



Warranty Manual



P.O. Box 1144
 Adairsville, GA 30103
 U.S.: (800) 633-0519
 Int'l: +1 (770) 773-3875
www.stonekor.com
customerservice@stonekor.com

Limited Warranty

Subject to the conditions and expectations stated in this warranty, we warrant our products to be free from defects in material and workmanship, under normal use and service, for the periods listed, warranted to the original purchaser.

	90 days	1 year	2 years	3 years
Belts, Brushes, Choke Cables, Clutches, Electrical Components	X			
Filters, Hand Grips, Hoses, Pad Drivers, Starters, Switches	X			
Throttle Cables, Wheels	X			
Emissions Shutdowns, Gearboxes, Hydraulic Motors		X		
Lockoffs, Fuel Valves, Regulators		X		
Engines: (Warranty covers Manufacturer's defects only)				
Robin EH65 22hp			X	
Kawasaki FS481 18 hp			X	
Frames, Handles, Pulleys			X	
Tanks (LP)				X
Tank Valve		X		
Catalytic Muffler	Replace at 500 Hours			

STONEKOR expressly warrants to the original owner that each new model machine will be free of defects in material and workmanship under normal use and service for periods after delivery as outlined above or 200 hours, whichever comes first. STONEKOR's sole obligation under this warranty is limited to repairing or replacing, at its option, any part or parts it deems defective during the applicable warranty period. Such replacement parts will be furnished to the original owner through STONEKOR or an authorized STONEKOR distributor, FOB the factory (Georgia). Such replacement parts, including applicable transportation charges, will be invoiced to the owner and must be paid in full in advance. The owner shall return defective parts to STONEKOR or an authorized STONEKOR service center as directed by STONEKOR. ONLY when the original part is returned within 14 days from issuance of an approved RGA and is found to be defective, the owner will be credited for the cost of the replacement part, labor (as specified in the Warranty Flat Rate Schedule) and normal transportation charges. Parts replaced or repaired under the warranty are fully guaranteed for the remainder of the original warranty period. Any implied warranty granted under State Law, including warranties or merchantability or fitness for a particular purpose are limited to duration to the express warranty granted hereunder. The manufacturer or manufacturer's authorized representative in no event shall be liable for direct, indirect, incidental or consequential damage. Abuse and failure to properly maintain any part of the machine, including but not limited to the gearbox, engine and deck assembly, voids this warranty. Proper maintenance is described in the manufacturer's operator manual. The provisions of this warranty do not include equipment or parts subject to misuse, negligence or accident. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental damages, so the above limitations and exclusions



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may not apply to you. "THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. UNDER NO CIRCUMSTANCES WILL THE SELLER BE LIABLE FOR ANY LOSS, DAMAGE, EXPENSE, OR CONSEQUENTIAL DAMAGE ARISING IN CONNECTION WITH USE, OR INABILITY TO USE, SELLER'S PRODUCTS."

We reserve the right to make changes and improvements to our equipment without notice.

Warranty Conditions

1. Each new machine and part is warranted to the original purchaser only. Proof of purchase is required.
2. Limited warranty does not apply if:
 - a. Repair or replacement is completed outside of STONEKOR's authorized service network, unless pre-approved by STONEKOR.
 - b. Defects or malfunctions are caused due to parts not approved for use on STONEKOR machines.
 - c. Changes or modifications are made to STONEKOR machines without prior approval of STONEKOR.
 - d. Damages are due to accident, abuse, misuse, negligence, improper maintenance or lack of following preventive maintenance program as described by STONEKOR.
 - e. Damages or malfunctions are caused by natural disaster or acts of nature.
 - f. Malfunctions occur due to ordinary wear and tear or expendable parts including but not limited to spark plugs, gaskets, seals, rubber materials, washers, nuts, belts, fuel, oil, grease, etc.
3. STONEKOR's liability is limited to the terms of the limited warranty, and the limited warranty shall not include direct, indirect, incidental or consequential damages.



