>CARBURETOR/FUEL SYSTEM</b>			
WD01 CARBURETOR / GASKETS ADJUST OR REPLACE	0.5	0.5	0.5
WD02 FUEL LINE / FUEL RETURN	0.4	0.4	0.4
WD03 FUEL TANK	0.5	0.5	0.5
WD04 MANIFOLD / HEAT DAM	0.5	0.5	0.5
WD05 AIR FILTER HOUSING / COVER	0.4	0.4	0.4
WD06 PRIMER ASSY. / REPLACE	0.5	0.5	0.5
<b>STARTER SYSTEM</b>			
WE01 STARTER ASSY. / REPLACE	0.4	0.4	0.4
WE02 STARTER SPRING / ROPE REPLACE	0.6	0.6	0.6
<b>FRAME</b>			
WH01 HOUSING – BLOWER/FAN	0.8	-	-
WH02 GRILL / COVER – BLOWER VAC	0.5	-	-
WH03 LOWER HANDLE REPLACE	0.6	0.5	0.5
WH04 UPPER HANDLE REPLACE	0.4	0.4	0.4
WH05 THROTTLE ASSY. / REPLACE	-	-	0.4
WH06 CLUTCH CABLE / REPLACE	-	-	0.4
WH07 SHIELD ASSY. / REPLACE	-	-	0.4
WH08 FRAME / REPLACE	1.2	0.8	1.2
WH09 WHEELS AND TIRES	0.4	0.4	0.4
WH10 DRIVE BELT	-	-	0.4
WH11 CUTTING HEAD ASSY / BLADE / ADAPTER	-	0.4	0.7



<b>SECTION 4</b>			
<b>WALK BEHIND LAWN EDGER</b>	<b>EDGER 0799 – F2N</b>	<b>EDGER 0799</b>	<b>EDGER 1639</b>
<b>JOB NUMBER AND DESCRIPTION</b>			
<b>IGNITION SYSTEM</b>			
EA01 IGNITION MODULE	0.5	0.5	0.5
EA02 IGNITION SHUT-OFF	0.4	0.4	0.4
EA03 SPARK PLUG R&R	0.3	0.3	0.3
<b>EXHAUST</b>			
EB01 MUFFLER / GASKET REPLACE	0.4	0.4	0.4
EB02 MUFFLER BOLTS	0.4	0.4	0.4
EB03 MUFFLER COVER	0.3	0.3	0.3
<b>ENGINE</b>			
EC01 ENGINE REMOVE AND RE-INSTALL	0.6	0.6	0.6
EC02 SHORT BLOCK / REPLACE	1.2	1.2	1.2
EC03 CRANKCASE COVER OR GASKET	0.8	0.8	0.8
EC04 CRANKSHAFT SEAL PTO SIDE	0.6	0.6	0.6
EC05 CRANKSHAFT SEAL FLYWHEEL SIDE	0.6	0.6	0.6
EC06 FLYWHEEL / KEY	0.6	0.6	0.6
EC07 CYLINDER HEAD / REBUILD/GASKET / VALVES	0.8	0.8	0.8
EC08 VALVE COVER OR GASKET	0.4	0.4	0.4
<b>CARBURETOR / FUEL SYSTEM</b>			
ED01 CARBURETOR ASSY. / REPLACE	0.5	0.5	0.5
ED02 CARBURETOR INSULATOR / GASKET	0.5	0.5	0.5
ED03 AIR FILTER HOUSING	0.4	0.4	0.4
ED04 PRIMER ASSY. / REPLACE	-	-	0.4
ED05 FUEL TANK ASSY. / REPLACE	0.5	0.5	0.5
ED06 FUEL LINE	0.4	0.4	0.4
<b>RECOIL STARTER</b>			
EE01 STARTER / REPLACE	0.4	0.4	0.4
EE02 STARTER ROPE /SPRING	0.6	0.6	0.6
<b>FRAME</b>			
EH01 FRAME ASSY.	0.8	0.8	0.8
EH02 FRONT WHEEL ASSY	0.4	0.4	0.4
EH03 QUILL ARM ASSY	0.5	-	0.5
EH04 WHEELS, AXLES / ADJUSTERS	0.5	0.5	0.5
EH05 BLADE ARM ASSY.	0.6	0.6	0.6
EH06 PULLEY	0.4	0.4	0.4
EH07 BELT TENSION SPRING	0.6	0.6	0.6
EH08 BELT	0.4	0.4	0.4
EH09 DEPTH CONTROL ASSEMBLY	0.4	0.4	0.4
<b>GOVERNOR</b>			
EI01 GOVERNOR	1.2	1.2	1.2
EI02 GOVERNOR ARM ROD	0.5	0.5	0.5
EI03 GOVERNOR ARM SHAFT OR SEAL	0.5	0.5	0.5
EI04 GOVERNOR SPRING	0.4	0.4	0.4

