

Warranty Policies and Procedures

Industrial



20 -2800 kW Generator Sets
Trailer-Mounted Generator Sets
Kohler Rental Power Generator Sets
Transfer Switches and Bypass Isolation Transfer Switches
Switchgear
PowerScan™ Wireless Monitor

KOHLER[®]
POWER SYSTEMS

ISO 9001
KOHLER
POWER SYSTEMS
NATIONALLY REGISTERED

TP-5180 11/07k

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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.

Note: If a unit is received with items missing or not as ordered, dealers should contact the distributor and distributors should contact the Kohler Co. sales coordinator. Provide unit model, serial number, spec number, Kohler® sales order number, and the part number or specifics of missing or incorrect items.

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 customer. Damage or deterioration caused by improper storage is not covered under warranty. 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.

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.

Refer to the warranty statements as outlined in Section 6.2 for items not considered manufacturing defects and, therefore, not covered by warranty.

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...* 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 (refer to Section 6.2). The paralleling switchgear system warranties begin on the completion date of the factory startup or six months from shipment, whichever occurs first. If you do not provide a startup notification upon factory request 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

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 radiator serial number and date code on the warranty claim form in the *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED* section. See Figure 12-1.

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. Provide the day tank or subbase tank identification codes on the warranty claim form in the *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED* section. See Figure 12-1.

Switchgear Circuit Breakers, PLCs, Protective Relays, and Touch Screens. Contact factory (switchgear service) for instructions.

Contact the factory for additional instructions, if necessary.

Follow the startup checklist on the back of this form. Then complete the form.

This form is required for coverage under the Kohler limited warranty and must be completely filled out at the time of initial startup. Representatives of the distributor/dealer and owner must sign the notification form. Signing this form represents acceptance of the unit and that all information on the startup form is correct. Return a copy of the completed form to the Kohler Co. within 60 days of the startup date.

<p>Startup Date</p> <p>mo. _____ day _____ yr. _____</p>

Authorized Kohler Representative Performing Startup		Owner Name/Unit Location			
Telephone		Telephone			
Company Name		Company Name/Owner			
Address		Address of Unit Location			
City		City			
State		State			
ZIP/Postal Code		ZIP/Postal Code			
Country		Country			
		Round-trip miles from nearest authorized Kohler servicing distributor/dealer to the power system equipment:			
Generator Set and Engine Nameplate Information					
	Generator Set No. 1	Engine No. 1	Generator Set No. 2	Engine No. 2	
Serial No.					
Model No.					
Spec No.					
Application Information (one item in each column must be checked)					
<input type="radio"/> Industrial <input type="radio"/> Residential/Commercial		<input type="radio"/> Mobile/Towable/Trailer-Mounted <input type="radio"/> Stationary		<input type="radio"/> Prime <input type="radio"/> Rental <input type="radio"/> Standby	
Transfer Switch and Switchgear Nameplate Information					
	ATS No. 1	ATS No. 2	ATS No. 3	ATS No. 4	Switchgear
Serial No.					
Spec No.					
Contact Serial No.					
Model No.					
Kohler Representative's Name (print)			Owner Representative's Name (print)		
Kohler Representative's Signature and Date			Owner Representative's Signature and Date		
mo. _____ day _____ yr. _____			mo. _____ day _____ yr. _____		

Form Distribution:

Mail WHITE copy to:
Warranty Department, MS 072, Kohler Co., Kohler, WI 53044

PINK copy: Distributor

YELLOW copy: Owner's Representative

K-625 (1/07e)

Figure 1-1 Startup Notification Form K-625

Generator Set/Transfer Switch Installation Checklist

This document has generic content and some items may not apply to some applications. Check only the items that apply to the specific application. Read and understand all of the safety precautions found in the Operation and Installation Manuals. Make the following installation checks before performing the Startup Checklist.

Note: Use this form as a general guide, along with any applicable codes or standards. Comply with all applicable codes and standards. Improper installation voids the warranty.