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Warranty Claims

Instructions and Conditions for Warranty Reimbursement

Service Pre-Approved by STONEKOR

1. Submit completed warranty claim form to STONEKOR warranty department to file a warranty claim. For warranty requests on equipment you will need to provide the Engine Serial Number, Machine Serial Number, Model Number, and Proof of Purchase (i.e. invoice).
2. You will be directed to the appropriate service organization based on where your business is located.
3. The service organization will arrange an onsite visit or specify the location to bring your equipment for repair.
4. You may be required to pay travel charges and service fees in advance of an onsite visit. The amount of these charges may vary depending upon the service organization and your geographic location.
5. The service technician will perform the necessary diagnostic and repair work and contact STONEKOR to determine if the defective component(s), travel charges, and service fees will be covered under the STONEKOR Warranty Policy.
6. The service technician will contact STONEKOR to acquire the necessary replacement parts and a Return Goods Authorization (RGA) number for the return of the defective components. A copy of this RGA form will be provided to you. (The RGA form will specify the carrier to use for parts to be returned).
7. STONEKOR will ship the replacement parts to you or the service rep. and invoice you at full value along with related freight charges.
8. Upon receipt of the returned goods you will be credited for the replacement parts invoice if the items are still under warranty. Please include a copy of the RGA form with the returned items.
9. Advance payment of travel and service fees determined to be covered under the STONEKOR Warranty policy will be reimbursed by the service organization involved. If warranty does not apply, charges will not be reimbursed.

Service Not Pre-Approved by STONEKOR

1. Submit completed warranty claim form to STONEKOR warranty department to file a warranty claim. For warranty requests on equipment you will need to provide the Engine Serial Number, Machine Serial Number, Model Number, and Proof of Purchase (i.e. invoice).
2. You will also need to provide documentation for all repair related charges.
3. Your claim will be reviewed to determine if it is covered by our warranty policy. If approved, a Return Goods Authorization (RGA) number will be issued for defective parts and an RGA form will be provided to you. (The RGA form will specify the carrier to use for parts to be returned)
4. We recommend that you place an order for the replacement parts that are needed. These will be invoiced to you at full value along with related freight charges.
5. If your warranty claim has been approved and an RGA number has been provided to you, you will be credited for the replacement parts invoice upon receipt of the defective parts. If the defective parts are not covered under warranty, no credit will be issued.
6. Approved travel and service charges will also be credited to you upon receipt of the defective parts.

Warranty Claim Conditions

1. Approved warranty return items must be received by STONEKOR within 14 days of the RGA date in order to receive credit.
2. A copy of the RGA form should be included with the items returned.



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3. If Replacement parts orders will be shipped via UPS or Fedex Ground. You will be responsible for any upgraded or expedited delivery charges. These additional charges will not be covered under warranty.
4. Warranty travel is limited to 60 miles and applies only to claims made within 30 days of the date of purchase. Our mileage reimbursement rate is \$0.35 per mile. (Rate is subject to change).
5. Labor hours are subject to the Stonekor Warranty Flat Rate Chart. (Rates are subject to change).
6. Warranty travel and service fees may be denied if not pre-approved and performed by an STONEKOR Authorized Service Organization.

Address for Warranty Part Returns

STONEKOR

6450 Joe Frank Harris Parkway

Adairsville, GA 30103

+1 (770) 773-3875

Warranty Contacts

Customer Service

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WARRANTY CLAIM FORM (Please include supporting documents)

Stonekor Use Only

Date: _____ Warranty Claim No. _____

(Please Print or Type)

CONTACT INFORMATION

Company Name: _____

Address: _____

Business Phone: _____ Business Fax: _____

Name of Accounting contact: _____ Email: _____

Name of Technical contact: _____ Email: _____

CUSTOMER MACHINE INFORMATION

Model Number: _____ Machine Serial Number: _____ Engine Serial Number: _____

Gearbox Serial Number: _____

Date Purchased (please attach proof of purchase (invoice)): _____

DESCRIPTION OF PROBLEM

REQUESTING WARRANTY PRE-APPROVAL?

Yes

No

I hereby certify that the above information is true and accurate.

Name: _____ Authorized Signature: _____

Email: _____ Title: _____

STONEKOR USE ONLY

Warranty Claim Approved? Yes No Authorization: _____

Reason _____

Authorized Service Center Referral? Yes No Service Center: _____

Return Goods Authorization Issued? Yes No RGA Number: _____

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RETURN GOODS AUTHORIZATION FORM (Please include copy with returned goods)

Date: _____ Warranty Claim No. _____ RGA No. _____

(Please Print or Type)

