

WARRANTY TERMS 2025

ZERO TURN



MENU



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1. SCOPE OF WARRANTY TERMS

All transactions are subject to our standard conditions of sale.

The manufacturer's warranty terms apply. We will act on your customer's behalf to obtain settlement of justifiable claims. The manufacturer's decision will be final, and any allowances made will be as those made to us.

2. DEFINITION OF WARRANTY

Warranty covers failures arising through faulty manufacture or materials. Failures due to misuse, lack of maintenance, overloading, foreign object damage, incorrect adjustment or fair wear and tear are specifically excluded. Likewise, routine service and maintenance are not covered by warranty.

In relevant cases such as these, we ask for your support in pointing out the reason for the failure at the time and suggesting to the end user that it is not a legitimate warranty matter. We still receive claims where failures have clearly arisen, for example, through incorrect operation.

To avoid potential conflict at a later date, we advise dealers to invoice their customer at the time of repair. If any warranty claim is accepted by us, this invoice can be credited by the dealer. If no invoice is raised at the time of repair and that claim is turned down by us, it is more awkward to charge the customer some weeks later.

3. REGISTRATION FOR WARRANTY

To protect ourselves and our dealers from possible litigation under the strict product liability legislation, all Kioti UK equipment must be registered for warranty within 2 weeks after being delivered to the end user.

This form is available for download from the Kioti UK Dealer Extranet

- To qualify under the terms of the Kioti UK extended warranty,
 1. This form must be completed and signed by both the dealer and the end user and returned to Kioti UK Ltd.
 2. This must be submitted only on the Kioti UK registration form only.

Registration cards and warranty claims can only be accepted from the authorised Kioti UK dealer originally invoiced with the machine in question. By mutual consent, two authorised dealers can transfer registration and warranty cover of a machine, provided that Kioti UK has given their authority in writing.



4. WARRANTY PERIOD

To ensure that all genuine failures can be considered for warranty it is necessary that all routine service work is done in accordance with the service schedule detailed in the Operators manual. To qualify for any warranty, particularly the extended warranty, this work needs to be carried out by an official Kioti dealer throughout the warranty period of the respective machine. A failure to carry out this maintenance work will make the warranty cover null and void.

ZERO TURN MOWERS SUPPLIED BY KIOTI UK LTD. AND DELIVERED TO END USERS OR FIRST DEMONSTRATION CARRY THE FOLLOWING TERMS:

- ZXC = 24 Months
- ZXR = 24 months or 600hrs (whichever comes first)
- ZXD = 24 Months

The following exclusions also apply :

- Engine Warranty cover (Petrol) is directly with the manufacturer
- Drive Belts and Blades 3 months parts only
- Seat Frame/Cover 3 Months

Replacement parts have a warranty of 90 days from date of supply invoice or the remainder of the warranty period for the tractor, whichever is the longer. Copy of supply invoice is required on a parts only basis.

5. SUBMITTING WARRANTY CLAIMS TO KIOTI UK. All claims must be submitted to Kioti UK Ltd. using the Warranty claims section of the Kioti Uk Ltd dealers Extranet system accessed through the Kioti Uk website www.kioti-uk.com. Claims submitted in any other format will not be considered.

Sometimes, it is impossible for us to pass claims because there is important information missing. Please ensure that claims are fully completed and give all information required so that automatic rejection can be avoided.

Where there is a need to replace major assemblies authorisation is required by the manufacturer who will issue the necessary authorisation. This pre-authorisation will often include a request for photographs to illustrate the failure.



6. TIME LIMIT FOR SUBMISSION OF CLAIMS

We know that it may not always be possible to submit claims immediately. However, to be accepted, claims must be submitted to us within 4 weeks of the date of failure or final repair. This condition is imposed upon us by our suppliers and we can get no reimbursement for claims submitted outside this period. Therefore, we ask you to ensure that claims are submitted within this period to avoid automatic rejection. For our part, we will handle the claims as quickly as possible with Kioti HQ.

The Extranet service gives you updates on the current status of any warranty claims including updates as to whether any additional information or actions are required from you. Alternatively, for speed, we may e mail you directly for these details. However, please do view the Extranet service regularly to check if further action is required.

7. SPURIOUS PARTS

As we have no control over the quality of spurious spare parts, we cannot accept any claims for any machine on which these parts have been used.

Generally, our prices and terms enable dealers to compete with suppliers of spurious parts. This, together with the security of warranty, makes the purchase of genuine spare parts from Kioti UK the only sensible option for the end-user.

8. RETURN OF PARTS

In the vast majority of cases, it is not necessary to return parts to us. However, they should be retained on the dealer's premises until we give disposal instructions.

The items requested should be returned within 4 weeks. If parts are not returned within 4 weeks, we regret that we cannot accept the claim. It is the dealer's responsibility to return parts using the most economic form of transport. If the claim is accepted, these return transport costs will be reimbursed.

9. LABOUR ALLOWANCES

Subject to the conditions above, Kioti UK will reimburse dealers for the time spent rectifying genuine warranty failures. For machines supplied by Kioti Uk Ltd, retailed and registered within four weeks of retail, our labour rate for Kioti warranty will be £65 per hour

Times allowed will be in line with the 'Flat Rate manuals' published by Kioti.



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The items requested should be returned within 4 weeks. If parts are not returned within 4 weeks, we regret that we cannot accept the claim. It is the dealer's responsibility to return parts using the most economic form of transport. If the claim is accepted, these return transport costs will be reimbursed.

9. LABOUR ALLOWANCES

Subject to the conditions above, Kioti UK will reimburse dealers for the time spent rectifying genuine warranty failures. For machines supplied by Kioti Uk Ltd, retailed after 1st June 2024 and registered within two weeks of retail, our labour rate for Kioti warranty will be £65.00 per hour

For machines supplied by Kioti Uk and delivered to the end user before the end of May 2024 the labour rate remains at £50.00per hour.

Times allowed will be in line with the 'Flat Rate manuals' published by Kioti.

10. PARTS ALLOWANCES

To ensure that we credit the correct value for any spare parts that are used by you for warranty please ensure that you state the parts supply invoice number on the claim at the time of submission. Spare parts will be credited at the price paid by the dealer if the invoice number for the parts is quoted on the original claim. Parts delivery costs will be paid for invoices where all or, within reason, the majority of the parts on the invoice are relevant to the warranty claim repair. Otherwise, a pro rata amount dependent upon weight will be calculated and credited.

11. WORK ONLY CLAIMS

Warranty claims can involve 'work only' to keep the customer working at a vital time. Whilst we recognise this, there have been cases in the past where the work is far in excess of the value of the new part. Therefore, we can only accept 'work only' claims if we have given prior authorisation in writing.



12. SUMMARY

For a claim to be accepted, the following conditions must be met:-

- ~ The failure must be due to a manufacturing or material defect.
- ~ The machine must have been registered within 2 weeks of the time of the retail sale.
- ~ For all machines and claims a copy of the invoice between the dealer and customer must be supplied with the signed Warranty registration card.
- ~ The claim must be submitted by the authorised Kioti UK dealer who originally registered the machine.
- ~ The failure must be during the warranty period.
- ~ The claim must be submitted within 4 weeks of failure.
- ~ Spurious parts must not have been used on the machine at any time without authorisation.
- ~ The claim must be submitted online through the Dealer Extranet service.
- ~ Faulty parts must be returned within 4 weeks, if requested.
- ~ The machine needs to be maintained in accordance with the routine service maintenance schedule as shown in the Operators manual.