

### Honda Power Products Warranty Information

#### Honda Motor Southern Africa

At Honda, we believe in engineering products that stand the test of time. Every Honda Power Product is built with precision, tested for toughness, and backed by a warranty that reflects our commitment to quality and reliability.

#### 1. Warranty Coverage

Honda stands behind the durability of its Power Products. This warranty covers any failure resulting from defects in **materials or workmanship** during the applicable warranty period—because we believe reliability should never be compromised. Please note the exclusions and limitations outlined below.

#### 2. Warranty Periods

Honda Power Products are designed for a wide range of applications. To ensure optimal performance and support, the following warranty periods apply:

- **24 Months** – For products used exclusively for **domestic purposes**.
- **12 Months** – For products used in **professional or semi-professional** environments.
- **3 Months** – For products used in **hire, construction, or related activities**.

#### 3. Who is Covered

This warranty applies to the **original purchaser** of the product. It is not transferable through resale.

#### 4. Warranty Exclusions

To maintain the integrity and performance of your Honda Power Product, the following are not covered under warranty:

- Use of **non-genuine Honda parts**.
- Repairs performed by **non-authorized dealers**.
- Use of **incorrect tools or procedures**.
- Damage due to **accidents, abuse, neglect, incorrect fuel mix, dirt, improper carburetor adjustment**, or failure to operate the machine as per the **Owner's Manual**.
- **Consumable items** such as spark plugs, sprockets, filters, and starter cords.

#### 5. Customer Responsibilities

To ensure your Honda Power Product continues to deliver dependable performance:

- Maintain the machine according to the **Owner/Operator Manual**.
- Provide **proof of purchase** when requesting warranty service.

## **6. Dealer Responsibilities**

Honda dealers are trained to uphold our standards of excellence. Their responsibilities include:

- Supplying the product with the correct **Owner/Operator Manual** and tools.
- Ensuring the customer is confident in using the product.
- Conducting a thorough **Pre-Delivery Inspection** to confirm the product is in full working order.
- Completing and submitting the **Honda Power Products Warranty Registration** via [www.honda.co.za/power](http://www.honda.co.za/power) within **14 days** of purchase.

## **7. Honda's Commitment to You**

Honda is committed to ensuring your product performs as promised:

- Any defective product or component under valid warranty will be **repaired or replaced at no cost** to you.
- All warranty work will be carried out by **authorized Honda dealers**, ensuring the highest standard of service.
- If you are not satisfied with the service received, please contact us at [care@honda.co.za](mailto:care@honda.co.za).

---

## **Frequently Asked Questions – Product Registration**

### **1. How do I register my Honda Power Tool?**

Registering your Honda Power Tool is easy and ensures you enjoy all the benefits of ownership. Simply complete the registration process at <https://www.honda.co.za/pages/warranty-registration> within **30 days** of purchase. You'll need the **serial number** and **purchase date**.

### **2. Where can I find the serial number?**

The serial number is located on a **label on your power tool**, or you can find it in the **product's user manual**.

### **3. How can I view my registered Honda Power Tools?**

You'll receive email **confirmation** for your records once your product is registered.