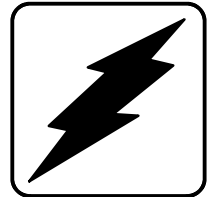


Warranty Policies and Procedures

Industrial 20–2000 kW Generator Sets
including Industrial Rental,
Transfer Switches, and Switchgear



KOHLER[®]
POWER SYSTEMS

ISO 9001
KOHLER
GENERATORS
INTERNATIONALLY REGISTERED

TP-5180 2/01e

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Section 1 Warranty Policies and Practices

1.1 Warranty Policy Introduction

This publication explains warranty policies and practices for Kohler® generator sets, transfer switches, switchgear, service parts, and accessories. Use this publication to determine warranty policies and procedures.

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1.2 Warranty Responsibility, Distributor

One provision of the Magnusson-Moss Consumer Product Warranty Law states that a retail seller of consumer products must make the text of the warranty available for the prospective buyer's review prior to sale. This pertains only to products covered by the limited warranty. Comply with this law by displaying a warranty wall poster in a conspicuous place in the sales area or by attaching a warranty hang tag to each Kohler® product for sale in your place of business.

Before Delivery. Warranty responsibility begins before delivery. *Each authorized Kohler® distributor/dealer is responsible for preventing new products from deteriorating in storage or prior to installation and also for preparing new products for delivery.* Failure to do so causes unnecessary expense and inconvenience to the distributor/dealer and annoys the customer. Successful Kohler® distributors have proven that minimal investment in preparation prior to delivery eliminates unnecessary service calls and results in greater overall profits.

After Delivery. Explain the warranty and review the operation manual with the customer to stress the importance of high-quality service. Make the customer aware that authorized Kohler® service distributors/dealers must perform warranty repairs and that repairs made by unauthorized persons may result in denied warranty claims.

Note: Do not remove tags attached to the generator set. The seller must pass the warranty statement and all manuals to the end user. The end user must receive the operation manual, warranty policy statement, and if applicable the installation guide with the product.

Warranty Repairs. Authorized Kohler® service distributors/dealers perform warranty repairs.

1.3 Customer Relations

Kohler® limited warranties provide a basis for fair and equitable treatment.

When a customer returns a product to your place of business and requests a warranty repair, or when a customer requests a service call to repair a unit under warranty, treat the customer on a fair but firm basis. If the provisions of the warranty entitle the customer to a warranty repair, do the work graciously and promptly at no charge.

However, if you believe that the failure occurred for a reason other than a manufacturing defect, explain the warranty limitations to the customer. If you perform the repairs, collect payment from the customer. If the customer disputes the warranty status, forward the claim to Kohler Co. with full details for a final decision.

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1.4 Warranty Coverage Limitations

The factory carefully prepares and designs each warranty document to preserve the distributor/dealer relationship with customers. The warranty applies to repair and replacement of defective parts caused by faulty material and/or workmanship in manufacture. It does not apply to defects caused by negligence in installation, operation, or service.

Read the warranty statements in Sections 2-4 carefully for items not considered manufacturing defects and therefore not covered by warranty.

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1.5 Startup Notification

You must submit a Startup Notification form (K-625) within 60 days of generator set, transfer switch, and switchgear startup. Order forms from your Kohler® generator service parts supplier. There is no charge for the forms. See Figure 1-1.

Note: The factory pays mileage and travel time based on the number of miles you enter in the space labeled *Round-trip miles from nearest Distributor/Dealer* on the Startup Notification form. The factory does not reimburse mileage and travel time if you do not indicate the round-trip mileage to the job site on the Startup Notification form.

1.6 Warranty Start Date and Time Limits

Warranty coverage begins on the startup date and expires according to the terms stated on the warranty statements (Sections 2-4). If you do not provide a startup notification upon request of the factory when the first warranty claim arrives, the warranty starts on the factory ship date instead of the startup date.

The following items do not extend the warranty period:

- Generator set or system idle time
- Downtime during performed warranty repair or replacement

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1.7 Repair Recommendations for Assemblies

Assembly. If a defective part of a Kohler® product is a replaceable component of an assembly, repair the assembly by replacing the defective part whenever economically feasible.

Radiator. Repair the radiator instead of replacing it whenever economically feasible. Provide the serial number and date code of the radiator on the warranty claim form in the *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED* section. See Figure 11-1.

Injection Pump. The pump manufacturer's authorized service dealer must repair, not replace, the injection pump. The service dealer determines warranty coverage and submits warranty claims directly to the pump manufacturer. The end customer pays for repairs not covered under the pump's warranty.

Day Tanks and Subbase Tanks. Contact the factory for instructions.

KOHLER Startup Notification

KOHLER CO. GENERATOR DIVISION - STARTUP NOTIFICATION
 KOHLER CO. KOHLER, WISCONSIN 53044 PHONE 920-565-3381 FAX 920-565-3648
 FOR SALES & SERVICE IN U.S.A. & CANADA PHONE 1-800-544-2444

Startup Date

INSTALLATION CHECK AND STARTUP PROCEDURE FOR ALL STANDBY AND PRIME GENERATORS, TRANSFER SWITCHES, AND SWITCHGEAR

This form is important for coverage under the Kohler limited warranty and must be properly filled out at time of initial startup. The distributor/dealer and user must sign the notification form. Return copy of completed form to factory within 60 days of startup date.

DISTRIBUTOR/DEALER

Distributor/Dealer		Address	
City	State	Zip/Country	Phone No.

OWNER

Owner or Company Name		Contact Person	
Address of Unit Location			
City	State	Zip/Country	
Unit Location			Phone No.
_____ Round-trip miles from nearest Dealer/Distributor			

GENERATOR INFORMATION

Model	Model
Spec. No.	Spec. No.
Serial No.	Serial No.

ENGINE INFORMATION

Model	Model
Serial No.	Serial No.

TRANSFER SWITCH INFORMATION

SWITCH NO. 1	SWITCH NO. 2	SWITCH NO. 3	SWITCH NO. 4
Model			
Serial No.			
Options			

SWITCHGEAR INFORMATION

ES No.

Check the Following Applicable Usage Types (ONE item must be marked in columns 1 and 2.)

- | | | | |
|---|--|--|---|
| 1. <input type="checkbox"/> Mobile
<input type="checkbox"/> Stationary | 2. <input type="checkbox"/> Standby
<input type="checkbox"/> Prime
<input type="checkbox"/> Rental | 3. <input type="checkbox"/> Interruptible Rate
<input type="checkbox"/> Peak Shaving
<input type="checkbox"/> Other _____
<input type="checkbox"/> Housed | 4. <input type="checkbox"/> Unhoused
<input type="checkbox"/> Indoor
<input type="checkbox"/> Outdoor |
|---|--|--|---|

Customer Representative Name	Signature	Firm	Date
Distributor Representative Name	Signature	Firm	Date

K-625 (11/99a)

DISTRIBUTION: WHITE — Kohler Co. PINK — Distributor CANARY — Customer

Figure 1-1 Startup Notification Form K-625

Notes

Section 2 Generator Set Warranties

Stationary Standby and Prime Power One-Year or Two Thousand (2000)-Hour Limited Warranty

Your Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original consumer, Kohler Co. warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at Kohler Co.'s option will be furnished if the product, upon Kohler Co.'s inspection, is found to be properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

Kohler Product

Warranty Coverage*

Generator Set & Accessories

One (1) year or 2000 hours (whichever occurs first) from date of initial startup†

Prime Power Generator Set 20 kW or Larger

One (1) year or 2000 hours (whichever occurs first) from date of initial startup†

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

†Startup must occur within 24 months of original shipment by Kohler Co.

