

# Warranty Policies and Procedures

## RV/Mobile Generator Sets



**KOHLER**<sup>®</sup>  
POWER SYSTEMS

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# Section 1.

## Warranty Policy

Use this publication as a guide to determine the warranty policies and practices for Kohler generators, parts, and accessories. Use this publication to determine what constitutes a warranty claim and as a procedural guide in filling out Kohler generator warranty claim forms.

### Warranty Responsibility

All authorized Kohler generator distributors/dealers have the responsibility of warranty repair. Kohler Co. gives credit for warranty repairs only after receipt of the warranty claim. Fill out the warranty claim (K-1500) with all required details (including flat rates and failure codes). A description of submittal procedures appears later in this publication.

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 this will result in unnecessary expense and inconvenience to the distributor and annoyance to customers. Successful Kohler dealers have proven that minimal investment involved in preparation prior to delivery eliminates unnecessary service calls and results in greater overall profits. Before turning the product over to customers, explain the warranty and review the operation manual with them to stress the importance of good service. Make the customer aware that authorized Kohler service dealers must perform warranty repairs and that repairs by unauthorized persons may result in a loss of future warranty consideration.

## Customer Relations

One of the provisions 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 Generator Division product for sale in your place of business. Obtain the hang tags free of charge from your regular supplier of Kohler generator parts. Refer to Kohler part number.

### NOTE

Do not remove any tags attached to the generator. 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 each product.

Kohler limited warranties provide a basis for fair and equitable treatment. When a customer delivers 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. On the other hand, if your analysis indicates the failure occurred for some questionable reason, other than a manufacturing defect, under your obligation, explain the situation to the customer. If you perform repairs, collect payment from the customer. If the customer disputes the failure, forward the claim to Kohler Co. with full details for a final decision. Follow this basic business practice.

# Warranty Coverage Limitations

Kohler Co. 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 servicing. Do not consider the following conditions as manufacturing defects—warranty WILL NOT cover these.

1. Normal engine wear, routine tune-ups, tune-up parts, adjustments, and periodic service.
2. Damage due to accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, improper storage.
3. Damage due to operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage due to negligent maintenance such as:
  - a. Failure to provide specified type and sufficient quantity of lubricating oil.
  - b. Failure to keep air intake and cooling fin areas clean.
  - c. Failure to service air cleaner.
  - d. Failure to provide sufficient coolant and/or cooling air.
  - e. Use of other-than-factory-supplied or approved repair parts and/or procedures.
  - f. Failure to perform scheduled maintenance as prescribed in supplied manuals.
  - g. Failure to exercise with load regularly.

5. Installation charges and start-up costs.
6. Starting batteries and the following related expenses:
  - a. Labor charges related to battery service.
  - b. Travel expenses related to battery service.
7. Engine coolant heaters after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Travel/transportation charges.
10. Repair shop labor without prior approval from Kohler Co. warranty department.
11. Fuel, oil, or coolant/antifreeze.
12. Shop supplies such as adhesives, cleaning solvents, rags, etc.

## NOTE

Kohler Co. is not responsible for mobile and RV products used in marine applications.

## Warranty Time Limits

Section 2 gives the duration of the warranty for specific Kohler products. Generator set or system idleness during any portion of the warranty period or performed warranty repair or replacement does not affect or prolong the warranty expiration date.

# Section 2.

## Recreational Vehicle & Mobile Limited Warranty

Your Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the end user, 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. 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

**Recreational Vehicle Generator set and Kohler accessories installed in privately owned Recreational Vehicles.**

Three (3) years or 2,000 hours (whichever occurs first) from the date of purchase by the original end user. Transferrable to subsequent buyers.

Years 1 and 2: Parts, labor, removal and reinstallation.

Year 3: Parts and labor removal and reinstallation with a \$100 deductible to be paid by the end user per each repair visit.

**Recreational Vehicle Generator sets and accessories in Commercial/Rental or leased Recreational Vehicles.**

One (1) year or 2,000 hours (whichever occurs first) from the date of purchase by the original end user.

**Recreational Vehicle/Mobile Generator sets and Kohler accessories used for NonRecreational Vehicles and/or Mobile/Industrial/Standby applications.**

One (1) year or 1,000 hours (whichever occurs first) from the date of purchase by the original end user.

