



## **WARRANTY PARTS / GENSET CLAIMS PROCEDURE**

The following procedure is designed to facilitate the return of a Gensets or Parts Under Power Technology's Limited Warranty program. To best serve our customers, and Service dealers with warranty issues. We have incorporated the Genset / Parts Warranty Claim Procedure. Power Technology's Limited Warranty is clear as who is covered, Which parts are covered under warranty and for how many years, or hours.

The customer and/or service center has certain responsibilities expected of them During the warranty process. Complete and accurate information from the customer will Ensure they receive the protection granted to them under Power Technology's Limited Warranty. It is very important that the customer and the service dealer understand the Warranty and follow these guidelines.

### **Customer's Responsibilities:**

1. Customer is required to pay in full for all parts prior to shipping.  
Power Technology will assume the shipping costs on parts shipped via Ground.  
The customer is required to pay for any warranty parts shipped 2<sup>nd</sup> day air, or Next day air at their request.
2. Customer is required to fill out in detail the warranty claim form and attached the Part I.D. tags with the necessary information.
3. Customer is required to ship all parts and claim form back to Power Technology Within 30 days from purchasing the warranty parts in order to receive full Warranty credit. The customer will assume the costs for return shipping.
4. Customer is required to notify Power Technology's Warranty Department if an Entire genset is to be sent back under warranty. Power Technology will not cover The shipping costs.
5. Power Technology will not assume the shipping costs of any genset sent back via Carrier.

**These are the customer's responsibilities for warranty claims. No claims will be Processed without all the necessary information completed or warranty parts returned.**

Power Technology Southeast, Inc.