Equipment Room or Weather Housing		Does Not Yes Apply
<input type="radio"/> <input type="radio"/> 1. Is the equipment installed in a fire-resistant room (made of non-combustible material) or in an outdoor weather housing?	<input type="radio"/> <input type="radio"/>	25. Is the exhaust line sized per guidelines and does it have flexible connector(s)? Is the flexible connector(s) straight?
<input type="radio"/> <input type="radio"/> 2. Is there adequate clearance between the engine and floor for service maintenance?	<input type="radio"/> <input type="radio"/>	26. Is there an exhaust line condensate trap with a drain installed?
<input type="radio"/> <input type="radio"/> 3. Is there emergency lighting available at the equipment room or weather housing?	<input type="radio"/> <input type="radio"/>	27. Is the specified silencer installed and are the hanger and mounting hardware tightened?
<input type="radio"/> <input type="radio"/> 4. Is there adequate heating for the equipment room or outdoor weather housing?	<input type="radio"/> <input type="radio"/>	28. Is a heat-isolating thimble(s) installed at points where exhaust lines pass through combustible wall(s) or partition(s)?
<input type="radio"/> <input type="radio"/> 5. Is the equipment room clean with all materials not related to the emergency power supply system removed?	<input type="radio"/> <input type="radio"/>	29. Is the exhaust line free of excessive bends and restrictions? Is the backpressure within specifications?
<input type="radio"/> <input type="radio"/> 6. Is the equipment room protected with a fire protection system?	<input type="radio"/> <input type="radio"/>	30. Is the exhaust line installed with a downward pitch toward the outside of the building?
Engine and Mounting		
<input type="radio"/> <input type="radio"/> 7. Is the mounting surface(s) properly constructed and leveled?	<input type="radio"/> <input type="radio"/>	31. Is the exhaust line protected from entry by rain, snow, and animals?
<input type="radio"/> <input type="radio"/> 8. Is the mounting surface made from non-combustible material?	<input type="radio"/> <input type="radio"/>	32. Does the exhaust system outlet location prevent entry of exhaust gases into buildings or structures?
<input type="radio"/> <input type="radio"/> 9. Was the generator-to-engine alignment performed after attaching the skid to the mounting base? Generator sets with two-bearing generators require alignment.	<input type="radio"/> <input type="radio"/>	33. Are individuals protected from exposure to high temperature exhaust parts and are hot parts safety decals present?
Lubrication		
<input type="radio"/> <input type="radio"/> 10. Is the engine crankcase filled with the specified oil?		
Cooling and Ventilation		
<input type="radio"/> <input type="radio"/> 11. Is the cooling system filled with the manufacturer's specified coolant/antifreeze and purged of air?		
<input type="radio"/> <input type="radio"/> 12. Is there adequate inlet and outlet air flow (electric louvers adjusted and ventilation fan motor(s) connected to the corresponding voltage)?		
<input type="radio"/> <input type="radio"/> 13. Is the radiator duct properly sized and connected to the air vent or louver?		
<input type="radio"/> <input type="radio"/> 14. Are flexible sections installed in the cooling water lines?		
Fuel		
<input type="radio"/> <input type="radio"/> 15. Is there an adequate/dedicated fuel supply?		
<input type="radio"/> <input type="radio"/> 16. Are the fuel filters installed?		
<input type="radio"/> <input type="radio"/> 17. Are the fuel tanks and piping installed in accordance with applicable codes and standards?		
<input type="radio"/> <input type="radio"/> 18. Is there adequate fuel transfer tank pump lift capacity and is the pump motor connected to the corresponding voltage?		
<input type="radio"/> <input type="radio"/> 19. Is the fuel transfer tank pump connected to the emergency power source?		
<input type="radio"/> <input type="radio"/> 20. Are flexible fuel lines installed between the engine fuel inlet and fuel piping?		
<input type="radio"/> <input type="radio"/> 21. Is the specified gas pressure available at the fuel regulator inlet?		
<input type="radio"/> <input type="radio"/> 22. Does the gas solenoid valve function?		
<input type="radio"/> <input type="radio"/> 23. Are the manually operated fuel and cooling water valves installed allowing manual operation or bypass of the solenoid valves?		
Exhaust		
<input type="radio"/> <input type="radio"/> 24. Are the load conductors, engine starting cables, battery charger cables, and remote annunciator leads installed in separate conduits?		
AC Electrical System		
	<input type="radio"/> <input type="radio"/>	34. Does the nameplate voltage/frequency of the generator set and transfer switch match normal/utility source ratings?
	<input type="radio"/> <input type="radio"/>	35. Do the generator set load conductors have adequate ampacity and are they correctly connected to the circuit breakers and/or the emergency side of the transfer switch?
	<input type="radio"/> <input type="radio"/>	36. Is the battery charger AC circuit connected to the corresponding voltage?
Transfer Switch, Remote Control System, Accessories		
	<input type="radio"/> <input type="radio"/>	37. Is the transfer switch mechanism free of binding? Note: Disconnect all AC sources and operate the transfer switch manually.
	<input type="radio"/> <input type="radio"/>	38. Are the transfer switch AC conductors correctly connected? Verify lead designations using the appropriate wiring diagrams.
	<input type="radio"/> <input type="radio"/>	39. Is all other wiring connected, as required?
Batteries and DC Electrical System		
	<input type="radio"/> <input type="radio"/>	40. Does the battery(ies) have the specified CCA rating and voltage?
	<input type="radio"/> <input type="radio"/>	41. Is the battery(ies) filled with electrolyte and connected to the battery charger?
	<input type="radio"/> <input type="radio"/>	42. Are the engine starting cables connected to the battery(ies)?
	<input type="radio"/> <input type="radio"/>	43. Do the engine starting cables have adequate length and gauge?
	<input type="radio"/> <input type="radio"/>	44. Is the battery(ies) installed with adequate air ventilation?
	D D	45. Are the ends of all spark plug wires properly seated onto the coil/distributor and the spark plug?
Special Requirements		
	<input type="radio"/> <input type="radio"/>	46. Is the earthquake protection adequate for the equipment and support systems?
	<input type="radio"/> <input type="radio"/>	47. Is the equipment protected from lightning damage?