### The following will not be covered by warranty:

1. Normal engine wear, routine tune-ups, tune up parts, adjustments, and periodic service.
2. Damage due to accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, improper storage.
3. Damage due to operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage due to negligent maintenance such as:
  - a. Failure to provide proper and sufficient lubricating oil.
  - b. Failure to keep air intake and cooling fin areas clean.
  - c. Failure to properly service air cleaner.
  - d. Failure to provide sufficient coolant and/or cooling air.
  - e. Use of other than factory supplied or approved repair parts and/or procedures.
  - f. Failure to perform scheduled maintenance as prescribed in supplied manuals.
  - g. Failure to exercise with load regularly.
5. Original installation charges and start-up 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 after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Travel/Transportation charges.
10. Unauthorized repair shop labor, without prior approval from Kohler Co. Warranty Department.
11. Fuel, oil, coolant/antifreeze.
12. Shop supplies such as adhesives, cleaning solvents, rags, etc.

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 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 WARRANTIES, 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

KOHLER CO. GENERATOR DIVISION, KOHLER, WI 53044 U.S.A.  
TP-5376

# Section 3.

## Service Parts

Kohler Co. warrants all service parts for 90 days following installation into products (even if used in a product that no longer has the limited warranty). Kohler Co. warrants service parts against defect in material or workmanship when installed by an authorized Kohler generator service outlet. Kohler Co. gives no allowance for labor, travel time, mileage, incidental or consequential damages.

If you find a new part from your stock which is defective in material or workmanship, you may file a Kohler warranty claim (K-1500). Enter the word *Parts* in the box marked *Model* on the claim form. Enter the in-service date of the defective part and the date of repair of the part. Include on the claim a detailed description of the failure with a probable cause of the failure. If the new part failed immediately upon installation, enter the flat rate code and time allowed to remove and reinstall the defective part.

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

# Section 4.

## Class Generator Sets (Used/Noncurrent, Class I, II, III)

Operating hours and condition of unit define class generators. Use the classifications below for reference only.

Used/

Noncurrent Newly built generators returned from testing or trade shows with up to 50 hours of running time.

Class I Gas- or diesel-fueled generators returned to the factory showing minor evidence of use. Gasoline-fueled generators have 26 to 100 hours running time and diesel-fueled generators have 51 to 150 hours of running time. Kohler has restored Class I generators to operating condition. Class I generators may or may not include models of the latest specifications.

Class II Gas- or diesel-fueled generators returned to the factory showing evidence of extensive use. Gasoline-fueled generators have 101 to 200 hours and diesel-fueled generators have 151 to 300 hours. Kohler has repainted and restored Class II generators to operating condition. Class II generators may not include models of the latest specifications.

Class III Returned generators run over 200 hours (gasoline-fueled generators) or 300 hours (diesel-fueled generators). Kohler repaints some Class III generators and restores them to running condition. Class III generators usually include models of an older specification and style.

## Factory Warranties On Class Generators

Classification	Warranty Coverage
Used/Noncurrent	Standard Warranty
Class I*	6-Month Warranty
Class II*	30-Day Warranty
Class III	None, but warranted to work at time of receipt

\*Gas- and diesel-fueled generator sets

# Section 5.

## Non-Kohler Engine Warranties

Kohler distributors/dealers are authorized to service the following RV/mobile generator engines: Kohler, Honda, Tecumseh, Yanmar, Kubota, and Ford.

Kohler generator distributors are responsible for arranging warranty on non-Kohler engines not listed in the above paragraph, even though covered by the engine manufacturer's warranty and not the Kohler Co. warranty. Arrange warranty repair on a local basis; refer to the engine manufacturer's nearest authorized dealer/center listed in the Yellow Pages.

# Section 6.

## Warranty Reimbursement Policy

Upon approval of the warranty claim, payment/credit will be issued as follows:

1. Kohler Parts—Reimbursement for parts used for warranty repairs follows the profit schedule below.

### NOTE

Reimbursement with profit applies only to inventoried Kohler parts.

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

\* Refer to generator parts price book, items marked \*

\*\* Refer to generator parts price book, items marked \*\*

### Generator parts price book:

TP-5426: Printed Version

TP-5427: 3 1/2" Computer Diskette

TP-5428: 5 1/4" Computer Diskette

TP-5429: Magnetic Tape

### NOTE

If entitled to OEM reimbursement, please contact Kohler Co. service department for current rates.

