

# Lithium Battery Charger Greensmaster® eFlex® Traction Units

Model No. 04065 Model No. 04090 Model No. 04012

**Operator's Manual** 

You may contact Toro directly at www.Toro.com for product and accessory information, help finding a dealer, the complete warranty details, or to register your product.

#### **A** WARNING

# CALIFORNIA Proposition 65 Warning

The power cord on this product contains lead, a chemical known to the State of California to cause birth defects or other reproductive harm. Wash hands after handling.

# IMPORTANT SAFETY INSTRUCTIONS

**DANGER**—To reduce the risk of fire or electric shock, carefully follow these instructions.

# SAVE THESE INSTRUCTIONS

This manual contains important safety and operating instructions for battery charger Models 04065, 04090, 04012.

Before using the battery charger, read all instructions and cautionary markings on battery charger, battery, and product using the battery.

## **A** CAUTION

To reduce risk of injury, charge only Toro Model 04069 or 04049 eFlex type lithium-ion rechargeable batteries. Other types of batteries may burst, causing personal injury and damage.

- Confirm the voltage available at each country location before using the product.
- For connection to a supply not in the USA, use an attachment plug adapter of the proper configuration for the power outlet, if needed.

## General

AThis is the safety-alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

Improperly using or maintaining this charger could result in injury or death. To reduce this potential, comply with the all safety instructions.

## **A** CAUTION

Attempting to charge batteries other than those for the Toro Model 04049 or the 04069 lithium-ion battery pack can result in excessive heat and other related product malfunctions, which can lead to property damage and/or injury.

## **A** CAUTION

Attempting to charge the Toro Model 04069 or 04049 lithium-ion battery pack with any charger other than this designated charger can lead to excessive heat and other related product malfunctions, which can lead to property damage and/or injury.

- Failure to comply with these instructions may result in personal injury, risk of fire, or electrical shock.
- Do not get the charger wet; keep it protected from rain and snow.
- A risk of fire, electric shock, or injury may result from the use of an accessory not recommended or sold by Toro.
- To reduce risk of a battery pack explosion, follow these instructions, those published in the Operator's Manual for the machine with regard to the battery, and the instructions for any equipment you intend to use in the vicinity of the battery pack charger. Review cautionary markings on these products and on their engines.

## **Training**

- Never allow children or untrained people to operate or service the charger. Local regulations may restrict the age of the operator. The owner is responsible for training all operators and mechanics.
- Read, understand, and follow all instructions on the charger and in the manual(s) before operating this charger. Be thoroughly familiar with all the controls and the proper use of



the charger. Know how to stop the charger and disengage the controls quickly.

## **A** CAUTION

Risk of Explosive Gasses. Although rare, the battery pack could emit explosive gasses if it is significantly overcharged. It is important that you comply with all instructions relating to this charger, the battery, and any equipment in operation nearby.

## **Preparation**

- Keep children and bystanders away—Keep bystanders and children out of the operating area.
- Dress properly—Wear appropriate clothing, including eye protection; long pants; substantial, slip-resistant footwear; and hearing protection. Tie back long hair and do not wear loose clothing or loose jewelry.
- Turn the ignition switch on the machine to the OFF position and wait 5 seconds until the machine has completely powered down before you connect the battery pack to the charger.
   Failure to do this may cause an arc to occur.
- Ensure that the area is well ventilated while charging is under way.
- Study all battery pack manufacturer's specific precautions for charging and take the steps needed to comply with them.
- This battery pack charger is for use only on nominal 120 and 240 VAC circuits, and is equipped with a grounding plug for 120 VAC operation. For use with 240 V circuits, contact your authorized Toro distributor for the correct power cord.

## **A** CAUTION

Risk of fire or electric shock. Connect the battery pack charger directly to a grounding receptacle (3-prong). Do not use this charger on an ungrounded outlet, even with an adaptor.

## **Operation**

- General Precautions
  - Do not charge a frozen battery.
  - Do not abuse the cord—Do not carry the charger by its cord or yank on the power supply cord to disconnect the charger from the receptacle. Keep the cord from heat, oil, and sharp edges.
  - Keep the case intact.
  - When carrying the charger, always be sure of your footing, and keep a firm hold on the handle. Walk; never run. Exercise caution to avoid slipping or falling.
- Personal Precautions

## **A DANGER**

Do not alter the provided power cord or plug. If it does not fit the outlet, wait for a qualified electrician to install a proper outlet. An improper connection can cause an electric shock.

