

To: All Shindaiwa Distributors and Dealers
From: ECHO, INC. Product Service
Date: April 12, 2012
SUBJECT: Carburetor Replacement Policy : ALL MODELS

A majority of the carburetors being replaced and returned under warranty are for problems related to fuel quality and contamination, not due to defects in materials or workmanship. In many instances, the fuel being used today is making these problems even more prevalent, therefore it is more important than ever for end users to maintain the fuel system according to the guidelines published in their operators manual.

Fuel blends, as well as proper maintenance and storage procedures, can all significantly affect carburetor components and their performance. Each of these areas should be reviewed with your customers before carburetor issues arise. (i.e. at the point of sale)

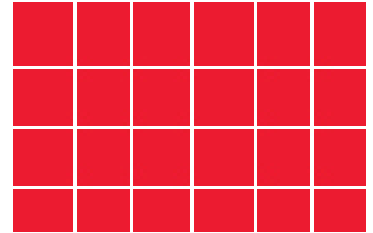
All warranty claims for carburetor replacements **must be for an identifiable defect in material or workmanship** as documented in the warranty statement.

Warranty will no longer be accepted for carburetors that have been contaminated with stale gasoline, gasoline with excessive ethanol, or moisture.

Please consider the following when determining carburetor warranties:

1. Age of carburetor and equipment.
2. Number of hours before failure.
3. Time of year that carburetor failed.
4. Fuel quality/condition

**Technical Service
Bulletin
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