2. Labor—Figure the labor credit at the retail labor rate registered at Kohler Co. All labor rates and labor rate increases are subject to Kohler Co.

approval. Increases will not exceed 10% in any twelve-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.

3. Travel—Kohler Co. does not allow travel charges for RV or mobile generator sets regardless of application. Travel time and mileage applies only to distributor's OEM in the distributor's area of responsibility.
4. Freight—Note charges on the claim with a copy of the freight bill attached. Kohler Co. makes allowances for shipments made by the most economical way. The customer must pay shipment charges if made any other way (air express, air freight, etc.).
5. Kohler Co. Emergency Order Charges—Note the charges on the warranty claim, and attach a copy of the order to the claim form for credit reimbursement. This does not apply to stock code 1 and stock code 2 service parts.
6. International Duties/Special Charges—Kohler Co. reimburses at the Kohler-approved, registered rate.
7. If replacing a complete generator set under warranty with a unit from your stock (requires Kohler Co. authorization), Kohler Co. will reimburse an additional 3% of the servicing account net cost of the generator set. This does not apply to units ordered from the factory for warranty replacement purposes. Submit a copy of the generator set Kohler Co. invoice with the warranty claim.

# Section 7.

## Submittal Procedures

Submit warranty claims according to the following procedure. Study this section and become thoroughly familiar with it. Incomplete forms will be returned by the factory.

1. Use Warranty Claim Form K-1500 for all generator warranty repairs. Fill in all required information. Pay special attention to the instructions given in this bulletin (see sample claim form).
2. If expectation of repair costs (parts and labor), including any short block or engine replacement, exceeds 50% of the product's original net value, contact your distributor, or Kohler Co. Generator Service Department at 414-565-3381 for an authorization number. Kohler Co. may elect to replace such product at Kohler Co.'s discretion. In such case, warranty coverage will apply to replacement product for the balance of the original coverage.

3. Send all claims to Warranty Department, Generator Division MS 072, Kohler Co., Kohler, WI 53044 U.S.A. Retain the file copy of the warranty claim.
4. Kohler Co. must receive all claims within 30 days (45 days internationally) after repairs. Kohler Co. reserves the right to refuse any claims received after the 30-day period (45 days internationally).

### NOTE

Kohler Co. requires all dealers and distributors to register their retail labor rates.

# Section 8.

## Generator Warranty Return (GWR)

1. Hold defective parts for up to 90 days from the date of claim payment by the authorized service account in case the service/warranty department requests the parts.
2. If Kohler Co. requires return of a part, Kohler Co. notifies the servicing distributor/dealer on the check detail and subsequently mails a Generator Warranty Return (GWR) postcard-size notification with a peel-off label which identifies the part to be returned. Please use this peel-off shipping label

and the instructions on the back of the notice to return the GWR parts to Kohler Co.

3. Return the parts within 10 days of request.
4. If Kohler Co. does not receive any parts within 10 days, then Kohler Co. reserves the right to refuse any claim.
5. Kohler Co. will not offer any form of reimbursement for materials returned without proper authorization. Kohler Co. reserves the right to return or scrap any materials sent without the authorized return label.

### NOTE

Kohler Co. reserves the right to debit your account for failure to return GWR requests.

# Section 9.

## Filling Out Warranty Claim Form

Kohler Co. will issue credit only for correctly completed warranty claims. Obtain claim forms free of charge from your regular supplier of Kohler generator parts. Kohler Co. mandates that all warranty claims include flat rates and failure codes. Kohler Co. denies any warranty claims lacking these codes and returns them to you. Fill out the warranty claim form according to the procedure outlined below.

### NOTE

Type or legibly print claims.

### NOTE

File separate warranty claims when performing warranty service on multiple product types (i.e., generator sets, transfer switches, or switchgear).