The following will **not** be covered by the warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient quantity of lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to regularly exercise the generator set under load (stationary applications only).
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Parts purchased from sources other than Kohler Co. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
10. Radiators replaced rather than repaired.
11. Fuel injection pumps not repaired locally by an authorized servicing dealer.
12. Non-Kohler-authorized repair shop labor without prior approval from Kohler Co. Warranty Department.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, lamps, filters, spark plugs, loose or leaking clamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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POWER SYSTEMS

KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Web site www.kohlergenerators.com
Fax 920-459-1646 (U.S.A. Sales), Fax 920-459-1614 (International)
For the nearest sales and service outlet in U.S.A. and Canada
Phone 1-800-544-2444

TP-5374 12/99a

Industrial Rental Generator Set One-Year or One Thousand (1000)-Hour Limited Warranty

Your Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original consumer, Kohler Co. warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at Kohler Co.'s option will be furnished if the product, upon Kohler Co.'s inspection, is found to be properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

Kohler Product	Warranty Coverage*
Generator Set & Accessories	One (1) year or 1000 hours (whichever occurs first) from date of purchase

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

The following will **not** be covered by the warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient quantity of lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to regularly exercise the generator set under load (stationary applications only).
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-Kohler-authorized repair shop labor without prior approval from Kohler Co. Warranty Department.
10. Parts purchased from sources other than Kohler. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
11. Radiators replaced rather than repaired.
12. Fuel injection pumps not repaired locally by an authorized servicing dealer.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, rags, etc.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, lamps, filters, spark plugs, loose or leaking clamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Industrial Rental systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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POWER SYSTEMS

KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Web site www.kohlergenerators.com
Fax 920-459-1646 (U.S.A. Sales), Fax 920-459-1614 (International)
For the nearest sales and service outlet in U.S.A. and Canada
Phone 1-800-544-2444

TP-5935 12/99a

Section 3 Transfer Switch Warranty

Transfer Switch and Bypass Isolation Transfer Switch One-Year Limited Warranty

Your Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original consumer, Kohler Co. warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at Kohler Co.'s option will be furnished if the product, upon Kohler Co.'s inspection, is found to be properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

Kohler Product	Warranty Coverage*
Transfer Switch and Bypass Isolation Switch	One (1) year from date of startup

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Web site www.kohlergenerators.com
Fax 920-459-1646 (U.S.A. Sales), Fax 920-459-1614 (International)
For the nearest sales and service outlet in U.S.A. and Canada
Phone 1-800-544-2444

TP-5373 12/99b

Notes

Section 4 Switchgear Warranty

Switchgear Power Systems One-Year Limited Warranty

Your Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original consumer, the Kohler Co. warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at Kohler Co.'s option will be furnished if the product, upon the Kohler Co.'s inspection, is found to be properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

Kohler Product

Switchgear

Warranty Coverage*

One (1) year from date of startup

*Some restrictions may apply. See your Kohler distributor/dealer for full details.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Switchgear power systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Web site www.kohlergenerators.com
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Phone 1-800-544-2444

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Notes

Section 5 Extended Warranty and Warranty Program Features

5.1 Extended Warranty Introduction

In lieu of the one-year limited warranty, Kohler Co. offers extended warranties for an additional charge. Kohler Co. offers two-year, five-year, and ten-year warranties on Kohler® stationary standby systems and Kohler® automatic transfer switches (ATS) and a two-year warranty on stationary prime power systems. The warranties apply only to the generator set, the Kohler® transfer switch that controls the generator set, and the optional equipment provided by Kohler Co.

Note: Kohler Co. does not offer extended warranties on units used in agricultural or industrial rental applications.

Contact Kohler Co. for detailed information on extended warranties for switchgear power systems. The factory offers, at an additional charge, two-year or five-year warranties on Kohler® switchgear.

5.2 Extended Warranty Start Date

Extended warranty coverage begins on the startup date.

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5.3 Extended Warranty Prices

There is a one-time charge for extended warranties. The Kohler® On-Site Power Systems Price List contains extended warranty prices. Listed prices include coverage for *one* Kohler® Automatic Transfer Switch (ATS) per generator set. Refer to the ATS price list for the price of an extended warranty for each additional ATS.

5.4 Extended Warranty Requirements

The distributor must submit the following documents:

- A completed Kohler® Startup Notification form (K-625) to validate the extended warranty registration. See Figure 1-1.
- A completed Extended Warranty Registration/Upgrade form (K-8231). See Figure 5-1.
- A copy of the original Kohler Co. sales invoice (pages that prove purchase of initial warranty and indicate the unit's serial number) or a company purchase order (for the warranty purchase).

See Section 5.6, Extended Warranty Registration Procedure, for additional information and the mailing address of the warranty department.

5.5 Extended Warranty Purchase Policies

The distributor must purchase an extended warranty from Kohler Co. within one year of the startup date and before the unit's operating hours exceed the limit of the existing warranty. The manufacturer makes no exceptions to this rule. Extended warranties are not transferable from one unit to another. Extended warranties are nonrefundable.

Note: Distributors may use the Electronic Data Interchange (EDI) system to purchase an extended warranty if the distributor purchases the extended warranty on the same purchase order as the generator set, transfer switch, or switchgear. Use the registration procedure below to purchase an extended warranty separate from the generator set, transfer switch, or switchgear.

Note: Purchase the switchgear extended warranty using the same purchase order as the switchgear. The extended switchgear warranty is not available separately.

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5.6 Extended Warranty Registration Procedure

5.6.1 Distributor Responsibilities

Follow these steps when applying for industrial generator set systems extended warranties.

1. Complete a Kohler® Startup Notification form (K-625), if you haven't already done so, to validate the extended warranty registration. See Figure 1-1. Submit the white copy of the notification form to the following address:

Warranty Department
Generator Division, MS 072
Kohler Co.
Kohler, WI 53044 U.S.A.

2. Complete the Extended Warranty Registration/Upgrade form (K-8231). See Figure 5-1. Submit, to the address above, the white copy of the warranty registration form along with a copy of the original Kohler Co. sales invoice (pages that prove purchase of the extended warranty and indicate the unit's serial number) or a company purchase order for the extended warranty purchase.
3. Send copies of the completed form to the selling dealer and to the customer.
4. Apply the extended warranty decal to a clean, visible surface on the generator set.