- Wear complete eye protection and clothing protection.
- Immediately wash any skin or clothing that battery pack electrolyte contacts with soap and water. Should electrolyte get in your eye, immediately flood the eye

- with cold running water for at least 10 minutes and immediately call for emergency medical service.
- Do not ever smoke or permit a spark or flame near a battery.
- Take extra precautions to avoid dropping a metal tool near or onto a battery. It might cause a spark or short-circuit an electrical part that could lead to an explosion.
- Remove metal items such as rings, bracelets, necklaces, and watches from your person when working with a lithium-ion battery. A lithium-ion battery pack can produce enough current to cause a severe burn.
- Use this charger only for charging Toro lithium-ion batteries for Toro Model 04069 or 04049 machines, as specified in the equipment's Operator's Manual. Do not use it for any other purpose.

#### Location

- Never operate the charger without good visibility or light.
- Operate the charger in an open area with good ventilation.

#### Output Connection Precautions

- The charger must always be off prior to connecting or disconnecting the battery pack to the charger, Never allow a metal object to touch the recessed pins in the end of the connector.
- Comply with the instructions in this manual when you connect and disconnect the charger and the battery.

#### Power Connection Precautions

 Grounding—The charger should be grounded to reduce the risk of electric shock. The electric cord included with this charger supplies a ground when plugged into a properly wired grounding outlet installed in accordance with all local codes and ordinances.

### **A** CAUTION

Risk of fire or electric shock. Connect the battery pack charger directly to a grounding receptacle (3-prong). Do not use this charger on an ungrounded outlet, even with an adaptor.

- Do not use an extension cord unless absolutely necessary. Use of an improper extension cord could increase the risk of fire and electric shock. If you must use an extension cord, ensure the following:
  - The pins on the plug of the extension cord match the number, size, and shape of those on the plug that came with the charger.
  - The extension cord is properly wired and insulated and is in safe electrical condition.
  - The wire size large enough for the AC ampere rating of the charger as specified in the table below.

| AC Input Rating |     | Cord Size—Minimum Wire Gauge<br>(A.W.G.) |                   |                    |                    |
|-----------------|-----|--|-------------------|--------------------|--------------------|
| Min             | Max | Cord Length                              |                   |                    |                    |
|                 |     | 7.6 m<br>(25 ft)                         | 15.2 m<br>(50 ft) | 30.5 m<br>(100 ft) | 45.6 m<br>(150 ft) |
| 4 A             | 5 A | 18                                       | 18                | 14                 | 12                 |

- If the power supply cord is damaged while it is plugged in, disconnect the cord from the wall receptacle and contact an authorized Toro distributor for a replacement.
- Disconnect the charger—Unplug the charger from the electrical outlet when not in use, before moving it to another location, or prior to servicing it.

 Always pull the plug rather than the cord when disconnecting the power supply cord to avoid damage to the electric plug and cord.

## **Maintenance and Storage**

### **A** CAUTION

Risk of electrical shock. Do not attempt to service this charger unless you are authorized and qualified to do so.

Store an idle charger indoors. When the charger is not in use, it should be stored indoors in a dry, secured place out of the reach of unauthorized users.

Maintain the charger with care.

**Replacement parts**—When servicing the charger, use only identical replacement parts.

- Take the charger to an authorized Toro distributor when service or repair is required.
- Do not disassemble the charger; incorrect reassembly may result in a risk of electric shock or fire.
- Unplug the power cord from the outlet before starting any maintenance or cleaning to reduce risk of electric shock, Turning off the power switch does not reduce this risk.
- Check all fasteners at frequent intervals for proper tightness to ensure that the charger is in safe working condition.
- Always refer to the Operator's Manual for important details if the charger is to be stored for an extended period.
- Maintain or replace safety and instruction labels as needed.
- Replace a damaged cord or plug immediately. Do not operate the charger with a damaged cord or plug.
- If the charger has received a sharp blow, been dropped, or otherwise damaged in any way, do not operate it; take it to an authorized Toro distributor.

## Safety and Instructional Decals



Safety decals and instructions are easily visible to the operator and are located near any area of potential danger. Replace any decal that is damaged or missing.



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- Warning—keep out of the rain and other wet conditions.
- Warning—do not touch the 5. hot surface.
- 3. Warning—do not open the battery; do not use a damaged battery.
- 4. Explosion hazard—avoid sparks; no fire, open flames, or smoking.
- Asphyxiation hazard, poisonous fumes or toxic gases—do not charge the battery in an enclosed space.
- Electric shock hazard—do not perform maintenance on the battery.