Figure 1-2 Startup Checklist (Attachment to Startup Notification; 2 pages)

Generator Set/Transfer Switch Startup Checklist

This document has generic content and some items may not apply to some applications. Check only the items that apply to the specific application. Read and understand all of the safety precautions found in the Operation and Installation Manuals. Complete the Installation Checklist before performing the initial startup checks. Refer to Service Bulletin 616 for Warranty Startup Procedure Requirements regarding generator set models with ECM-controlled engines.

- | Does Not
Yes Apply | Does Not
Yes Apply |
|--|---|
| <input type="radio"/> <input type="radio"/> 1. Verify that the engine is filled with oil and the cooling system is filled with coolant/antifreeze. | <input type="radio"/> <input type="radio"/> 28. Manually transfer the load to the emergency source. |
| <input type="radio"/> <input type="radio"/> 2. Prime the fuel system. | <input type="radio"/> <input type="radio"/> 29. Close the normal source circuit breaker or replace fuses to the transfer switch. |
| <input type="radio"/> <input type="radio"/> 3. Open all water and fuel valves. Temporarily remove the radiator cap to eliminate air in the cooling system. Replace radiator cap in step 21. | <input type="radio"/> <input type="radio"/> 30. Check the normal source voltage, frequency, and phase sequence on three-phase models. The normal source must match the load. |
| <input type="radio"/> <input type="radio"/> 4. Place the generator set master switch in the OFF/RESET position. Observe Not-in-Auto lamp and alarm, if equipped, on the controller. | <input type="radio"/> <input type="radio"/> 31. Open the normal source circuit breaker or remove fuses to the transfer switch. |
| <input type="radio"/> <input type="radio"/> 5. Press the lamp test, if equipped on controller. Do all the alarm lamps on the panel illuminate? | <input type="radio"/> <input type="radio"/> 32. Manually transfer the load to the normal source. |
| <input type="radio"/> <input type="radio"/> 6. Open the main line circuit breakers, open the safeguard breaker, and/or remove fuses connected to the generator set output leads. | <input type="radio"/> <input type="radio"/> 33. Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch. |
| <input type="radio"/> <input type="radio"/> 7. Turn down the speed control (electronic governor) or speed screw (mechanical governor).* | <input type="radio"/> <input type="radio"/> 34. Place the generator set master switch in the RUN position. |
| <input type="radio"/> <input type="radio"/> 8. Verify the presence of lube oil in the turbocharger, if equipped. See the engine and/or generator set operation manual. | <input type="radio"/> <input type="radio"/> 35. Check the generator set voltage, frequency, and phase sequence on three-phase models. The generator set must match normal source and load. |
| <input type="radio"/> <input type="radio"/> 9. Place the generator set master switch in the RUN position. Allow the engine to start and run for several seconds. | <input type="radio"/> <input type="radio"/> 36. Place the generator set master switch in the OFF/RESET position. |
| <input type="radio"/> <input type="radio"/> 10. Verify that the day tank, if equipped, is energized. | <input type="radio"/> <input type="radio"/> 37. Open the generator set main line circuit breakers, open the safeguard breaker, and/or remove the fuses connected to the transfer switch. |
| <input type="radio"/> <input type="radio"/> 11. Place the generator set master switch in the OFF/RESET position. Check for oil, coolant, and exhaust leaks. | <input type="radio"/> <input type="radio"/> 38. Reconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch. |
| <input type="radio"/> <input type="radio"/> 12. Turn on the water/oil heaters and fuel lift pumps. | <input type="radio"/> <input type="radio"/> 39. Close the normal source circuit breaker or replace fuses to the transfer switch. Place the generator set master switch to the AUTO position. |
| <input type="radio"/> <input type="radio"/> 13. Check the battery charger ammeter for battery charging indication. | <input type="radio"/> <input type="radio"/> 40. Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch. |
| <input type="radio"/> <input type="radio"/> 14. Place the generator set master switch in the RUN position. Verify whether there is sufficient oil pressure. Check for oil, coolant, and exhaust leaks. | <input type="radio"/> <input type="radio"/> 41. Place the transfer switch in the TEST position (load test or open normal source circuit breaker).
