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Warranty Information

Warranty Statement

Billy Goat Industries warrants all products manufactured by it against defects in workmanship or material. The length of the warranty period is 1 (one) year unless otherwise specified below. All warranties commence from the date of shipment to final user. The responsibility of Billy Goat Industries under this warranty is limited to replacement or repair of defective parts at an authorized dealer. Billy Goat Industries reserves the right to inspect the machine and parts submitted for warranty repair to determine the validity of the claim. Any expenses for transportation (pickup & delivery or freight for parts) to process the warranty claims are not reimbursable. Damages resulting from shipping, inappropriate usage, accidents, failure to operate or maintain the unit according to instructions in the operator's manual are excluded. Components subject to wear, such as belts, bearings, blades, filter bags, zippers, wheels, hoses, liners, cables, brushes, and others not listed but otherwise deemed as such by Billy Goat are not considered warranty unless a manufacturing defect is proven to cause premature failure. Premature failure is considered 90 days or less. Purchased replacement parts are warranted for 90 days from purchase date. Normal maintenance and adjustments are the responsibility of the user and not covered by warranty. Repairs and/or maintenance carried out by non-authorized persons or dealers, as well as usage of unauthorized parts or accessories not supplied by Billy Goat cause immediate forfeiture of the warranty. Unauthorized modifications will also result in immediate forfeiture of the warranty. In no event shall Billy Goat Industries be liable for consequential damages arising out of the failure of any product to operate properly.

Integral units such as gasoline engines, transmissions, etc., are excluded from the warranty and are subject to the prime manufacturer's warranty.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED.

Note: To request warranty service, please contact an authorized Billy Goat dealer or check your operator's manual for proper procedure.

Model	Residential	Commercial	Rental	Specific Part
F9, 13, 14, 18	2	2	2	Housing: 5 Years
F601S	1	1	1	Housing: 1 Year
X3000	2	2	1	N/A
Z3000	2	2	1	N/A
MV650	2	1	1	N/A
HP3400	1	90 days	90 days	N/A
All Other	1	1	1	N/A

Warranty Procedure

Should a Billy Goat Machine fail due to a defect in material and / or workmanship, the owner should make a warranty claim as follows:

The Machine must be taken to the dealer from whom it was purchased or to an authorized Servicing Billy Goat Dealer.

The owner must present the remaining half of the Warranty Registration Card, or, if this is not available, the invoice or receipt. Warranty will not be considered without proof of purchase date.

The Warranty Claim will be completed by the authorized Billy Goat Dealer and submitted to their respective Billy Goat Distributor for their territory. Attention: Service Manager. Any parts replaced under warranty must be tagged and retained for 90 days.

The distributor service manager will sign off on the claim and submit it to Billy Goat for consideration.

The Technical Service Manager at Billy Goat will review the claim and may request parts to be returned for examination. Billy Goat will notify their conclusions to the distributor service manager from whom the claim was received.

The decision by the Technical Service department at Billy Goat to approve or reject a Warranty claim is final and binding.

Note: To process a Warranty Claim, it is necessary to quote the Model & Serial Number which are printed on the Billy Goat Serial Plate (See operator's manual). The purchase date is also required on all claims.



Contact Billy Goat

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Whether you have a question about your product, want to request a product brochure or have a question for one of our teams, we can help.

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Contact Us > (/na/en_us/support/contact-us.html)



Find a Dealer

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When it's time to clean up with Billy Goat, visit your local dealer. Our dealer network provides leading sales and service support.

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[Distributor Portal \(http://distributorportal.billygoat.com/\)](http://distributorportal.billygoat.com/)

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