5.6.2 Manufacturer Responsibilities

Upon receipt of the completed registration form and sales invoice or purchase order, the manufacturer:

- registers the specified generator set(s) for the extended warranty,
- records the startup date for the warranty period, and
- sends the distributor an extended warranty decal.

5.7 Extended Warranty Upgrade Procedure

Use the following procedure to purchase and register an upgrade to an existing extended warranty:

1. Complete the Extended Warranty Registration/Upgrade form (K-8231). Mark the box labeled *Upgrading An Extended Warranty*. See Figure 5-1.
2. Attach a purchase order for the upgraded warranty to the warranty registration form.
3. Attach a copy of the original extended warranty invoice.
4. List the upgrade charge on the purchase order (see the price list).
5. See Section 5.6.1 for the mailing address of the warranty department.

The manufacturer mails a new extended warranty decal with the upgraded warranty to the distributor/dealer.

The distributor must purchase the upgraded extended warranty from the manufacturer within one year of the original startup date, not the date the original extended warranty was purchased. The unit's operating hours must not exceed the limit of the existing warranty. The manufacturer will not upgrade an extended warranty after one year from startup.

Example: A unit's startup date is June 1, 2000. The distributor must purchase an extended warranty and subsequent upgrade warranty by May 30, 2001. The following would be acceptable:

- Purchasing a 2-year extended warranty on August 15, 2000.
- Upgrading to a 5-year basic extended warranty on May 4, 2001.

5.8 Industrial Generator Set Warranty Program Features

	1-Year	2-Year Extended		5-Year Extended		10-Year Extended, Major Components
		Basic	Prime	Basic	Comprehensive	
Warranty Form Number	TP-5374	TP-5497	TP-5560	TP-5498	TP-5561	TP-5562
Application	Stationary Standby and Prime Power	Stationary Standby	Stationary Prime Liquid-Cooled Diesel, 20 kW and Larger	Stationary Standby	Stationary Standby	Stationary Standby Liquid-Cooled Diesel, 20 kW and Larger
Warranty Period from Startup Date	One year or 2000 hours	Two years or 2000 hours	Two years or 6000 hours	Five years or 3000 hours	Five years or 3000 hours	Ten years or 3000 hours
Parts Reimbursement	Standard	Standard	Standard	Standard	Standard	Standard major components only in years 6–10 or up to 3000 hours
Labor	Standard	Standard	Standard	Through second year only	Standard	Through second year only
Travel/Mileage Round Trip (maximum)*	483 km (300 miles)	483 km (300 miles)	483 km (300 miles)	483 km (300 miles) through second year only	483 km (300 miles)	483 km (300 miles) through second year only
Deductibles	None	None	None	None	None	None

* Applies to U.S.A. installations only. Contact the warranty administrator for information on international installations.

5.9 Industrial Transfer Switch and Bypass Isolation Switch Warranty Program Features

	1-Year	Extended			
		2-Year Basic	5-Year Basic	5-Year Comprehensive	10-Year Major Components
Warranty Form Number	TP-5373	TP-6085	TP-6086	TP-6087	TP-6088
Application	All	All	All	All	All
Warranty Period from Startup Date	One year	Two years	Five years	Five years	Ten years
Parts Reimbursement	Standard	Standard	Standard	Standard	Standard major components only in years 6–10
Labor	Standard	Standard	Through second year only	Standard	Through second year only
Travel/Mileage Round Trip (maximum)*	483 km (300 miles)	483 km (300 miles)	483 km (300 miles) through second year only	483 km (300 miles)	483 km (300 miles) through second year only
Deductibles	None	None	None	None	None

* Applies to U.S.A. installations only. Contact the warranty administrator for information on international installations.

5.10 Industrial Switchgear Warranty Program Features

	1-Year	Extended	
		2-Year Basic	5-Year Basic
Warranty Form Number	TP-5504	TP-6075	TP-6074
Application	All	All	All
Warranty Period from Startup Date	One year	Two years	Five years
Parts Reimbursement	Standard	Standard	Standard
Labor	Standard	Standard	Through second year only
Travel/Mileage Round Trip (maximum)*	483 km (300 miles)	483 km (300 miles)	483 km (300 miles) through second year only
Deductibles	None	None	None
* Applies to U.S.A. installations only. Contact the warranty administrator for information on international installations.			

5.11 Industrial Rental Warranty Program Features

	Base Warranty for Rental Units†
Warranty Form Number	TP-5935
Application	Industrial Rental
Warranty Period from Startup Date	One year or 1000 hours
Parts Reimbursement	Standard
Labor	Standard
Travel/Mileage Round Trip (maximum)*	241.5 km (150 miles)
Deductibles	None
* Applies to U.S.A. installations only. Contact the warranty administrator for information on international installations. † Extended warranties for industrial rental units are not available.	

5.12 Extended Warranty Policy Statements

The following pages show the extended warranty statement details.

Extended Two-Year or Two Thousand (2000)-Hour Stationary Standby Limited Warranty

This Kohler Standby Generator System has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for two years or two thousand (2000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co. instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires two years after date of startup or after 2000 hours of operation, whichever occurs first.*

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Parts purchased from sources other than Kohler. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
10. Radiators replaced rather than repaired.
11. Fuel injection pumps not repaired locally by an authorized servicing dealer.
12. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURCHASE, is expressly limited to the duration of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.

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For the nearest sales and service outlet in U.S.A. and Canada
Phone 1-800-544-2444

TP-5497 12/99a

Extended Two-Year or Six Thousand (6000)-Hour Stationary Prime Limited Warranty

This Kohler Standby Generator System has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for two years or six thousand (6000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires two full years after date of startup or after 6000 hours of operation, whichever occurs first.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Engine fluids such as fuel, oil, or coolant/antifreeze.
10. Non-Kohler-authorized repair shop labor without prior approval from Kohler Co. Warranty Department.
11. Parts purchased from sources other than Kohler. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
12. Radiators replaced rather than repaired.
13. Fuel injection pumps not repaired locally by an authorized servicing dealer.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURCHASE, is expressly limited to the duration of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.

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TP-5560 12/99a

Extended Five-Year or Three Thousand (3000)-Hour Stationary Standby Limited Warranty

This Kohler Standby Generator System has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for five years or three thousand (3000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires five full years after date of startup or after 3000 hours of operation, whichever occurs first. Labor is chargeable to warranty for the first two years of the five-year warranty.*

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-Kohler-authorized repair shop labor without prior approval from Kohler Co. Warranty Department.
10. Engine fluids such as fuel, oil, or coolant/antifreeze.
11. Parts purchased from sources other than Kohler. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
12. Radiators replaced rather than repaired.
13. Fuel injection pumps not repaired locally by an authorized servicing dealer.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.
17. Labor and travel charges for third, fourth, and fifth years of warranty.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURCHASE, is expressly limited to the duration of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.