<b>SECTION 5</b>		
<b>FRONT AND REAR TINE TILLERS</b>		
<b>JOB NUMBER AND DESCRIPTION</b>	<b>FRONT TINE</b>	<b>REAR TINE</b>
<b>IGNITION</b>		
TA01 IGNITION MODULE	0.5	0.5
TA02 IGNITION SHUT-OFF	0.4	0.4
TA03 SPARK PLUG R&R	0.3	0.3
<b>EXHAUST</b>		
TB01 MUFFLER / GASKET REPLACE	0.4	0.4
TB02 MUFFLER BOLTS	0.4	0.4
TB03 MUFFLER COVER	0.3	0.3
<b>ENGINE</b>		
TC01 ENGINE REMOVE AND RE-INSTALL	0.6	0.6
TC02 SHORT BLOCK / REPLACE	1.2	1.2
TC03 CRANKCASE COVER OR GASKET	0.8	0.8
TC04 CRANKSHAFT SEAL / PTO SIDE	0.6	0.6
TC05 CRANKSHAFT SEAL / FLYWHEEL SIDE	0.6	0.6
TC06 FLYWHEEL / KEY	0.5	0.5
TC07 CYLINDER HEAD / REBUILD/GASKET / VALVES	0.9	0.9
TC08 VALVE COVER OR GASKET	0.4	0.4
<b>CARBURETOR / FUEL SYSTEM</b>		
TD01 CARBURETOR ASSY. / GASKET/ REPLACE	0.5	0.5
TD02 AIF FILTER HOUSING / REPLACE	0.4	0.4
TD03 PRIMER ASSY. / REPLACE	0.4	0.4
TD04 FUEL TANK ASSY. / REPLACE	0.5	0.5
TD05 FUEL LINE / REPLACE	0.4	0.4
<b>STARTER SYSTEM</b>		
TE01 STARTER ASSY / REPLACE	0.4	0.4
TE02 STARTER SPRING / PULLEY REPLACE	0.6	0.6
TE03 STARTER ROPE / REPLACE	0.5	0.5
<b>TRANSMISSION</b>		
TG01 TINES/ REPLACE	0.4	0.4
TG02 TRANSMISSION/ REPLACE	1.0	1.5
TG03 TRANSMISSION PULLEY	0.7	0.7
TG04 TRANSMISSION BELT	0.5	0.5
TG05 TRANSMISSION SEAL / TINE OR WHEEL SHAFT	0.6	0.6
TG06 TRANSMISSION SEAL / INPUT SHAFT	-	1.8
TG07 TINE SHIELD	0.8	0.6
<b>FRAME</b>		
TH01 UPPER HANDLE ASSY / REPLACE	0.4	0.6
TH02 LOWER HANDLE ASSY / REPLACE	0.5	0.8
TH03 DRIVE CABLE / REPLACE	0.5	0.5
TH04 THROTTLE CONTROL / REPLACE	0.4	-
TH05 SWING PLATE ASSY / REPLACE	0.6	-
TH06 SWING PLATE MOUNT ASSY / REPLACE	0.7	-
TH07 BASE ASSY/ REPLACE	1.3	2.0
TH08 CARRY HANDLE/INSPECTION PLATES	0.5	0.5
<b>GOVERNOR</b>		
TI01 GOVERNOR	1.2	1.2
TI02 GOVERNOR ARM ROD	0.5	0.5
TI03 GOVERNOR ARM SHAFT	0.5	0.5
TI04 GOVEROR SPRING	0.4	0.4

## **SERVICE CENTER NOTICE:**

### **SOUTHLAND/POWERMATE CONSUMER PRODUCTS, INC. REPAIR OR REPLACE POLICY**

Due to continuing questions regarding tool replacement vs. repair, the following information should clarify procedures.

- 50% of the retail price is the limited dollar amount as to the repair of a unit covered under warranty.
- If there are any questions regarding the time of arrival for parts from the Master Parts Distributor contact the service manager listed below.
- Mail warranty claim forms to the Springfield, MN address on your claim.

#### **Technical Service Manager Contact:**

**Ian Coull**  
**1-731-660-8130 ext. 6509**  
**[ian.coull@matholdingsinc.com](mailto:ian.coull@matholdingsinc.com)**

**All other service questions regarding authorization prior to repairs, parts issues, or labor rate repair time issues contact Technical Service @ 1-731-660-8130 ext. 6509**

#### **Mail Warranty claims to:**

**Sanborn Mfg.**  
**CLAIMS**  
**118 West Rock Street**  
**Springfield, MN. 56087**

#### **Email claims to:**

**[Warranty.Claims@Sanborn-Mfg.com](mailto:Warranty.Claims@Sanborn-Mfg.com)**

#### **Fax claims to:**

**507-723-5013**

#### **Phone Number**

**888-895-4549**