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Warning—read the Operator's Manual.

# **Setup**

# Mounting the Charger on a Wall

You can mount the charger on a wall using the wall-mount key holes cut into the back of the unit. Use screws that have a 6 mm (1/4 inch) diameter shaft and a head diameter of 11 mm (0.45 inch).

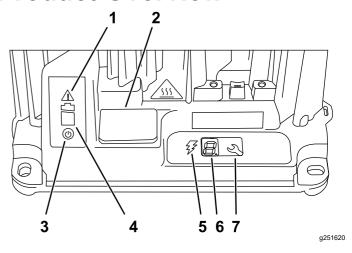
**Important:** Survey your work area and determine a location that best meets the criteria for safe and effective operation of the charger.

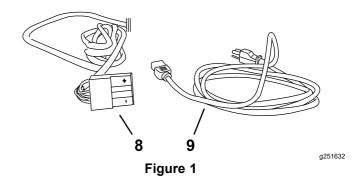
# **Operation**

The charger is designed for unattended use, even for months, such as winter storage.

**Important:** See the traction unit and battery *Operator's Manual* for temperature restrictions on the battery pack.

## **Product Overview**





- 1. Error indicator light
- 2. USB port cover
- 3. AC Power indicator light
- Battery charging indicator light
- 5. Charging output indicator light
- 6. LCD display
- 7. Select button
- 8. Output connector and cord
- 9. Power-supply cord

# Connecting to a Power Source

To reduce the risk of electric shock, this charger has a 3-prong grounded plug (type B). If the plug does not fit into the wall receptacle, other grounded plug types are available; contact an authorized Toro distributor.

Do not change the charger or the power supply cord plug in any way.

## **A DANGER**

Contact with water while operating the machine could cause electric shock, causing injury or death.

Do not handle the plug or the charger with wet hands or while standing in water.

**Important:** Check the power supply cord periodically for holes or cracks in the insulation. Do not use a damaged cord. Do not run the cord through standing water or wet grass.

 Insert the charger plug on the power supply cord into the matching input power socket on the charger.

### **A WARNING**

A damaged charger cord can cause an electrical shock or a fire.

Thoroughly inspect the power supply cord before using the charger. If the cord is damaged, do not operate the charger until you obtain a replacement.

Insert the wall plug end of the power supply cord into a grounded electrical outlet.

## **Charging the Battery**

## **A** CAUTION

Attempting to charge batteries other than the Toro Model 04049 or the 04069 lithium-ion battery pack with this charger can result in excessive heat and other related product malfunctions, which can lead to property damage and/or injury.

Do not attempt to charge batteries other than those that are compatible with this charger.

### **A** DANGER

Battery charging is dangerous when done improperly.

- Do not allow untrained people to operate this equipment.
- Thoroughly review the safety instructions at the start of this manual before you operate this equipment.
- Keep this manual with the charger at all times.

| Recommended charging range                        | 0° to 45°C (32° to 113°F)   |  |
|---|-----------------------------|--|
| Low-temperature charging range (Reduced Current)  | -10° to 0°C (14° to 32°F)   |  |
| High-temperature charging range (Reduced Current) | 45° to 60°C (113° to 140°F) |  |

- Park the machine in the location designated for overnight charging.
- 2. Set the parking brake (Figure 2).

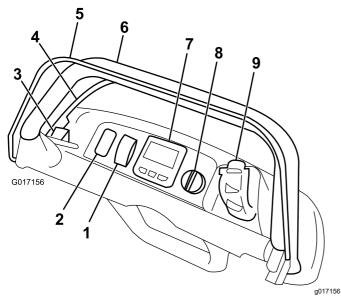


Figure 2

6. Handle

Key switch

Speed control

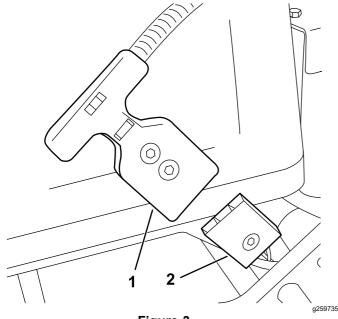
InfoCenter LCD display

- 1. EZ-Turn switch
- Open space for operational lights
- 3. Parking break latch
- 4. Service brake

3.

- Operator presence control
- Pull the T-handle connector off the main battery power supply connector affixed to the battery tray (Figure 3).

Turn the power to the machine off (Figure 1).