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TP-5498 12/99a

Extended Five-Year or Three Thousand (3000)-Hour Comprehensive Stationary Standby Limited Warranty

This Kohler Standby Generator System has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for five years or three thousand (3000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires five full years after date of startup or after 3000 hours of operation, whichever occurs first.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
10. Parts purchased from sources other than Kohler. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
11. Radiators replaced rather than repaired.
12. Fuel injection pumps not repaired locally by an authorized servicing dealer.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURCHASE, is expressly limited to the duration of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.

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TP-5561 12/99a

Extended Ten-Year or Three Thousand (3000)-Hour Major Components Stationary Standby Limited Warranty

This Kohler Standby Generator System has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for ten years or three thousand (3000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires ten full years after date of startup or after 3000 hours of operation, whichever occurs first. Labor is chargeable to warranty for the first two years of the ten-year warranty.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
10. Engine fluids such as fuel, oil, or coolant/antifreeze.
11. Parts purchased from sources other than Kohler. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
12. Radiators replaced rather than repaired.
13. Fuel injection pumps not repaired locally by an authorized servicing dealer.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.
17. Labor and travel charges for the third through the tenth year of the warranty.
18. Parts after year five or 3000 hours except for the following major components:
 - a. Engine—Cylinder block, camshaft, crankshaft, connecting rods, flywheel.
 - b. Alternator—Main rotor, main stator, drive disk.
 - c. Transfer Switch—Main contacts.
 - d. Switchgear—Buswork and main circuit breaker.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURCHASE, is expressly limited to the duration of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.

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TP-5562 12/99a

Extended Two-Year Transfer Switch Limited Warranty

This Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for two years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co. instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires two years after date of startup.*

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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Phone 1-800-544-2444

TP-6085 2/00

Extended Five-Year Transfer Switch Limited Warranty

This Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for five years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires five full years after date of startup. Labor is chargeable to warranty for the first two years of the five-year warranty.*

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

*Some restrictions may apply. Contact your Kohler distributor/dealer for full details.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.
11. Labor and travel charges for third, fourth, and fifth years of warranty.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

KOHLER[®]
POWER SYSTEMS

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For the nearest sales and service outlet in U.S.A. and Canada
Phone 1-800-544-2444

TP-6086 2/00

Extended Five-Year Comprehensive Transfer Switch Limited Warranty

This Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for five years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co. instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires five full years after date of startup.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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Phone 1-800-544-2444

TP-6087 2/00

Extended Ten-Year Major Components Transfer Switch Limited Warranty

This Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for ten years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co. instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to Kohler Co. within one year of supervised startup.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires ten full years after date of startup. Labor is chargeable to warranty for the first two years of the ten-year warranty.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.
11. Labor and travel charges for the third through the tenth year of the warranty.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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TP-6088 2/00

Switchgear Power Systems Extended Two-Year Limited Warranty

This Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for two years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

Extended warranty must be purchased at time of order.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires two full years after date of startup.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Switchgear power systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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TP-6075 12/99

Switchgear Power Systems Extended Five-Year Limited Warranty

This Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, Kohler Co. warrants for five years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Kohler Co.'s instruction manuals. A Kohler distributor, dealer, or authorized representative must perform startup.

Extended warranty must be purchased at time of order.

During the warranty period, repair or replacement at Kohler Co.'s option will be furnished free of charge for parts, provided an inspection to Kohler Co.'s satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Kohler Co. or an authorized service station, if requested. This extended warranty expires five full years after date of startup.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.

A Startup Notification form must be on file at Kohler Co. A Startup Notification form must be completed by Seller and received at Kohler Co. within 60 days after the date of initial startup. Switchgear power systems not registered within 60 days of startup will automatically be registered by Kohler Co. using the Kohler Co. ship date as the startup date.

To obtain warranty service, call 1-800-544-2444 for your nearest authorized Kohler service representative, or write Kohler Co., Generator Service Department, Kohler, WI 53044 U.S.A.

KOHLER CO. SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

ANY IMPLIED OR STATUTORY WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF PURPOSE, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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TP-6074 12/99

REGISTERING AN EXTENDED WARRANTY UPGRADING AN EXTENDED WARRANTY

This form must be completely filled out prior to submittal to Kohler Co. for approval.

Refer to the Kohler On-Site Power Systems Price List for warranty availability.

Type/Length of Coverage - **Generator Set and ATS** (Select One)
 Basic - 2 yrs. or 2,000 hrs. (stationary standby)
 Basic - 3 yrs. or 2,000 hrs. (stationary standby) (residential/commercial)
 Basic - 5 yrs or 3,000 hrs. (stationary standby)
 Comprehensive - 5 yrs. or 3,000 hrs. (stationary standby)
 Prime - 2 yrs. or 6,000 hrs. (stationary prime) (water-cooled diesel, 20 kW and larger)
 Major components - 10 yrs, or 3,000 hrs. (stationary standby) (water-cooled diesel, 20 kW and larger)

Type/Length of Coverage - **Switchgear** (Select One)
 Basic - 2 yrs. Basic - 5 Yrs.

Startup/Inservice Date

NOTE: Switchgear extended warranty must be purchased using the same sales order as the switchgear. Switchgear extended warranties are not available separately.

Kohler Distributor/Dealer	Name		Phone No.	
Owner	Name			
	Address			
	City	State	Country	Zip Code
Generator Set	KOHLER MODEL NO.	KOHLER SERIAL NO.	KOHLER SPEC. NO.	
	①	①	①	
	②	②	②	
	③	③	③	
	④	④	④	
Automatic Transfer Switch	①	①	①	
	②	②	②	
	③	③	③	
	④	④	④	
Switchgear	Kohler ES No.			
Battery Charger	Manufacturer		Model	

Please refer to TP-5180 or TP-6046 Warranty Policies and Procedures for extended policy information, guidelines, and limitations.

NOTE: The distributor has one year from the inservice date to purchase the extended warranty from Kohler Co.

REGISTERING AN EXTENDED WARRANTY

- ① This Extended Warranty Registration must be completed by the distributor and sent to Kohler Co. for processing.
- ② A completed Kohler Co. Startup Notification must be on file at Kohler Co. in order to validate this registration for extended warranty.
- ③ One of the following must be attached to the registration form:
 - A copy of the original extended warranty invoice (pages that prove purchase of said warranty and indicate serial number), or
 - A Kohler Co. purchase order for the extended warranty
- ④ Kohler Co. returns incomplete forms unprocessed.

UPGRADING AN EXTENDED WARRANTY

- ① The purchase order and registration form for upgrading an extended warranty must be completed by the distributor and received at Kohler Co. within one year of the inservice date.
- ② The following must be attached to the registration form:
 - A copy of the original extended warranty invoice (pages that prove purchase of said warranty and indicate serial number)
 - A Kohler Co. purchase order for the upgrade to the extended warranty (be sure to include the upgrade charge on your purchase order)
- ③ Hours of operation on the generator set must be provided.
- ④ Kohler Co. returns incomplete forms unprocessed.

