



After Sales Adjustment (ASA)

After sales Adjustment (ASA) Petrol Handheld products only: New and Reconditioned units:

This is for a one-time adjustment within 90 days from the date of purchase.

Redmax/Jonsered/Husqvarna/Poulan/Poulan Pro will pay three (3) units labor for making an “after sales adjustment” on a petrol powered handheld piece of equipment. This labor will be dependent on the dealers labor rate that is registered with Husqvarna at the time of the warranty claim.

Canada Only: If the unit had a PAID PDI the unit does not qualify for an After Sales Adjustment (ASA).

The unit must be registered to a customer and the customer’s information must be on the warranty claim to qualify for a one time ASA adjustment. If there isn’t any consumer information on the warranty claim, the claim will be rejected.

The purchase date and (ASA) warranty claim filing date cannot be the same.

How to process in Web Warranty:

Claim Type: Warranty

Explanation Of Repairs Performed: (The following information is required).

- (1) Include the symptom of what led the customer to bring the unit back
- (2) What issue did you determine to be the cause
- (3) What adjustment/repair did you made to correct the problem

Missing information will either delay warranty claim payment or cause the warranty claim to be rejected.

For carburetor adjustments, use these warranty codes.

Component Code: 159 – Carburetor **Failure Code:** 80 – Adjustment problems

The claims filed under this (ASA) policy will be regularly audited and monitored for abuse or fraud. This is set in place for the benefit of the end user and dealer relationship.