

Rolux

North America

Professional Turf Care Equipment

Dealer Warranty Service Process

Rolux Initiated Warranty Service

- Rolux contacts dealer with customer info and expected service required.
- Dealer accepts repair.
- Dealer gives Rolux a cost estimate for the repair.
- Rolux approves estimate.

Dealer Initiated Warranty Service

- Dealer contacts Rolux with customer info and issue.
- Rolux confirms if repair is potentially warranty covered and proposed resolution for service.
- Dealer sends cost estimate to Rolux for approval.
- Rolux approves estimate.

Completing Warranty Repair

- Dealer requests parts if needed, parts shipped from Rolux no-charge.
- Dealer contacts customer to schedule repair.
- Repair underway.
 - If the cause of the issue is different from the estimate, the dealer contacts Rolux for approval with info and estimate for additional work.
 - Rolux evaluates if change in repair cost is warranty covered, or customer responsibility and approves.
- Repair completed.
- Dealer sends invoice to coreyd@roluxglobal.com
- Corey reviews and approves invoice.
- Dealer account credited if they have open invoices.
- Check sent to Dealer if they have no open invoices.

All warranty repairs must be preapproved by Rolux North America

Please send all requests for service review to:

coreyd@roluxglobal.com

(727) 743-6889

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Requesting Warranty Approval

When emailing for warranty service estimate approval, include the below information:

- Customer name
- Customer address
- Mower model (includes color, blade count, engine)
- Mower serial number
- Date of purchase
- Where purchased from
- Proof of purchase (if not purchased from myrolux.com)
- Problem with mower
- Estimated drive distance
- Estimated drive time (round to 15 min increments)
- Estimated labor time (round to 15 min increments)
- Total estimated cost for repair

State in email if and what repair parts need to be sent to you to complete the repair.

Warranty

The warranty period begins on the day that the product was purchased from an authorized retailer. Warranty coverage only applies to the original purchaser and is not transferrable. Warranty only applies to products purchased and operated in the USA & Puerto Rico. Any product purchased or operated outside of the USA & Puerto Rico is not covered by any warranty. Rolux Turf Care Equipment has a Five-Year Limited Warranty from the date of purchase against manufacturer defects on the chassis. This warranty does not cover accidental damage, unreasonable use, normal wear and tear, transportation cost, neglect or non-compliance with the operating, safety and maintenance instructions. All service, outside of normal maintenance such as adjusting chains and greasing the mower must be done by an authorized service technician. Any unauthorized service or changes to the original configuration of the product will void the warranty. All parts and accessories used on and with this product must be manufactured and/or authorized by Rolux North America. Warranty does not cover loss of use or other consequential damages arising from any of the above, nor does it cover repairs made or attempted by unauthorized persons. Certain parts, attachments and accessories such as the reel, bed knife, paint, chrome, and clutch cork are subject to normal wear and tear and are excluded from the warranty.

Engine Warranty and Service

Warranty Agreements for engines/motors are covered in the separate booklet supplied by the engine/ motor manufacturer and are handled by their appointed

Service Agents. Rolux and Rolux Dealers do not provide coverage for product engines.

Engines carry their own warranties which are administered by either Honda or Briggs & Stratton. Any warranty evaluation, maintenance, or adjustment to the engine must be done by a Honda or Briggs authorized dealer. Unauthorized service or changes to the engine will void the warranty.

Non-Warranty Service

If at any time during service, the cause of the mower's problem is found not be due to defect or workmanship, it is the customer's responsibility to approve and pay for any costs for parts or service. Rolux does not cover any cost associated with the repair, and warranty will not apply.

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Labor and Travel Rates

- Shop labor rate: \$88/hr. in 15-minute increments for approved warranty service.
- Travel time reimbursement rate: \$20/hr. in 15-minute increments for approved travel time to pick up and deliver a mower. Drive time is calculated using google maps from dealer shop to customer address.
- Travel distance reimbursement rate: \$0.24/mile traveled for pickup, and delivery approved in advance calculated using google maps from dealer shop to customer address.