Kohler Co. Invoice No.	Purchase Order No.	Hours of Operation - required
Customer Approval Name	Authorized Distributor Name	
Signature	Signature	
Date	Date	

K-8231 (9/00c)

DISTRIBUTION: WHITE - Kohler Co. CANARY - Customer PINK - Distributor

Figure 5-1 Extended Warranty Registration Form K-8231

Section 6 Service Parts Warranty

6.1 Warranty Period

Kohler Co. warrants all service parts for 90 days following installation regardless of the warranty status of the product in which they are installed. Kohler Co. warrants service parts against defects in material or workmanship when an authorized Kohler® generator set service outlet installs the parts on a Kohler® generator set, automatic transfer switch, or switchgear. Kohler Co. gives no allowance for labor, travel time, mileage, or incidental or consequential damages.

If you find a new part from your stock defective in material or workmanship, file a Warranty Claim form (K-1500). See Figure 11-1.

6.2 Defective Assembly Components

If the defective new part is a replaceable component of an assembly in your stock, repair the assembly by replacing only the defective part whenever economically feasible. Repair the radiator instead of replacing it whenever economically feasible.

6.3 Warranty Claims for Service Parts

To file a service parts warranty claim, refer to Section 11, Warranty Claim Form, and follow the directions below.

1. Enter the word *Parts* in the box marked *Model* on the claim form.
2. Enter the inservice date of the defective part and the date of repair of the part.
3. If the new part failed immediately upon installation, enter the flat rate code and time allowed to remove and replace the part.
4. Check the repair parts box under the application type heading on the warranty claim form.
5. Include a brief description about what was found to be defective with the service part.

Notes

Section 7 Reconditioned Generator Set Warranties

7.1 Class Generator Set Definitions (Used/Noncurrent, Class I, II, III)

The number of operating hours and condition of the unit define generator set classes. Use the classifications listed below as a guideline for the generator set's condition.

Used/Noncurrent. Newly built generator sets returned from testing or trade shows.

Class I. Generator sets returned to the factory showing minor evidence of use. Kohler Co. has restored Class I generator sets to operating condition. Class I generator sets may or may not include models of the latest specifications.

Class II. Generator sets returned to the factory showing evidence of extensive use. Kohler Co. has repainted and restored Class II generator sets to operating condition. Class II generator sets may not include models of the latest specifications.

Class III. Generator sets returned to the factory showing evidence of extensive use. Kohler Co. repaints some Class III generator sets and restores them to operating condition. Class III generator sets are usually older models and styles.

7.2 Class Generator Set Hours of Use and Warranty Coverage

Figure 7-1 summarizes accumulated operating hours and warranty periods for reconditioned generator sets.

Classification	Accumulated Operating Hours		Warranty Coverage
	Diesel	Gas/Gasoline	
Used/Noncurrent	Up to 50	Up to 25	Standard
Class I	51-150	26-100	6 months
Class II	151-300	101-200	30 days
Class III	Over 300	Over 200	None, but warranted to work at time of receipt

Figure 7-1 Warranty Coverage for Reconditioned Generator Sets

Notes

Section 8 Engine Warranties

Kohler® distributors/dealers are authorized to service the following generator set engines:

- Detroit Diesel*
- Deutz
- Ford
- General Motors
- John Deere†
- Kohler®
- Mitsubishi
- Yanmar

Kohler® generator set distributors are responsible for arranging the warranty on engines not listed above even though the engines are covered by the engine manufacturer's warranty and not by the Kohler Co. warranty. Arrange the warranty repair on a local basis; refer to the engine manufacturer's nearest authorized distributor or center listed in the yellow pages.

* Distributors/dealers are authorized to service Detroit Diesel generator set engines only if they have factory training and a dealer number from the engine manufacturer.

† Distributors/dealers are authorized to service John Deere generator set engines only if they have factory training and authorization by the engine manufacturer.

Use the following procedure if an extended warranty on a Kohler® generator set has an engine not included in the previous paragraph:

1. Arrange the repair (by an authorized dealer) on a local basis.
2. File a claim with Kohler Co. Attach a copy of your invoice/bill of the engine repair to the claim.

Notes

Section 9 Warranty Reimbursement Policy

Upon approval of the warranty claim, Kohler Co. will issue the payment/credit as outlined in this section.

9.1 Kohler Parts

Reimbursement for parts used for warranty repairs follows the profit schedule below.

Note: Reimbursement with profit applies only to distributor/dealer-inventoried Kohler® parts.

9.1.1 Reimbursement for Warranty Repairs

Service Parts	Distributor	Dealer
Generator	List Less 28%	List Less 10%
Engine 1*	List Less 46%	List Less 10%
Engine 2†	List Less 16%	List Price

* Kohler® Engine Part. Refer to the generator set service parts price indicator (see Section 9.1.2).
 † Kohler® Twin Cylinder Short Block. Refer to the generator set service parts price indicator (see Section 9.1.2).

9.1.2 Generator Parts Price Book

Part No.	Price Book Type
TP-5426	Printed Version
TP-5427	3 1/2 in. Computer Diskette
TP-6070-CD	CD-ROM

9.2 Repair Cost Limits

If the estimated repair costs (parts and labor), including short block or engine replacement, exceed 50% of the product's original net value, the dealer should contact the distributor for instructions and/or authorization. Distributors should contact the Kohler Co. Generator Service Department for an authorization number. Kohler Co. may elect to replace the product. In case of replacement, the warranty applies to the replacement product for the balance of the original warranty period.

Note: If a single repair is expected to exceed \$3,000, contact the Kohler Co. Generator Service Department for authorization prior to the start of the repair.

9.3 Labor Rates

Use the retail labor rate registered at Kohler Co. to determine the labor credit. All labor rates and labor rate increases are subject to Kohler Co. approval, and increases must not exceed 10% in a 12-month period. Kohler Co. does not allow overtime labor rates. If the customer demands overtime work, the customer must pay the difference between overtime and standard hourly rates.

Note: Kohler Co. requires dealers and distributors to register their retail labor rates. To register and change labor rates, request Form K-325 (Kohler Dealer Agreement Registration and Change Notification) from your distributor. The distributor forwards a copy to Kohler Co. Marketing Services for processing. See Figure 9-1.

9.4 Travel

Kohler Co. pays travel time and mileage for warranty repair parts as follows:

Stock Item Codes	Travel Time and Mileage
1 or 2	One Round Trip
3, 4, or 5	Two Round Trips

Kohler Co. limits *total mileage* payment per repair to the distributor's area of responsibility (regardless of the number of round trips required) as follows:

Application	Mileage Limit
Stationary	483 km (300 miles)*
Industrial Rental	241.5 km (150 miles)*

* Applies to U.S.A. installations. Contact the Generator Warranty Administrator for international installations.

Kohler Co. pays *travel time* at your retail labor rate as registered at Kohler Co. and reimburses travel time at a travel rate of 45 miles per hour plus an operating expense of 30 cents per mile.

Kohler Co. pays *international claims* based on the currency conversion rates in effect at the time the claim is paid.

