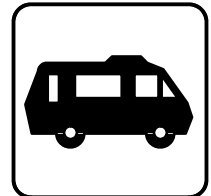


Warranty Policies and Procedures

Commercial & Recreational Mobile
Generator Sets



KOHLER[®]
POWER SYSTEMS

ISO 9001
KOHLER
GENERATORS
INTERNATIONALLY REGISTERED
U.S.A. Plant ISO Registered

TP-6018 10/98

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Section 1. Warranty Policies and Practices

1.1 Warranty Policy

This publication provides warranty policies and practices for Kohler generator sets, parts, and accessories. Use this publication as a guide in determining what constitutes a warranty claim and in following the procedures for completing Kohler generator set warranty claim forms.

1.2 Warranty Responsibility

All authorized Kohler generator set distributors/dealers have warranty repair responsibility. Kohler Co. gives credit for warranty repairs only after receipt of the correctly completed warranty claim. A description of submittal procedures appears in Section 7—Warranty Submittal Procedure.

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 and annoys customers. Successful Kohler distributors have proven that minimal investment 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 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 a loss of warranty consideration.

1.3 Customer Relations

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.

NOTE

Do not remove the 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 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. By contrast, if your analysis indicates the failure occurred for a 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.

1.4 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 service. Do not consider the following items as manufacturing defects. The warranty WILL NOT cover the following items:

1. **Normal engine wear**, routine tune-ups, tune-up 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** different from 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. Use of **repair parts and/or procedures that are not factory supplied or factory approved**.
 - f. Failure to perform **scheduled maintenance** as prescribed in supplied manuals.
 - g. Failure to regularly **exercise the generator set under load**.
5. Original **installation charges**.
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, heater controls, and circulating pumps** after the first year.
8. **Rental of equipment** during performance of warranty repairs.
9. **Travel and transportation charges** (does not apply to commercial mobile products).
10. **Repair shop labor** without prior approval from Kohler Co.'s Warranty Department.
11. **Engine fluids** such as fuel, oil, or coolant/antifreeze.
12. **Shop supplies**; for example, adhesives, cleaning solvents, and rags.
13. **Expenses incurred investigating performance** complaints unless the problem is caused by defective Kohler materials or workmanship.
14. **Maintenance items**; for example, fuses, lamps, filters, spark plugs, loose or leaking clamps, and adjustments.
15. Mobile products used in **marine applications**.

1.5 Warranty Time Limits

Kohler Co. provides to the original purchaser of commercial mobile generator sets warranty coverage for one year or 1,000 hours, whichever occurs first. The warranty is not transferable.

Kohler Co. provides to the original purchaser of recreational mobile generator sets warranty coverage for three years or 2,000 hours, whichever occurs.

The following items do not extend the warranty expiration date during any portion of the warranty period:

- Generator set or system idleness
- Downtime during performed warranty repair or replacement

1.6 Exceptions to the Standard Warranty

Defective Parts—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—Repair the radiator instead of replacing it whenever economically feasible.

Notes

Section 2. Generator Set Warranty

Commercial & Recreational Mobile Limited Warranty

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

Commercial Mobile Generator Sets and Kohler Accessories used for mobile applications.

One (1) year or 1000 hours, whichever occurs first, from the date of purchase by the original end user.

Recreational Mobile Generator Sets and Kohler Accessories used for recreational applications.

Three (3) years or 2000 hours, whichever occurs first, from the date of purchase by the original end user. Transferrable to subsequent buyers.

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

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

The following will not be covered by the warranty:

1. Normal engine wear, routine tune-ups, tune-up 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 different from the 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 properly service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Use of repair parts and/or procedures that are not factory supplied or factory approved.
 - f. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - g. Failure to regularly exercise the generator set under load.
5. Original installation charges.
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, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Travel and transportation charges (does not apply to commercial mobile products).
10. Repair shop labor without prior approval from Kohler Co.'s Warranty Department.
11. Engine fluids such as fuel, oil, or coolant/antifreeze.
12. Shop supplies; for example, adhesives, cleaning solvents, and rags.
13. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
14. Maintenance items; for example, fuses, lamps, filters, spark plugs, loose or leaking clamps, and adjustments.
15. Mobile products used in marine applications.

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 or 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. 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

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Notes

Section 3. Service Parts Warranty

3.1 Warranty Period

Kohler Co. warrants all service parts for 90 days following installation even if used in a product no longer under warranty. Kohler Co. warrants service parts against defects in material or workmanship when installed by an authorized Kohler generator set service outlet. 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 Kohler warranty claim (K-1500).

3.2 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.