<h1 style="margin: 0;">KOHLER® Generator Set Warranty Claim</h1> <p style="font-size: small; margin: 0;">KOHLER CO. GENERATOR DIVISION, KOHLER, WISCONSIN 53044 PHONE: 414-565-3381 FAX: 414-459-1611</p> <p style="font-size: x-small; margin: 0;">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 &amp; Procedures.</p>						No. <b>999999</b> Claim Date / / (1)    Dist. Claim No. (2)		
						Freight Charges (Invoice Attached) (3)    Kohler Co. Authorization Number (4)		
Model (5)	S/N (6)	(13) CHECK (✓) THE USAGE TYPE UNDER THE APPROPRIATE MARKET						
Spec. (7)	# of Hrs. (8)	<b>INDUSTRIAL</b> <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Home Standby <input type="checkbox"/> Mobile/Trailer <b>PARTS</b> <input type="checkbox"/> Repair Parts	<b>RV</b> <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"/> Home Standby	<b>ALTERNATOR ONLY</b> <input type="checkbox"/> OEM <b>PORTABLE</b> <input type="checkbox"/> Stock <input type="checkbox"/> Private <input type="checkbox"/> Commercial <input type="checkbox"/> Rental	<b>MARINE</b> <input type="checkbox"/> Stock <input type="checkbox"/> Pleasure Craft <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Rental/Lease	<b>ATS</b> <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Home Standby <input type="checkbox"/> Other _____	<b>SWITCHGEAR</b> <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) / /							
Engine S/N* (11)	Repair Date (12) / /							
Distributor/Dealer (14)		Phone No.: ( ) (15)		PRIMARY FAILED PART		FAILURE CODE	FLAT RATE NO.	FLAT RATE 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								
Travel Time				(24)		Miscellaneous Labor Hours** (Other Than Flat Rate)		(27)
Mileage		300 M. Max. (25) M. 500 KM. Max.                      KM.						
Misc./Non-Kohler Parts (Invoice Attached)				(26)		Total Time Required for Repair (NOT INCLUDING TRAVEL TIME)		(28)

K-1500 (10/93)

Distribution: WHITE—Return to Kohler

CANARY—Distributor/Dealer

PINK—Dealers must forward to their Distributor

1. Enter the claim date (the date you filled out the claim form).
2. Enter your own claim number (optional).
3. Enter freight charges for warranty parts and/or GWR. (Please attach freight invoice.)
4. If Kohler Co. provided prior warranty authorization, enter the factory authorization number.
5. Enter generator model number.
6. Enter generator serial number.
7. Enter generator specification number.
8. Enter total number of operating hours.
9. Enter engine model number.

**NOTE**

If performing warranty work on an engine powering a Kohler generator set, provide both engine model and serial numbers (items 9 and 11).

10. Enter in-service (start-up) date.
11. Enter engine serial number.
12. Enter the repair date (the date you performed warranty service).
13. Check the usage type.
14. Enter name of distributor/dealer.
15. Enter main phone number as registered at Kohler Generator Division.
16. Sign the warranty claim.

17. Provide the owner's name and address.
18. Provide a written description of conditions found and work performed.
19. Enter part number of the primary failed part.
20. Enter the failure code of the primary failed part (refer to Flat Rates and Failure Codes Manual).
21. Enter the flat rate job number for each warranty repair made (refer to Flat Rates and Failure Codes Manuals). See Flat Rate Explanation following.
22. Enter the time listed in the flat rate manual for the flat rate number you entered in Step 21.
23. Enter quantity, Kohler Co. part number, and description of warranty service parts (other than the primary).
24. Calculate travel time per policy mileage rates.
25. Enter mileage (refer to Warranty Policies and Procedures Manuals, Submittal Procedures section).
26. Provide a dollar amount of miscellaneous/non-Kohler parts.

**NOTE**

You must attach an invoice copy if you expect credit.

27. Enter the labor hours it took to perform miscellaneous labor.
28. Enter the total time required for repair (not including travel time).

# Section 10.

## Flat Rate Explanation

Kohler Co. defines flat rate as the maximum allowable time for making specific repairs Kohler Co. assigns each flat rate a job number. Kohler Co. established the flat rates using facilities and equipment available to service outlets. Use the engine flat rate schedule for warranty repair of Kohler engines powering Kohler generator sets. Use the generator flat rate schedule for warranty repairs involving generators, controllers, accessory items, and equipment supplied by Kohler on non-Kohler engines. Find flat rate schedules for Kohler RV/mobile products in TP-5176.

If the flat rate schedule does not list a repair you made, enter a description of the work done and the actual time in *Misc. Work Performed* (other than flat rate) box on the warranty claim form. If you exceed the allowable flat rate time because of unforeseen circumstances, enter the actual time with an explanation of the causes. If you need additional space for explanation, continue it on the back of the form or on a separate sheet and forward to Kohler Co.

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# **KOHLER**<sup>®</sup> POWER SYSTEMS

KOHLER CO. Kohler, Wisconsin 53044  
Phone 920-565-3381, Web site [www.kohlergenerators.com](http://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