Kohler Co. allows *air travel* not exceeding vehicle mileage and travel time charges. Attach the air travel receipt to the claim form.

Exclusions

- Kohler Co. issues travel credit for one person only. Kohler Co. does not accept expenses for supervisory personnel.
- Kohler Co. does not allow travel time for replacement of defective components which do not affect normal operation of the unit and which could be replaced during the next scheduled maintenance visit.
- Kohler Co. does not allow travel time for problems detected during initial startup. Include startup travel time in the job startup cost.

9.5 Freight Charges

Write freight charges on the claim and attach a copy of the freight bill. The Kohler Co. warranty covers ground freight only.

Note: The warranty does not cover emergency order charges on service parts with stock codes 1 or 2.

Note: Kohler Co. does not cover freight charges incurred for non-Kohler parts purchased or ordered to replace failed Kohler® parts.

9.6 International Duties/Special Charges

Kohler Co. reimburses for duties and special charges at the Kohler Co.-approved, registered rate.

9.7 Generator Set or ATS Replacement

If the distributor/dealer replaces a complete generator set or ATS under warranty with a unit from stock (requires Kohler Co. authorization), Kohler Co. reimburses the distributor/dealer an additional 3% of the servicing account net cost of the generator set or ATS. This does not apply to units ordered from the factory for warranty replacement purposes.

Kohler Co. reimburses the distributor/dealer on a net cost basis for units ordered from the factory for warranty replacement purposes. Enter the cost of the replacement unit in the *Misc./Non-Kohler Parts* field of the warranty claim form (K-1500) and submit a copy of the Kohler Co. generator set or ATS invoice with the claim. Kohler Co. does not issue credit without a copy of the invoice attached to the warranty claim. Generator set or ATS replacements assume the remainder of the original unit's warranty period. See Figure 11-1.

Note: Item 9.7 does not apply to industrial rental applications.

Note: Kohler Co. does not issue credit without a copy of the invoice attached to the warranty claim.



Kohler Dealer Agreement Registration And Change Notification

KOHLER CO. KOHLER, WISCONSIN 53044 PHONE 920-565-3381 FAX 920-459-1646

NOTE: 1. Please type.
2. Complete all information for the Company being registered.

Warranty I.D. No. (Completed at Kohler Co.)

New Dealer **Revised Labor Rate** **Ownership Change** **Cancellation** **Resign**

ADDRESS CHANGE
Indicate Previous Address

COMPANY NAME CHANGE
Indicate Previous Name

DEALER INFORMATION			
Dealer's Name		Mailing Address (If other than Business address)	
Address		P.O. Box	
City		City	
State/Province	Zip Code	State/Province	Zip Code
Dealer/Business Phone ()		Dealer Representative's Name (Please Print)	
Dealer Representative Signature			Date

DEALER CLASSIFICATION			
<input type="checkbox"/> Standby Dealer <small>(22kw & below)</small>	<input type="checkbox"/> Industrial Dealer	<input type="checkbox"/> Mobile Dealer	<input type="checkbox"/> Marine Dealer

DEALER TYPE	Are You a: (you must check one)
<input type="checkbox"/> Limited Service <input type="checkbox"/> Full Service	<input type="checkbox"/> Corporation <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Other _____

CUSTOMER POSTED RETAIL LABOR RATE	FEDERAL TAX I.D. NO. OR SOCIAL SECURITY NO.
\$ _____ Per Hour	_____
Will Participate in Yellow Pages Advertising <input type="checkbox"/> Yes <input type="checkbox"/> No	Signature of the Name Belonging to the Social Security No.

DISTRIBUTOR INFORMATION	DISCOUNTS
Distributor's Name	Under this agreement purchases from the distributor will be at the following discounts from Kohler Co.'s current suggested list prices. I. Generator Sets & Accessories _____% II. Electrical Controls and Accessories _____% III. Service Parts _____% A. Unmarked Generator Part _____% B. Marked * Kohler Engine Part _____% C. Marked ** Twin Short Blocks _____% All parts orders subject to \$ _____ minimum charge.
City	
State/Province Zip Code	
Distributor Representative's Name (Please print)	
Distributor Representative's Signature Date	

SERVICE MANUAL	
Did the dealer have service manuals prior to signing? Please Advise (Check One) <input type="checkbox"/> Yes <input type="checkbox"/> No	
A. IF NO, service files or dealer kits shipped from distributor inventory?	
B. IF NO, distributor purchase order attached for required service files or dealer kits. <input type="checkbox"/> Yes <input type="checkbox"/> No	
Purchase Order No. _____	
Other conditions of this agreement (see reverse side)	

K-325 (10/98) **DISTRIBUTION:** WHITE — Dealer CANARY — Distributor PINK & GOLDENROD — Kohler Co. Gen. Marketing Dept.

Figure 9-1 Form K-325

Notes

Section 10 Warranty Submittal Procedure

To submit a warranty claim, use the following procedure:

1. Use Form K-1500 (Generator/ATS/Switchgear Warranty Claim) for all generator set warranty repairs. Fill in all required information. Pay special attention to the instructions given in the warranty claim form. See Figure 11-1 for the sample claim form and refer to the instructions in Section 11, Warranty Claim Form.

Note: *DO NOT* submit a warranty claim before the repair is complete.

2. Detach and keep the last copy of the Warranty Claim form. Send the remaining copies of the warranty claim form to the following address:

Warranty Department
Generator Division, MS 072
Kohler Co.
Kohler, WI 53044 U.S.A.

The distributor or dealer must send all claims within 30 days (45 days internationally) after repairs. Kohler Co. reserves the right to refuse a claim received after the expiration date.

Note: Kohler Co. requires dealers and distributors to register their retail labor rates. To register and change labor rates, request Form K-325 (Kohler Dealer Agreement Registration and Change Notification) from your distributor. The distributor forwards a copy to Kohler Co. Marketing Services for processing. See Figure 9-1.

3. Hold defective parts for 90 days from the date of the claim payment by Kohler Co. in case the factory service/ warranty department requests the parts.

Notes

Section 11 Warranty Claim Form

11.1 Warranty Claim Information

Kohler Co. issues credit only for correctly completed warranty claims. Obtain claim forms free of charge from your supplier of Kohler® generator set parts. Kohler Co. mandates that all warranty claims include flat rates and failure codes. Kohler Co. denies warranty claims lacking these codes and returns them to you. Fill out the warranty claim form according to the instructions in Section 11.2.

Follow these guidelines when filling out the warranty claim form:

- Type or print legibly on warranty claim forms.
- File separate warranty claims when performing several repairs on one unit on different repair dates.
- Complete a separate warranty claim for each product type; for example, generator sets, transfer switches, switchgear, or service parts.
- Refer to Section 6, Service Parts Warranty, for instructions on completing a warranty claim for service parts.