CONTACT INFORMATION

Company Name: _____

Address: _____

Business Phone: _____ Business Fax: _____

Name of Accounting contact: _____ Email: _____

Name of Technical contact: _____ Email: _____

RETURNED GOODS INFORMATION

Model Number: _____ Machine Serial Number: _____ Engine Serial Number: _____

Gearbox Serial Number: _____

DESCRIPTION OF RETURNED GOODS

STONEKOR USE ONLY

Returned Goods Approved? Yes No Authorization: _____

Reason _____

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Flat Rate Warranty Hours

		Kawasaki FS481V, FS541V	Subaru Robin EH650V
ENGINES			
JOB CODE	JOB DESCRIPTION		
4003	DIAGNOSIS	0.5	0.5
	TUNE UP & ADJUSTMENT		
4105	COMPRESSION MEASUREMENT (ALL)	0.4	0.4
4108	VALVE CLEARANCE ADJUSTMENT (ALL)	0.8	0.8
4109	VALVE CLEARANCE ADJUSTMENT (1 CYL)	0.6	0.6
4114	GOVERNOR ADJ	0.3	0.3
4116	ENGINE OIL R&R	0.1	0.1
4118	LOW IDLE & HIGH SPEED ADJUSTMENT (ALL)	0.2	0.2
4120	CARB CLEANING (ALL)	0.6	0.6
	CYLINDER HEADS, VALVES, & CAMSHAFT		
4130	CYLINDER HEAD COVER, GASKET (1 CYL)	0.2	0.2
4131	CYLINDER HEAD COVERS, GASKETS (ALL)	0.4	0.4
4135	CYLINDER HEAD (1 CYL)	2	2
4136	CYLINDER HEADS (ALL)	2.5	2.5
4137	CYLINDER HEAD GASKET (1 CYL)	1.6	1.6
4138	CYLINDER HEAD GASKETS (ALL)	2.1	2.1
4140	VALVE, SPRING, SEAL (1 VALVE)	1.8	1.8
4141	VALVE, SPRINGS, SEAL (2 VALVES / 1 CYL)	1.9	1.9
4142	VALVES, VALVE SPRINGS, VALVE SEALS (ALL)	2.5	2.5
4147	VALVE LAPPING (1 VALVE, 1 CYL)	1.9	1.9
4148	VALVE LAPPING (2 Valves)	2.1	2.1
4149	VALVE LAPPING, VALVE GUIDES (ALL)	2.9	2.9
4150	CAMSHAFT, TAPPET(S)	1.5	1.5
4153	ROCKER ARM, PUSH ROD (1 ARM OR ROD)	0.6	0.6
4155	ROCKER ARMS, PUSH RODS (ALL)	0.8	0.8
	PISTON & CRANKSHAFT		
4160	PISTON OR RING SET (1 CYL)	2.4	2.4
4161	PISTON OR RING SETS (ALL)	3.2	3.2
4162	CRANKSHAFT	3.6	3.6
4164	CONNECTING ROD (1 CYL)	2.4	2.4
4165	CONNECTING RODS (ALL)	3.2	3.2
4173	CRANK, CAMSHAFT OIL SEAL (PTO SIDE)	0.9	0.9
4174	CRANK, CAMSHAFT OIL SEAL (FLYWHEEL SIDE)	0.7	0.7
	CYLINDER/CRANKCASE & OIL PUMP		
4180	CYLINDER BORING & HONING (1 CYL)	4.8	4.8
4181	CYLINDER BORING & HONING (ALL)	5.3	5.3
4182	CRANKCASE OR MAIN BALL BEARING	4.1	4.1
4189	BREATHER, BREATHER COVER, OR REED VALVES	0.6	0.6
4190	CRANKCASE COVER ASSY R+R	1.2	1.2
4191	CRANKCASE COVER & GSKT	0.8	0.8
4193	OIL FILTER (CARTRIDGE) OR OIL DRAIN PLUG	0.1	0.1
4195	OIL PUMP	1.1	1.1
4196	OIL PRESSURE RELIEF VALVE	1.1	1.1
4197	OIL FILTER SCREEN (INTERNAL)	1.1	1.1
4198	LEVEL DIPSTICK TUBE	0.1	0.1
4199	OIL PRESSURE SWITCH	0.2	0.2