NOTE: Obtain permission from the building authority before proceeding. This procedure tests transfer switch operation and connects building load to generator set power. |
| <input type="radio"/> <input type="radio"/> 15. Close the safeguard circuit breaker. Adjust the engine speed to 50/60 Hz if equipped with an electronic governor or to 52.8/63 Hz if equipped with a mechanical governor.* | <input type="radio"/> <input type="radio"/> 42. Readjust frequency to 50 or 60 Hz with total building loads.* |
| <input type="radio"/> <input type="radio"/> 16. If the speed is unstable, adjust according to the appropriate engine and/or governor manual.* | <input type="radio"/> <input type="radio"/> 43. Verify that the current phase is balanced for three phase systems. |
| <input type="radio"/> <input type="radio"/> 17. Adjust the AC output voltage to match the load voltage using the voltage adjusting control. See the generator set/controller operation manual. | <input type="radio"/> <input type="radio"/> 44. Release the transfer switch test switch or close the normal circuit breaker. The transfer switch should retransfer to the normal source after appropriate time delay(s). |
| <input type="radio"/> <input type="radio"/> 18. Allow the engine to reach normal operating coolant temperature. | <input type="radio"/> <input type="radio"/> 45. Allow the generator set to run and shut down automatically after the appropriate cool down time delay(s). |
| <input type="radio"/> <input type="radio"/> 19. Check the operating temperature on city water-cooled models and adjust the thermostatic valve as necessary. | <input type="radio"/> <input type="radio"/> 46. Set the plant exerciser to the customer's required exercise period, if equipped. |
| <input type="radio"/> <input type="radio"/> 20. Manually overspeed the engine to cause an engine shutdown (68-70 Hz on 60 Hz models and 58-60 Hz on 50 Hz models). Place the generator set master switch in the OFF/RESET position.* | <input type="radio"/> <input type="radio"/> 47. Verify that all options on the transfer switch are adjusted and functional for the customer's requirements. |
| <input type="radio"/> <input type="radio"/> 21. Check the coolant level, add coolant as necessary, and replace the radiator cap. Verify that all hose clamps are tight and secure. | <input type="radio"/> <input type="radio"/> 48. If possible, run the building loads on the generator set for several hours or perform the load bank test if required. |
| <input type="radio"/> <input type="radio"/> 22. Place the generator set master switch in the RUN position. | <input type="radio"/> <input type="radio"/> 49. Verify that all the wire connections from the generator set to the transfer switch and optional accessories are tight and secure. |
| <input type="radio"/> <input type="radio"/> 23. Verify the engine low oil pressure and high coolant temperature shutdowns.* | <input type="radio"/> <input type="radio"/> 50. Verify that the customer has the appropriate engine/generator set and transfer switch literature. Instruct the customer in the operation and maintenance of the power system. |
| <input type="radio"/> <input type="radio"/> 24. Check the overcrank shutdown.* | <input type="radio"/> <input type="radio"/> 51. Fill out the startup notification at this time and send the white copy to the Generator Warranty Dept. Include the warranty form if applicable. |
| <input type="radio"/> <input type="radio"/> 25. Place the generator set master switch in the OFF/RESET position. | |
| <input type="radio"/> <input type="radio"/> 26. Open the normal source circuit breaker or remove fuses to the transfer switch. | |
| <input type="radio"/> <input type="radio"/> 27. Disconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch. | |

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 USA.

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

KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Fax 920-459-1646
For the nearest sales/service outlet in the
US and Canada, phone 1-800-544-2444
KohlerPowerSystems.com

TP-5374 12/99c

Industrial Trailer-Mounted 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 purchaser, 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*
Trailer-Mounted Generator Set & Accessories†	One (1) year or 1000 hours (whichever occurs first) from the initial startup date

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

†Accessories are generator set options included with the original purchase order and the trailer enclosure, chassis, and axle/wheels.