KOHLER® Generator Set/ATS/Switchgear Warranty Claim					999999			
DO NOT FAX. Please mail this completed form to: KOHLER CO. GENERATOR DIVISION, KOHLER, WISCONSIN 53044 PHONE: 920-565-3381 FAX: 920-459-1611					Claim Date (1) / / Dist. Claim No. (2)			
This claim is subject to rejection if not received within 30 days from the repair date. No credit will be issued unless this form is filled out in accordance to Kohler Co. Warranty Policies & Procedures.					Freight Charges (Invoice Attached) (3)			
Model (5)	S/N (6)	13 CHECK (✓) THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET						
Spec. (7)	Number of Hrs. (8)	INDUSTRIAL <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Rental	RV <input type="checkbox"/> Mobile <input type="checkbox"/> Stock <input type="checkbox"/> Private Motor Home <input type="checkbox"/> Rental/Lease <input type="checkbox"/> Comm/Ind	CONSUMER MOBILE <input type="checkbox"/> Recreational/Private Motor Home <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Marathon <input type="checkbox"/> Unicor/Mobile <input type="checkbox"/> Stock	MARINE <input type="checkbox"/> Stock <input type="checkbox"/> Pleasure Craft <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Rental/Lease	ATS <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Home Standby <input type="checkbox"/> Other _____	SWITCHGEAR <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Peak Shaving <input type="checkbox"/> Interruptible Rate <input type="checkbox"/> Other _____	
Engine Model* (9)	Inservice Date (10) / /	RESIDENTIAL/COMMERCIAL <input type="checkbox"/> Stock <input type="checkbox"/> Home Standby						
Engine S/N* (11)	Repair Date (12) / / Failure Date / / (4)							
Authorized Kohler Service Center (14)		Phone No.: () (15)		PRIMARY FAILED PART		FAILURE CODE	FLAT RATE NO.	ACTUAL TIME
Signature of Distributor or Dealer (16)		Kohler Co. P/N (19)		Description		(20)	(21)	(22)
Owner's Name (Last, First) (17)		OTHER PARTS						
Address (Unit Location)		Qty.	Kohler Co. P/N (23)	Description				
City, State, Zip Code/Country								
(18) CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED								
Complaint								
Cause								
Correction								
		Travel Time (24)		Miscellaneous Labor Hours** (Other Than Flat Rate)		(27)		
		Mileage 300 M. Max. 500 KM. Max. (25) M. KM.		Total Time Required for Repair (NOT INCLUDING TRAVEL TIME)		(28)		
		Misc./Non-Kohler Parts (Invoice Attached) (26)						
K-1500 (3/99a)		Distribution: WHITE—Return to Kohler		CANARY—Distributor/Dealer		PINK—Dealers must forward to their Distributor		

Figure 11-1 Warranty Claim Form (K-1500)

11.2 Warranty Claim Form Completion

The circled numbers in Figure 11-1 refer to the following numbered steps. Also see Figure 11-2 for an example of a completed claim form.

1. Enter the *claim date* (the date you fill out the claim form).
2. Enter your own *claim number* (optional).
3. Enter *freight charges* for warranty parts and/or Generator Warranty Return freight. (Please attach the freight invoice.)

4. Enter the *date the unit failed*.
5. Enter the *unit model number*.
6. Enter the *unit serial number*.
7. Enter the *unit specification number*.
8. Enter the total number of *operating hours*.
9. Enter the *engine model number*.

Note: For warranty work on an engine powering a Kohler® generator set, provide the engine model and serial numbers (items 9 and 11).

10. Enter the *in-service (startup) date*.
11. Enter the *engine serial number*.
12. Enter the *repair date* (the date you performed the warranty service).
13. Check the *application type*.
14. Enter the *name of the authorized service center*.
15. Enter the main *telephone number* as registered at Kohler Co. Generator Division.
16. *Sign* the warranty claim.
17. Provide the *owner's name and address*.
18. Describe the conditions found and work performed, including:
 - a. Complaint
 - b. Cause
 - c. Correction
 - d. Serial number and date code of required parts (see Section 1.7)
19. Enter the *part number* of the primary failed part. The Kohler® part number is required for the following:
 - a. *Adjusted* part. State in the description: *Did not replace part*.
 - b. *Repaired* part rather than replaced part. State in the description: *Did not replace part*.
 - c. *Replaced* Kohler® failed part with a non-Kohler purchased part. State in the description: *Replaced part with a non-Kohler purchased part*.
20. Enter the *failure code* of the primary failed part; refer to TP-5178, Warranty Flat Rates/Failure Codes for Industrial Generator Sets including Industrial Rental, Transfer Switches, and Switchgear.
21. Enter the *flat rate job number* for each warranty repair made; refer to TP-5178, Warranty Flat Rates/Failure Codes for Industrial Generator Sets including Industrial Rental, Transfer Switches, and Switchgear.
22. Enter the *actual time* next to each flat rate number entered in step 21. If the actual time exceeds the published flat rate time, the actual time must be supported in the description.
23. Enter the *quantity*, Kohler Co. part numbers, and description of warranty service parts (other than the primary failed part).
24. Enter *travel time*.
25. Enter *mileage*. See Section 9.4, Travel.
26. Use this field for non-Kohler parts or for units replaced at the instruction and with the approval of the Kohler Co. Kohler Co. does not cover freight charges incurred for non-Kohler parts purchased or ordered to replace failed Kohler® parts.
 - a. Enter the *dollar amount* for miscellaneous/non-Kohler parts or for the Kohler® replacement unit. Supply the Kohler® part number when you are replacing a Kohler® part with a non-Kohler part.
 - b. Attach a copy of the vendor's/supplier's invoice for non-Kohler parts or the invoice for the Kohler® replacement unit indicating the serial number of the replacement unit.
27. Enter the *labor hours* required to perform miscellaneous labor. These hours must be supported in the description of repair. State in the description: *Misc. hours: X number of hours to (describe work performed)* for each miscellaneous labor item. The total of X hours must equal the number of miscellaneous hours requested.
28. Enter the *total time* required for repair (not including travel time).

Note: Kohler Co. returns incomplete or incorrect warranty claims. Kohler Co. denies payment for claims if the requested/required information is not received within 30 days.

11.3 Warranty Payment Detail

Kohler Co. returns incomplete or incorrect warranty claims and includes a request for the missing or corrected information. Enter the requested information on the Warranty Payment Detail form and return it within 30 days. See Figure 11-3 for an example of the form. Kohler Co. denies payment for claims if the requested/required information is not received within 30 days.

KOHLER® Generator Set/ATS/Switchgear Warranty Claim

999999

DO NOT FAX. Please mail this completed form to:

KOHLER CO. GENERATOR DIVISION, KOHLER, WISCONSIN 53044 PHONE: 920-565-3381 FAX: 920-459-1611

This claim is subject to rejection if not received within 30 days from the repair date.

No credit will be issued unless this form is filled out in accordance to Kohler Co. Warranty Policies & Procedures.