- Figure 3
- T-handle connector
- Main power supply connector on the battery platform
- Clean and dry both the battery pack and charger connectors.

**Important:** Do not use strong solvents that degrade the strength of the connector plastic. Do not use dielectric grease on the connector or battery contacts.

Align the positive connectors (marked with a "+") and push together until they lock.

### A WARNING

Battery charging is dangerous when done improperly. If there are workers present while a battery pack is charging, designate a person to supervise the area and ensure compliance with all safety instructions contained in this manual. That person shall:

- Be alert to people that come into the area and the equipment they are using.
- Stop any unsafe activities and prevent any unsafe conditions.
- Do not allow activity near the charger or battery pack that might result in either being bumped or knocked over.
- Do not allow the operation of any equipment that could produce a spark or flame or discharge water or other liquids on or around the battery pack or charger.

# Monitoring the Charging Process and Troubleshooting

**Note:** The LCD status display displays messages during the course of charging. Most are routine.

If there is a fault, the error indicator light will flash amber, or light solid red. An error message will appear in the LCD display (Figure 1) 1 digit at a time, starting with the letter E or F (for example, E-0-1-1).

To correct an error, refer to Troubleshooting (page 8). If none of these solutions correct the issue, contact an authorized Toro distributor.

# Completion of the Charging Process

When charging is complete, the battery charging indicator light shows solid green (Figure 1).

## **Disconnecting the Charger**

 Disconnect the charger T-handle connector from the main battery power supply connector affixed to the battery tray.

#### Important: Do not pull on the cables

- Place the charger T-handle and cord in a storage position that will avoid damage.
- Ensure that the T-handle and battery pack connectors are clean.
- 4. Connect the T-handle to the battery pack connector (Figure 3)
- Turn on machine power (See the Operator's Manual) and verify battery charge displayed on the InfoCenter matches that as stated on the charger.

## **Maintenance**

**Important:** All electrical repairs should be performed by an authorized Toro distributor only.

The operator can perform very little maintenance other than protecting the charger from damage and weather.

## **Maintaining the Cords**

- Clean the cords with a slightly damp cloth after each use.
- Coil the cords when not in use.
- Periodically examine the cords for damage, and replace them when necessary with Toro-approved parts.

## **Cleaning the Case**

Clean the case with a slightly damp cloth after each use.

# **Service**

This charger is a solid-state device and should not require service under normal operating conditions and use according to these instructions. Should it need service, bring the charger to an authorized Toro distributor. Repair by service centers not operated by Toro may result in damage to connected equipment and is not covered under the warranty.

# **Storage**

- Complete the procedure for Disconnecting the Charger (page 7).
- Disconnect the power supply cord from the charger and coil it securely.
- 3. Examine the power supply cord thoroughly for signs of wear or damage. Replace it if it is worn or damaged.
- Examine the charger thoroughly for worn, loose, or damaged parts. To repair or replace parts, contact your authorized Toro distributor for assistance.
- Store the charger with the power supply cord in a clean, dry place where it will not be bumped or damaged and not exposed to caustic fumes.

# **Troubleshooting**

# **Error Codes**

| Problem   | Possible Cause                   | Corrective Action  |  |
|---|----------------------------------|--|--|
| Code E-0-0-1, or E-0-4-7                            | Battery high voltage             | Ensure that the battery voltage is correct and the cable connections are secure; ensure that the battery is in good condition.   |  |
| Code E-0-0-4  | BMS or battery fault detected    | Refer to the machine Operator Manual.  |  |
| Code E-0-0-7  | Battery amp hour limit exceeded  | Possible causes include poor battery health, very deeply discharged battery, poorly connected battery, and/or high parasitic loads on battery while charging. Possible solutions: Replace battery pack. Check DC connections. Disconnect parasitic loads. This error will clear once the charger is reset by cycling DC. |  |
| Code E-0-1-2  | Reverse polarity error           | The battery is connected to the charger incorrectly. Ensure that the battery connections are secure.   |  |
| Code E-0-2-3  | High AC voltage error (>270VAC)  | Connect charger to an AC source that provides stable AC between 85 - 270 VAC / 45-65 Hz.   |  |
| Code E-0-2-4  | Charger failed to initialize     | The charger has failed to turn on properly. Disconnect the AC input and battery connection for 30 seconds before retrying.   |  |
| Code E-0-2-5  | Low AC voltage oscillation error | The AC source is unstable. Could be caused by undersized generator or severely undersized input cables. Connect charger to an AC source that provides stable AC between 85 - 270 VAC / 45-65 Hz.   |  |
| Code E-0-3-7  | Re-programming failed            | Software upgrade failure or script operation failure. Ensure that the new software is correct.   |  |
| Code E-0-2-9, E-0-3-0, E-0-3-2, E-0-4-6, or E-0-6-0 | Communication error with battery | Ensure that the connection of the signal wires to the battery is secure.   |  |