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.
17. Accessories such as cables/cable ramps, HVAC units, light towers, power distribution packs, and transformers.

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. Trailer-mounted generator sets 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 USA.

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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KohlerPowerSystems.com

TP-6170 6/02

Kohler Rental Power 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 purchaser, 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 initial startup date

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

†Accessories are generator set options included with the original purchase order.

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. Rental of equipment during performance of warranty repairs.
8. Non-Kohler-authorized repair shop labor without prior approval from Kohler Co. Warranty Department.
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. Engine fluids such as fuel, oil, or coolant/antifreeze.
13. Shop supplies such as adhesives, cleaning solvents, rags, etc.
14. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
15. 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. Generator sets 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 USA.

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-5935 4/02b

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 USA.

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-5373 12/99d

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 purchaser, 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	Warranty Coverage*
Switchgear	One (1) year from the initial startup date or eighteen (18) months from date of shipment from factory, whichever occurs first.

* The warranty start date can be changed from the original purchaser's invoice date to the startup date if the warranty registration with the startup notification is completed and sent to the manufacturer within 12 months of the original purchaser's invoice date.

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. 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.
5. Original installation charges and startup costs.
6. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
7. Rental of equipment during performance of warranty repairs.
8. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
9. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
10. Maintenance items such as fuses, lamps, and adjustments.
11. Removal and replacement of non-Kohler-supplied options or equipment.

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., Power Systems Service Department, MS072, Kohler, WI 53044 USA.

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-5504 8/05e

Section 5 Wireless Monitor Warranty

PowerScanMWireless Monitor One-Year Limited Warranty

Your Kohler product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, 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 the activation. 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*
Wireless Monitor	One (1) year from activation date†

*Some restrictions may apply.

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

The following will not be covered by the warranty:

1. Normal wear and parts.
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 negligent maintenance.
4. Original installation charges and the activation costs.
5. Batteries and labor charges related to battery service.
6. Travel/transportation charges, costs, or supplies.
7. Rental of substitute equipment during performance of warranty repairs.
8. Parts purchased from sources other than Kohler Co. Replacement of a failed Kohler part with a non-Kohler part voids warranty on that part.
9. Non-Kohler-authorized repair shop labor without prior approval from Kohler Co. Warranty Department.
10. Shop supplies such as adhesives, cleaning solvents, and rags.
11. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
12. Maintenance items such as fuses.

An activation notification date and device ID number must be on file at Kohler Co. Activation must be completed by an authorized Kohler distributor/dealer and received at Kohler Co.

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 USA.

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-6173 4/02

Section 6 Extended Warranty and Warranty Program Features

6.1 Extended Warranty

6.1.1 Introduction

In lieu of the one-year limited warranty, Kohler Co. offers the following extended warranties for an additional charge:

Generator Sets

- 2-Year Basic
- 2-Year Prime
- 5-Year Basic
- 5-Year Comprehensive
- 10-Year Major Components

Transfer Switches and Bypass Isolation Transfer Switches

- 2-Year Basic
- 5-Year Basic
- 5-Year Comprehensive
- 10-Year Major Components

Switchgear

- 2-Year Basic
- 5-Year Basic

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. Upgrades to existing extended warranties are also available. See Section 6.1.7. Contact Kohler Co. for detailed information on extended warranties.

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

6.1.2 Start Date

Extended warranty coverage begins on the startup date or original warranty effective date, whichever occurs first.

6.1.3 Prices

There is a one-time charge for extended warranties. The Kohler® On-Site Power Systems price list contains extended warranty prices. Products sold as part of the switchgear market are quoted on a project-specific basis.

6.1.4 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.

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 in Section 6.1.6, Registration Procedure, to purchase an extended warranty separate from the generator set, transfer switch, or switchgear.

6.1.5 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 6-1.
- 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 6.1.6, Registration Procedure, for additional information and the mailing address of the warranty department.

Registering an Extended Warranty

 Upgrading an Extended Warranty

Completely fill out this form prior to submittal to Kohler Co. for approval.