		Kawasaki FS481V, FS541V	Subaru Robin EH650V
ENGINES			
JOB CODE	JOB DESCRIPTION		
	RECOIL STARTER & GOVERNOR		
4200	RECOIL STARTER ASSY	0.1	0.1
4203	REEL, SPRING, OR ROPE	0.3	0.3
4205	STARTING PULLEY	0.4	0.4
4210	GOVERNOR ASSY OR SLEEVE	1	1
4211	GOVERNOR SHAFT OR OIL SEAL	0.9	0.9
4212	GOVERNOR ARM	0.4	0.4
4220	CONTROL PANEL ASSY	0.4	0.4
4251	AIR CLEANER ELEMENT OR COVER	0.1	0.1
4255	CARB AIR INTAKE DUCT OR PIPE	0.2	0.2
4280	MUFFLER OR HEAT COVERS	0.2	0.2
4281	EXHAUST PIPE(S) OR GASKET(S)	0.3	0.3
	CARB, FUEL PUMP & FUEL TANK		
4300	CARBURETOR	0.5	0.5
4305	CARB HOLDER OR INTAKE MANIFOLD	0.6	0.6
4308	CHOKE VALVE / THROTTLE VALVE	0.6	0.6
4310	MAIN JET(S) FLOAT OR VALVE (Includes Carb R&R)	0.6	0.6
4312	FLOAT CHAMBER GASKET	0.2	0.2
4315	SOLENOID VALVE OR FUEL CUT VALVE	0.3	0.3
4337	FUEL TUBE (To Carb)	0.2	0.2
4340	DIAPHRAGM FUEL PUMP	0.2	0.2
4343	FUEL FILTER	0.1	0.1
	IGNITION, COOLING, & STARTER MOTOR		
4370	ENGINE FLYWHEEL	0.6	0.6
4371	CHARGING COIL OR STATOR	0.8	0.8
4374	IGNITION COIL (1)	0.5	0.5
4375	IGNITION COILS (ALL)	0.7	0.7
4376	SPARK PLUG (1)	0.1	0.1
4377	SPARK PLUGS (ALL)	0.2	0.2
4378	VOLTA GE REGULATOR (REGULATOR / RECTIFIER)	0.2	0.2
4382	COOLING FAN	0.4	0.4
4385	COOLING FAN HOUSING	0.3	0.3
4386	COOLING FAN GUARD	0.1	0.1
4387	UPPER ENGINE SHROUD	0.4	0.4
4388	LOWER ENGINE SHROUD	0.4	0.4
4394	STARTER MOTOR ASSY	0.3	0.3
4395	STARTER SOLENOID	0.3	0.3
4396	STARTER BRUSHES (Includes Starter R&R)	0.5	0.5



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	MACHINE DECKS	STONE Extreme	G&P I/II	LX-30	Rejuvenator	Roadrunner	Tracker	Low Profile Edger	Burnisher
JOB CODE	JOB DESCRIPTION								
6000	DIAGNOSIS	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
	TUNE UP & ADJUSTMENT								
6105	TENSIONER ADJUSTMENT	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6108	REGULATOR ADJUSTMENT	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6109	ADJUST WATER TANK	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6114	LUBRICATE BEARING	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6116	ADJUST THROTTLE CABLE	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6118	PULLEY ADJUSTMENT	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6120	THROTTLE CABLE ADJUSTMENT	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
	REPLACEMENTS								
6130	BELT	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6131	TENSIONER	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4
6135	REGULATOR	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6136	ENGINE KILL SWITCH	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6137	WHEEL	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6138	THROTTLE CABLE	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6160	WATER TANK	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6161	FRONT PULLEY BEARING	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
	ELECTRICAL								
6160	STARTER SWITCH	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6161	SHUTDOWN SWITCH	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6162	BATTERY/BATTERY BOX	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6164	EMISSIONS SHUTDOWN	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2
6165	WIRING HARNESS	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
6173	OIL PRESSURE SWITCH	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2

	GEARBOXES	STONEKOR HD Gearbox	STONEKOR MD Gearbox	STONEKOR Tracker Gearbox
JOB CODE	JOB DESCRIPTION			
5000	DIAGNOSIS	0.5	0.5	0.5
	TUNE UP & ADJUSTMENT			
5105	LUBRICATE INPUT SHAFT BEARING	0.2	0.2	0.2
5108	PULLEY ADJUSTMENT	0.3	0.3	0.3
5109	BELT ADJUSTMENT	0.2	0.2	0.2
5114	OUTPUT SEAL REPLACEMENT	0.3	0.3	0.3
5116	MORFLEX ADJUSTMENT	0.1	0.1	0.1
5118	CHANGE OIL	0.3	0.3	0.3
	GEARBOX & OUTPUT SHAFTS			
5130	REMOVE/INSTALL GEARBOX	1	1	0.5
5131	DRIVE PLATES	0.3	0.3	0.3
5135	OUTPUT SHAFT	2	2	1
5136	PULLEY REPLACEMENT	0.3	0.3	0.3
5137	BELT REPLACEMENT	0.2	0.2	0.2
5138	INPUT SHAFT BEARING	0.3	0.3	0.3
5150	OUTPUT SHAFT REPLACEMENT	1	1	0.5