# **Fault Codes**

| Problem   | Possible Cause         | Corrective Action  |
|---|------------------------|--|
| F-0-0-1, F-0-0-2, F-0-0-3, F-0-0-4,<br>F-0-0-5, F-0-0-6, or F-0-0-7 | Internal charger fault | Remove the AC connection and battery connection for a minimum of 30 seconds and retry. If it fails again, please contact an authorized Toro distributor. |

# **Notes:**

# **Notes:**

### **California Proposition 65 Warning Information**

#### What is this warning?

You may see a product for sale that has a warning label like the following:



**WARNING:** Cancer and Reproductive Harm—www.p65Warnings.ca.gov.

#### What is Prop 65?

Prop 65 applies to any company operating in California, selling products in California, or manufacturing products that may be sold in or brought into California. It mandates that the Governor of California maintain and publish a list of chemicals known to cause cancer, birth defects, and/or other reproductive harm. The list, which is updated annually, includes hundreds of chemicals found in many everyday items. The purpose of Prop 65 is to inform the public about exposure to these chemicals.

Prop 65 does not ban the sale of products containing these chemicals but instead requires warnings on any product, product packaging, or literature with the product. Moreover, a Prop 65 warning does not mean that a product is in violation of any product safety standards or requirements. In fact, the California government has clarified that a Prop 65 warning "is not the same as a regulatory decision that a product is 'safe' or 'unsafe.'" Many of these chemicals have been used in everyday products for years without documented harm. For more information, go to https://oag.ca.gov/prop65/faqs-view-all.

A Prop 65 warning means that a company has either (1) evaluated the exposure and has concluded that it exceeds the "no significant risk level"; or (2) has chosen to provide a warning based on its understanding about the presence of a listed chemical without attempting to evaluate the exposure.

#### Does this law apply everywhere?

Prop 65 warnings are required under California law only. These warnings are seen throughout California in a wide range of settings, including but not limited to restaurants, grocery stores, hotels, schools, and hospitals, and on a wide variety of products. Additionally, some online and mail order retailers provide Prop 65 warnings on their websites or in catalogs.

#### How do the California warnings compare to federal limits?

Prop 65 standards are often more stringent than federal and international standards. There are various substances that require a Prop 65 warning at levels that are far lower than federal action limits. For example, the Prop 65 standard for warnings for lead is 0.5 μg/day, which is well below the federal and international standards.

#### Why don't all similar products carry the warning?

- Products sold in California require Prop 65 labelling while similar products sold elsewhere do not.
- A company involved in a Prop 65 lawsuit reaching a settlement may be required to use Prop 65 warnings for its products, but other companies
  making similar products may have no such requirement.
- The enforcement of Prop 65 is inconsistent.
- Companies may elect not to provide warnings because they conclude that they are not required to do so under Prop 65; a lack of warnings for a
  product does not mean that the product is free of listed chemicals at similar levels.

#### Why does Toro include this warning?

Toro has chosen to provide consumers with as much information as possible so that they can make informed decisions about the products they buy and use. Toro provides warnings in certain cases based on its knowledge of the presence of one or more listed chemicals without evaluating the level of exposure, as not all the listed chemicals provide exposure limit requirements. While the exposure from Toro products may be negligible or well within the "no significant risk" range, out of an abundance of caution, Toro has elected to provide the Prop 65 warnings. Moreover, if Toro does not provide these warnings, it could be sued by the State of California or by private parties seeking to enforce Prop 65 and subject to substantial penalties.

## The Toro Warranty



Two-Year or 1,500 Hours Limited Warranty

#### **Conditions and Products Covered**

The Toro Company and its affiliate, Toro Warranty Company, pursuant to an agreement between them, jointly warrant your Toro Commercial product ("Product") to be free from defects in materials or workmanship for 2 years or 1,500 operational hours\*, whichever occurs first. This warranty is applicable to all products with the exception of Aerators (refer to separate warranty statements for these products). Where a warrantable condition exists, we will repair the Product at no cost to you including diagnostics, labor, parts, and transportation. This warranty begins on the date the Product is delivered to the original retail purchaser. \* Product equipped with an hour meter.