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

Type/Length of Coverage - **Generator Set and ATS** (Select One)

- Basic - 2 years or 2,000 hours (stationary standby)
 Prime - 2 years or 6,000 hours (stationary prime) (water-cooled diesel, 20 kW and larger)
 Basic - 5 years or 3,000 hours (stationary standby)
 Major Components - 10 years or 3,000 hours (stationary standby) (water-cooled diesel, 20 kW and larger)
 Comprehensive - 5 years or 3,000 hours (stationary standby)

Type/Length of Coverage - **Switchgear** (Select One)

- Basic - 2 years
 Basic - 5 years

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

Startup Date

Distributor/Dealer	Name			Telephone
	Address			
Owner	Name			
	Address			
	City	State	Country	ZIP/Postal Code
Generator Set	Model No.	Serial No.	Spec No.	
	1	1	1	
	2	2	2	
	3	3	3	
Automatic Transfer Switch	1	1	1	
	2	2	2	
	3	3	3	
	4	4	4	
Switchgear	ES No.			
Battery Charger	Manufacturer		Model	

Please refer to TP-5180 (Industrial) or TP-6046 (Residential/Commercial), Warranty Policies and Procedures, for extended policy information, guidelines, and limitations.

<p align="center">Registering an Extended Warranty</p> <ol style="list-style-type: none"> This Extended Warranty Registration must be completed by the distributor and sent to Kohler Co. for processing within one year of the startup date. A completed Kohler Co. Startup Notification must be on file at Kohler Co. in order to validate this registration for the extended warranty. Attach one of the following to the registration form: <ul style="list-style-type: none"> A copy of the original Kohler Co. invoice for the extended warranty (pages that prove purchase of said warranty and indicate serial number), or A purchase order for the extended warranty. Kohler Co. returns incomplete forms unprocessed. 		<p align="center">Upgrading an Extended Warranty</p> <ol style="list-style-type: none"> 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 startup date. Attach the following to the registration form: <ul style="list-style-type: none"> A copy of the original Kohler Co. invoice for the extended warranty (pages that prove purchase of said warranty and indicate serial number). A Kohler Co. purchase order for the upgrade to the extended warranty (include the upgrade charge on your purchase order). Provide hours of generator set operation as indicated by the hourmeter. Kohler Co. returns incomplete forms unprocessed. 	
Invoice No.	Purchase Order No.	Hours of Operation (required)	
Owner Approval Name	Authorized Distributor Name		
Signature	Signature		
Date	Date		

Distribution: WHITE: Kohler Co. CANARY: Owner PINK: Distributor GOLDENROD: Kohler Co.

K-8231 8/02e

Figure 6-1 Extended Warranty Registration/Upgrade Form K-8231

6.1.6 Registration Procedure

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 notification form to the following address:

Kohler Power Systems
Warranty Department, MS 072
Kohler, WI 53044 USA
2. Complete the extended warranty registration/upgrade form (K-8231). See Figure 6-1. 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.

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, and
- records the startup date for the warranty period.

6.1.7 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 6-1.
2. Attach a purchase order for the upgraded warranty to the warranty registration form. The purchase order should list the following items separately:
 - a. The extended warranty upgrade fee (see the price list).
 - b. The part number, description, and *price* for the upgraded extended warranty.
 - c. The part number, description, and *credit* for the existing extended warranty.
3. Attach a copy of the original extended warranty invoice.
4. See Section 6.1.6 for the mailing address of the warranty department.

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.

6.2 Warranty Program Features

6.2.1 Industrial Generator Set

	1-Year	Extended				10-Year Major Components
		2-Year		5-Year		
		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 US installations only. Contact the warranty administrator for information on international installations.

6.2.2 Industrial Transfer Switch and Bypass Isolation Switch

	1-Year	Extended			10-Year Major Components
		2-Year Basic	5-Year Basic	5-Year Comprehensive	
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 US installations only. Contact the warranty administrator for information on international installations.

6.2.3 Industrial Switchgear

	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 US installations only. Contact the warranty administrator for information on international installations.			

6.2.4 Industrial Trailer-Mounted

	Base Warranty for Towable Units†
Warranty Form Number	TP-6170
Application	Industrial Trailer-Mounted
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 US installations only. Contact the warranty administrator for information on international installations. † Extended warranties for industrial trailer-mounted units are not available.	

6.2.5 Wireless Monitor

	Base Warranty for Wireless Monitor†
Warranty Form Number	TP-6173
Application	All
Warranty Period from Startup Date	One year from activation date
Parts Reimbursement	Standard
Labor	Standard
Deductibles	None
† Extended warranties for wireless monitors are not available.	

6.2.6 Kohler Rental Power

The Kohler Rental Power warranty policy statement is strictly for units owned by or purchased from Kohler Rental Power.

	Base Warranty for Kohler Rental Power Units†
Warranty Form Number	TP-5935
Application	Kohler Rental Power
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 US installations only. Contact the warranty administrator for information on international installations. † Extended warranties for Kohler Rental Power units are not available.	