Claim Date	Dist. Claim No.
1 / 21 / 99	
Freight Charges (Invoice Attached)	
2.19	

Model 100RZ91	S/N 395512	CHECK (✓) THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET					
Spec. PA-187446	Number of Hrs. 25	INDUSTRIAL	RV	CONSUMER	MARINE	ATS	SWITCHGEAR
Engine Model* LSG-875I-6005-A	Inservice Date 3 / 20 / 98	<input type="checkbox"/> Stock <input checked="" type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Rental	<input type="checkbox"/> Mobile <input type="checkbox"/> Stock <input type="checkbox"/> Private Motor Home <input type="checkbox"/> Rental/Lease <input type="checkbox"/> Comm/Ind	<input type="checkbox"/> Recreational/Private Motor Home <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Marathon <input type="checkbox"/> Unicolor/Mobile <input type="checkbox"/> Stock	<input type="checkbox"/> Stock <input type="checkbox"/> Pleasure Craft <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Rental/Lease	<input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Home Standby <input type="checkbox"/> Other _____	<input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Peak Shaving <input type="checkbox"/> Interruptible Rate <input type="checkbox"/> Other _____
Engine S/N* 23867F-14-RH	Repair Date 1 / 14 / 99	RESIDENTIAL/COMMERCIAL		PARTS		ALTERNATOR ONLY	
	Failure Date 1 / 10 / 99	<input type="checkbox"/> Stock <input type="checkbox"/> Home Standby		<input type="checkbox"/> Repair Parts		<input type="checkbox"/> OEM	

Authorized Kohler Service Center Generators Unlimited	Phone No.: (920) 555-1234	PRIMARY FAILED PART		FAILURE CODE	FLAT RATE NO.	ACTUAL TIME
Signature of Distributor or Dealer Sam Adams		Kohler Co. P/N A-276471	Description Radiator	ML		
Owner's Name (Last, First) John Jones		OTHER PARTS				
Address (Unit Location) 123 Commercial Way		Qty.	Kohler Co. P/N	Description		
City, State, Zip Code/Country Kohler, WI 53044				R & R Radiator	1522	2.75
CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED						
Complaint Coolant leaking.						
Cause Radiator has a crack at fitting.						
Correction R & R radiator; took to shop for repair.						
No parts replaced; only repaired.						
*Radiator repair						
* Required for Engine Related Claims		Travel Time		3.4	Miscellaneous Labor Hours** (Other Than Flat Rate)	
** Miscellaneous Labor Hours Must Be Explained		Mileage 300 M. Max. 500 KM. Max.		150 M. _____ KM.	Total Time Required for Repair (NOT INCLUDING TRAVEL TIME)	
		Misc./Non-Kohler Parts (Invoice Attached)		60.0		

K-1500 (3/99a) Distribution: WHITE—Return to Kohler CANARY—Distributor/Dealer PINK—Dealers must forward to their Distributor

Figure 11-2 Sample—Completed Warranty Claim Form

Notes

Section 12 Generator Warranty Return Procedure

12.1 Generator Warranty Return

When Kohler Co. requires the return of a claimed inoperative generator, transfer switch part, or switchgear, Kohler Co. notifies the servicing distributor or dealer by mailing a Generator Warranty Return (GWR) notification postcard. The GWR notification card, shown in Figure 12-1, includes a peel-off shipping label that identifies the returned part. The dealer notification also appears on the claim payment detail, and the distributor notification appears on KOHLERnet™ in the warranty claim status information.

Follow the instructions on the back of the GWR card to return the failed parts listed on the label to Kohler Co. within 10 days of request. If the parts are not returned within 10 days, Kohler Co. reserves the right to refuse the claim.

Kohler Co. offers no reimbursement for materials returned without authorization. Kohler Co. reserves the right to return or scrap materials returned without the authorized return label.

Note: Kohler Co. reserves the right to debit the distributor's or dealer's account for the full reimbursement amount for failure to return failed parts as requested. If the distributor's account balance is insufficient to cover the charges, the distributor or dealer will be billed accordingly.

12.2 Freight Charge Reimbursement

Kohler Co. reimburses freight charges for parts returned upon request. Use the following procedure to request reimbursement of freight charges:

1. Submit a written request for additional payment against the original warranty claim number.
2. Attach a copy of the freight bill to the request.

Kohler Co. issues a separate payment to cover the freight costs to return the part. Kohler Co. will not reimburse freight charges for parts returned without authorization.

KOHLER[®]
GENERATOR DIVISION
CTY TRUNK LS
SHEBOYGAN, WI 53081
WARRANTY CLAIM #



(GWR) GENERATOR WARRANTY RETURN

- 1.) LOCATE ALL OF PARTS RELATED TO WARRANTY CLAIM INDICATED ON THE FRONT OF THIS CARD.
- 2.) PACK THE PARTS CAREFULLY IN A SUITABLE SHIPPING CONTAINER.
- 3.) REMOVE THE PEEL OFF SHIPPING LABEL ON THE FRONT OF THIS CARD AND AFFIX IT TO THE TOP OF THE SHIPPING CONTAINER.
- 4.) RETURN THE PACKAGED PART VIA UPS TO KOHLER CO.. THOSE PARTS WHICH DO NOT MEET UPS REQUIREMENTS SHOULD BE RETURNED VIA THE MOST ECONOMICAL MEANS POSSIBLE (GROUND TRANSPORT ONLY).

NOTE: KOHLER CO. RESERVES THE RIGHT TO DEBIT YOUR ACCOUNT FOR FAILURE TO RETURN GWR REQUESTS.

Figure 12-1 Generator Warranty Return Notification Card

Section 13 Warranty Claim Payment Appeal Procedure

Kohler Co. attempts to be fair and consistent in the administration of the warranty policies and procedures, but if you are not satisfied with claim payment, use the following appeal process.

13.1 Warranty Claim Reimbursement Appeal Process

1. Write a letter to request further review. Include the warranty claim number and the reasons you believe the warranty claim should be reviewed further.
2. Send the letter to the attention of the warranty administrator within 30 days of claim payment or denial.

Kohler Co. will reply within 30 days of receipt of your letter.

Note: You must appeal within 30 days of payment or denial of your claim.

13.2 Verify Warranty Coverage in Advance

You can reduce warranty claim disputes by verifying warranty coverage in advance.

Dealers: If you are uncertain about warranty coverage, contact your distributor for clarification or preapproval *before starting the field work*.

Distributors: Contact the warranty administrator for clarification or preapproval before the field work is started.

Notes

Section 14 Flat Rates and Failure Codes

14.1 Flat Rates

Kohler Co. defines *flat rate* as the maximum allowable time for making a specific repair. Kohler Co. established the flat rates using facilities and equipment available to service outlets. The Warranty Flat Rates/Failure Codes manual for Industrial Generator Sets including Industrial Rental, Transfer Switches, and Switchgear, TP-5178, contains the flat rate and failure codes.

14.2 Failure Codes

Write the failure code of the primary failed part and the flat rate code for each warranty repair made in the spaces provided on the Warranty Claim form. See Section 11, Warranty Claim Form.

Notes

TP-5180 2/01e

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KOHLER[®] POWER SYSTEMS

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