3.3 Warranty Claims for Service Parts

To make a service parts warranty claim refer to Section 9—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 in-service 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 reinstall the defective part.
4. Check the repair parts box under the usage type heading on the Warranty Claim form.

Notes

Section 4. Reconditioned Generator Set Warranties

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

The number of operating hours and the condition of the unit define generator set classes. Use the classifications 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 and showing minor evidence of use. Kohler 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 and showing evidence of extensive use. Kohler 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 and showing evidence of extensive use. Kohler repaints some Class III generator sets and restores them to operating condition. Class III generator sets usually include older specification models and styles.

4.2 Class Generator Set Hours of Use and Warranty Coverage

The following table summarizes accumulated operating hours and warranty periods of reconditioned generator sets.

Warranty Coverage 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-Month
Class II	151-300	101-200	30-Day
Class III	over 300	over 200	None, but warranted to work at time of receipt

Notes

Section 5. Engine Warranties

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

- Ford
- Kubota
- Yanmar

Kohler generator set distributors are responsible for arranging the warranty repair 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 dealer or center listed in the yellow pages in the telephone directory.

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. and attach a copy of your invoice/bill of the engine repair to the claim.

Notes

Section 6. Warranty Reimbursement Policy

Upon approval of the warranty claim, Kohler Co. will issue the payment/credit as follows:

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.

Reimbursement for Warranty Repairs

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 the generator set parts price book, items marked * (Kohler Engine Part)
- ** Refer to the generator set parts price book, items marked ** (Kohler Twin Cylinder Short Block)

Generator Parts Price Book

Part No.	Price Book Type
TP-5426	Printed Version
TP-5427	3 1/2 in. Computer Diskette
TP-5757	3480 Cartridge

NOTE

If distributors/dealers are entitled to OEM reimbursement, contact the Kohler Co. Service Department for current rates.

2. **Repair Cost Limits**—If the expectation of repair costs (parts and labor), including any short block or engine replacement, exceeds 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 such a 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 three thousand dollars (\$3,000), contact the Kohler Co. Generator Service Department for authorization prior to the start of the repair.

3. **Labor Rates**—Figure the labor credit by using the retail labor rate registered at Kohler Co. 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 all dealers and distributors to register their retail labor rates. To register and change labor rates, request Form K-325, Dealer Agreement Registration and Change Notification, from your distributor. The distributor forwards a copy to Kohler Co. for processing.

4. **Travel for Commercial Mobile Products Only**—Kohler Co. pays travel time and mileage for warranty repair parts as follows:

Travel Time and Mileage for Warranty Repairs:

Stock Item Type	Stock Item Codes	Travel Time and Mileage
Standard	1 or 2	One round trip
Nonstandard	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:

Mileage Limits for Warranty Repairs:

Application	Mileage Limit
Mobile (Commercial)	150 miles (241 km)

† 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. Kohler Co. reimburses travel time at a travel rate of 45 miles per hour, plus 27 cents per mile (operating expense).

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 air travel receipt to claim form.

NOTE

Kohler Co. issues travel credit for one person only. Kohler 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 that 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 job startup cost.

5. **Freight Charges**—Note freight charges on the claim and attach a copy of the freight bill to the claim. Kohler Co. warranty covers ground freight only.

NOTE

The warranty does not cover emergency order charges on stock codes 1 and 2 service parts.

6. **International Duties/Special Charges**—The Kohler Co. reimburses at the Kohler-approved, registered rate.

7. **Generator Set Replacements**—If the distributor/dealer replaces a complete generator set under warranty with a unit from their stock (requires Kohler Co. authorization), Kohler Co. reimburses the distributor/dealer 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. For units ordered from the factory for warranty replacement purposes, Kohler Co. reimburses the distributor/dealer on a net cost basis. Submit a copy of the Kohler Co. generator set invoice with the warranty claim. Kohler Co. does not issue credit without a copy of the invoice attached to the warranty claim. Generator set replacements assume the remainder of the original unit's warranty period.

Section 7. Warranty Submittal Procedure

To submit a warranty claim, use the following procedure.

1. Use Warranty Claim Form K-1500 for all generator set warranty repairs. Fill in all required information. Pay special attention to the instructions given in K-1500. See the sample claim form and instructions in Section 9—Warranty Claim Form.
2. Detach and keep the file copy of the warranty claim. Send the other copies of the claim to

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 claims received after the due date.

NOTE

Kohler Co. requires dealers and distributors to register their retail labor rates. To register and change labor rates, use Form K-325, Dealer Agreement Registration and Change Notification. The distributor forwards a copy to Kohler Co.

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

Notes

Section 8. Generator Warranty Return (GWR) Procedure

Use the following procedure to return defective generator parts under warranty.