6.3 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 USA.

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-5497 12/99c

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 USA.

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 12/99c

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 USA.

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 12/99c

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 USA.

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 12/99c

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 USA.

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.

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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 12/99c

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 USA.

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-6085 2/00b

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 USA.

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-6086 2/00b

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 USA.

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

KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Fax 920-459-1646
For the nearest sales/service outlet in the
US and Canada, phone 1-800-544-2444
KohlerPowerSystems.com

TP-6087 2/00b

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 USA.

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 920-565-3381, Fax 920-459-1646
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KohlerPowerSystems.com

TP-6088 2/00b

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 or in accordance with Kohler policy in effect at the time of product shipment.

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, not to exceed thirty (30) months from date of shipment.

The extended warranty start date is determined by the standard warranty requirements and runs concurrent with the standard warranty during the first year. To receive extended warranty coverage, the provisions of the standard warranty registration must be met.

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. 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.
5. Original installation charges and startup costs.
6. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
7. Rental of equipment during performance of warranty repairs.
8. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
9. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
10. Maintenance items such as fuses, lamps, and adjustments.
11. Removal and replacement of non-Kohler-supplied options or equipment.

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., Power Systems Service Department, MS072, Kohler, WI 53044 USA.

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

KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Fax 920-459-1646
For the nearest sales/service outlet in the
US and Canada, phone 1-800-544-2444
KohlerPowerSystems.com

TP-6075 8/05c

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 or in accordance with Kohler policy in effect at the time of product shipment.

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, not to exceed sixty-six (66) months from date of shipment.

The extended warranty start date is determined by the standard warranty requirements and runs concurrent with the standard warranty during the first year. To receive extended warranty coverage, the provisions of the standard warranty registration must be met.

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. 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.
5. Original installation charges and startup costs.
6. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
7. Rental of equipment during performance of warranty repairs.
8. Non-Kohler-authorized repair shop labor without prior approval from the Kohler Co. Warranty Department.
9. Expenses incurred investigating performance complaints unless the problem is caused by defective Kohler materials or workmanship.
10. Maintenance items such as fuses, lamps, and adjustments.
11. Removal and replacement of non-Kohler-supplied options or equipment.

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., Power Systems Service Department, MS072, Kohler, WI 53044 USA.

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[®]
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KohlerPowerSystems.com

TP-6074 8/05c

Section 7 Service Parts Warranty

7.1 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.

Parts sold over the counter and installed by an end customer or non-Kohler dealer do not carry a Kohler® warranty.

If you find a new part from your stock defective in material or workmanship, file a warranty claim using form K-1500. See Figure 12-1.

7.2 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. Refer to Section 1.7, Repair Recommendations for Assemblies.

7.3 Warranty Claims for Service Parts

To file a service parts warranty claim, refer to the warranty claim form shown in Figure 12-1 and follow the directions below:

1. Enter the word *Parts* in the box marked *Model* on the claim form.
2. Enter the inservice date, failure date, and repair date for the defective part.
3. If the new part failed immediately upon installation, enter the flat rate code and time allowed to remove and replace the part.

Note: Labor to replace a defective service part applies only when the part fails immediately upon installation.

4. Check the repair parts box under the application type heading on the warranty claim form.
5. Enter the model, serial, and spec numbers of the unit in which the part was installed when it failed under *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED*. Include a brief description about what was found to be defective with the service part.

Note: Do not enter the unit numbers into the model, serial, and spec numbers fields when filing a warranty claim for a defective service part.

Section 8 Reconditioned Generator Set Warranties

8.1 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.

8.2 Class Generator Set Hours of Use and Warranty Coverage

Figure 8-1 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 IG	—	26 -100	6 months
Class ID	51 -150	—	6 months
Class IIG	—	101 -200	30 days
Class IID	151 -300	—	30 days
Class III	Over 300	Over 200	None, but warranted to work at time of receipt

Figure 8-1 Warranty Coverage for Reconditioned Generator Sets

Section 9 Engine Warranties

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

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

Waukesha engines must be repaired by an authorized Waukesha Engine Service Department.

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.

+ Contact the Kohler Co. Field Service Department.

Use the following procedure if a Kohler® generator set under extended warranty has an engine not included in the previous paragraph or no longer under warranty by the engine manufacturer but still within the Kohler® warranty period:

1. Arrange the repair with a local authorized dealer. File a claim with Kohler Co. Attach a copy of your invoice/bill for the engine repair to the claim.