#### **Instructions for Obtaining Warranty Service**

You are responsible for notifying the Commercial Products Distributor or Authorized Commercial Products Dealer from whom you purchased the Product as soon as you believe a warrantable condition exists. If you need help locating a Commercial Products Distributor or Authorized Dealer, or if you have questions regarding your warranty rights or responsibilities, you may contact us at:

Toro Commercial Products Service Department Toro Warranty Company 8111 Lyndale Avenue South Bloomington, MN 55420-1196

952–888–8801 or 800–952–2740 E-mail: commercial.warranty@toro.com

#### Owner Responsibilities

As the product owner, you are responsible for required maintenance and adjustments stated in your *Operator's Manual*. Repairs for product issues caused by failure to perform required maintenance and adjustments are not covered under this warranty.

#### **Items and Conditions Not Covered**

Not all product failures or malfunctions that occur during the warranty period are defects in materials or workmanship. This warranty does not cover the following:

- Product failures which result from the use of non-Toro replacement parts, or from installation and use of add-on, or modified non-Toro branded accessories and products.
- Product failures which result from failure to perform recommended maintenance and/or adjustments.
- Product failures which result from operating the Product in an abusive, negligent, or reckless manner.
- Parts consumed through use that are not defective. Examples of parts
  which are consumed, or used up, during normal Product operation
  include, but are not limited to, brake pads and linings, clutch linings,
  blades, reels, rollers and bearings (sealed or greasable), bed knives,
  spark plugs, castor wheels and bearings, tires, filters, belts, and certain
  sprayer components such as diaphragms, nozzles, and check valves.
- Failures caused by outside influence, including, but not limited to, weather, storage practices, contamination, use of unapproved fuels, coolants, lubricants, additives, fertilizers, water, or chemicals.

- Failure or performance issues due to the use of fuels (e.g. gasoline, diesel, or biodiesel) that do not conform to their respective industry standards
- Normal noise, vibration, wear and tear, and deterioration. Normal "wear and tear" includes, but is not limited to, damage to seats due to wear or abrasion, worn painted surfaces, scratched decals or windows.

#### **Parts**

Parts scheduled for replacement as required maintenance are warranted for the period of time up to the scheduled replacement time for that part. Parts replaced under this warranty are covered for the duration of the original product warranty and become the property of Toro. Toro will make the final decision whether to repair any existing part or assembly or replace it. Toro may use remanufactured parts for warranty repairs.

#### Deep Cycle and Lithium-Ion Battery Warranty

Deep cycle and Lithium-Ion batteries have a specified total number of kilowatt-hours they can deliver during their lifetime. Operating, recharging, and maintenance techniques can extend or reduce total battery life. As the batteries in this product are consumed, the amount of useful work between charging intervals will slowly decrease until the battery is completely worn out. Replacement of worn out batteries, due to normal consumption, is the responsibility of the product owner. Note: (Lithium-Ion battery only): Pro-rated after 2 years. Refer to the battery warranty for additional information.

#### Maintenance is at Owner's Expense

Engine tune-up, lubrication, cleaning and polishing, replacement of filters, coolant, and completing recommended maintenance are some of the normal services Toro products require that are at the owner's expense.

#### **General Conditions**

Repair by an Authorized Toro Distributor or Dealer is your sole remedy under this warranty.

Neither The Toro Company nor Toro Warranty Company is liable for indirect, incidental or consequential damages in connection with the use of the Toro Products covered by this warranty, including any cost or expense of providing substitute equipment or service during reasonable periods of malfunction or non-use pending completion of repairs under this warranty. Except for the Emissions warranty referenced below, if applicable, there is no other express warranty. All implied warranties of merchantability and fitness for use are limited to the duration of this express warranty.

Some states do not allow exclusions of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions and limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### **Note Regarding Emissions Warranty**

The Emissions Control System on your Product may be covered by a separate warranty meeting requirements established by the U.S. Environmental Protection Agency (EPA) and/or the California Air Resources Board (CARB). The hour limitations set forth above do not apply to the Emissions Control System Warranty. Refer to the Engine Emission Control Warranty Statement supplied with your product or contained in the engine manufacturer's documentation.

#### Countries Other than the United States or Canada

Customers who have purchased Toro products exported from the United States or Canada should contact their Toro Distributor (Dealer) to obtain guarantee policies for your country, province, or state. If for any reason you are dissatisfied with your Distributor's service or have difficulty obtaining guarantee information, contact your Authorized Toro Service Center.