1. When Kohler Co. requires the return of a part, Kohler Co. notifies the servicing distributor or dealer on the check detail and subsequently mails a Generator Warranty Return (GWR) postcard-size notification with a peel-off shipping label that identifies the returned part.

Use the peel-off shipping label with the GWR number and follow the instructions on the back of the notice to return the failed parts listed on the label to Kohler Co.

2. Return the parts within 10 days of request.

If Kohler Co. does not receive the parts within 10 days, Kohler Co. reserves the right to refuse any claim.

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

NOTE

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

Notes

Section 9. Warranty Claim Form

9.1 Warranty Claim Information

Kohler Co. issues credit only for correctly completed warranty claims. Obtain claim forms free of charge from your regular 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 procedure following.

NOTE

Type or legibly print on warranty claim forms.

NOTE

Complete a separate warranty claim for each product type (e.g., generator sets, transfer switches, switchgear, or service parts.)

NOTE

Refer to Section 3, Service Parts Warranty when making 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

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 ① / /	Dist. Claim No. ②
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	RV	RV (cont'd.)	MARINE	ATS	SWITCHGEAR
Engine Model* ⑨	Inservice Date ⑩ / /	<input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Home Standby <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Rental/Kohler	<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 <input type="checkbox"/> Unicorn Mobile <input type="checkbox"/> Marathon	<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* ⑪	Repair Date ⑫ / /	PARTS <input type="checkbox"/> Repair Parts		ALTERNATOR ONLY <input type="checkbox"/> OEM			
	Failure Date / / ⑭						

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 ⑰	Description	⑲	⑳	㉑
Owner's Name (Last, First) ⑰		OTHER PARTS				
Address (Unit Location)		Qty.	Kohler Co. P/N ⑳	Description		
City, State, Zip Code/Country						
⑱ CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED						
Complaint						
Cause						
Correction						
Travel Time ⑳		Mileage 300 M. Max. _____ M. 500 KM. Max. ㉕ _____ KM.		Miscellaneous Labor Hours** (Other Than Flat Rate)		㉗
Misc./Non-Kohler Parts (Invoice Attached) ㉖				Total Time Required for Repair (NOT INCLUDING TRAVEL TIME)		㉘

K-1500 (10/98)

Distribution: WHITE—Return to Kohler

CANARY—Distributor/Dealer

PINK—Dealers must forward to their Distributor

9.2 Warranty Claim Form Completion

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 GWR freights. (Please attach the freight invoice.)
4. Enter the **date the unit failed**.
5. Enter the **generator set model number**.
6. Enter the **generator set serial number**.
7. Enter the **generator set 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 **usage type**.
14. Enter the **name of the distributor/dealer**.
15. Enter the main **telephone 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. Include the following:
 - Complaint
 - Cause
 - Correction

NOTE

If Kohler Co. provided prior warranty authorization, enter the **factory authorization number**.

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 (see the Flat Rates/Failure Codes Manual).
21. Enter the **flat rate job number** for each warranty repair made (see the Flat Rates/Failure Codes Manual). See Section 10—Flat Rates and Failure Codes.
22. Enter the **actual repair time**. See the Flat Rates/Failure Codes Manual for maximum time allowed.
23. Enter the **quantity, Kohler Co. part numbers, and description** of warranty service parts (other than the primary failed part).
24. **Travel** time (commercial mobile product only) is calculated per policy mileage rates.
25. Enter **mileage** (commercial mobile product only). See Warranty Policies and Procedures Manual, Warranty Reimbursement Policy Section.
26. Provide a **dollar amount** of miscellaneous/non-Kohler parts. Supply the Kohler part number when you are replacing a Kohler part number with a non-Kohler part number.

NOTE

To obtain credit, attach a copy of your vendor's/supplier's invoice .

27. Enter the **labor hours** required to perform miscellaneous labor. Miscellaneous labor must be supported in the description on the repair.
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.

Section 10. Flat Rates and Failure Codes

10.1 Flat Rates

Kohler Co. defines *flat rate* as the maximum allowable time for making a specific repair. Kohler Co. assigns each flat rate a job number. Kohler Co. established the flat rates using facilities and equipment available to service outlets. The following list shows the literature part number of the flat rate schedule for Kohler products.

Flat Rates and Failure Codes Manual

Flat Rates and Failure Codes for:	Part No.
Commercial & Recreational Mobile Generator Sets	TP-6019

10.2 Failure Codes

In addition to the flat rate number, identify the failure code of the primary failed part to determine failure mode.

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KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Web site www.kohlergenerators.com
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For the nearest sales and service outlet in U.S.A. and Canada
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