OR

2. Contact the Kohler Co. for preapproval to perform the repair. Kohler Co. reviews requests on an individual basis.

Section 10 Warranty Reimbursement Policy

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

10.1 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® (stock item codes 1 and 2) parts.

10.1.1 Reimbursement for Warranty Repairs

Service Parts	Distributor	Dealer
Generator or ATS stock codes 1 and 2 parts (profit applies)	List less 28%	List less 10%
Other generator or ATS parts (profit not applicable)	Net price	List less 25%
Note: Kohler® Engine Part. Refer to the generator set service parts price indicator (see Section 10.1.2).		

10.1.2 Generator Set Parts Price Indicator

Part No.	Price Indicator Type
TP-5426	Printed Version
TP-6070-CD	CD-ROM

10.2 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 Power Systems Warranty 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 Power Systems Warranty Department for authorization prior to the start of the repair.

10.3 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 10-1.

10.4 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 US installations. Contact the generator set 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 66 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.

10.5 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: Returns via common carrier must be authorized by the Warranty Administrator. Contact the Warranty Department for instructions.

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.

10.6 International Duties/Special Charges

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

10.7 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 (see item 26 of Section 12.2) 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 12-1, Warranty Claim Form (K-1500).

Note: Section 10.7 does not apply to Kohler Rental Power 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 920-453-6362

Note: 1. Please type. 2. Complete all information for the company being registered.		Warranty I.D. No. (same as telephone)	
<input type="checkbox"/> New Dealer <input type="checkbox"/> Revised Labor Rate <input type="checkbox"/> Ownership Change <input type="checkbox"/> Cancellation <input type="checkbox"/> Re-Sign			
<input type="radio"/> ADDRESS/TELEPHONE NO. CHANGE Indicate Previous Address and Telephone No.			
<input type="radio"/> COMPANY NAME CHANGE Indicate Previous Name			
DEALER INFORMATION			
Dealer Name		Mailing Address (if other than business address)	
Address		P. O. Box	
City		City	
State/Province	ZIP/Postal Code	State/Province	ZIP/Postal Code
Dealer/Business Telephone ()	Dealer/Business Fax ()	Dealer Email Address	Dealer Website Address
Dealer Representative's Name (please print)		Dealer Representative's Signature	Date
DEALER CLASSIFICATION			
<input type="radio"/> Industrial Dealer <input type="radio"/> Marine Dealer <input type="radio"/> Mobile Dealer <input type="radio"/> Residential/Commercial Dealer			
DEALER TYPE		Are you a: (must check one)	
<input type="radio"/> Kohler Power Pro <input type="radio"/> Sales & Service <input type="radio"/> Sales Only		<input type="radio"/> Corporation <input type="radio"/> Sole Proprietor <input type="radio"/> Partnership <input type="radio"/> 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="radio"/> Yes <input type="radio"/> No		Signature of the name belonging to the Social Security No.	
Want to receive Kohler ON-LINE newsletter? <input type="radio"/> Yes <input type="radio"/> No			
DISTRIBUTOR INFORMATION			
Distributor Name		Date	
City		State/Province	
Distributor Representative's Name (please print)		Distributor Website Address	
Distributor Representative's Signature		Representative Email Address (please print)	
SERVICE FILE			
Does the dealer have a service file(s)? <input type="radio"/> Yes <input type="radio"/> No If no, order using the Kohler Power Systems subscription order form.			
Indicate below which service file format is to be registered.			
Paper Service File Format		CD Service File Format	
<input type="radio"/> TP-1100 Industrial	<input type="radio"/> TP-5999 Residential	<input type="radio"/> TP-1100-CDX Industrial	<input type="radio"/> TP-6090-CDX Residential
<input type="radio"/> TP-5260 Marine	<input type="radio"/> TP-5259 Mobile	<input type="radio"/> TP-6060-CDX Marine	<input type="radio"/> TP-6080-CDX Mobile
Other conditions of this agreement (see reverse side).			

Form Distribution: One Copy to Dealer One Copy to Distributor One Copy to Kohler Power Systems Generator Marketing Department K-325 9/05e

Figure 10-1 Form K-325

This agreement constitutes an appointment as a DEALER of Kohler Generator Sets and Service Parts for the classification indicated on the other side of this document.

This is a Contract of Sale and not of agency, and the DISTRIBUTOR shall not be subject to any expenses or liability incurred by the DEALER in the conduct of his business and shall not be obligated except as expressly provided in this agreement.

The DISTRIBUTOR agrees to sell and the DEALER agrees to buy Kohler Generator Sets and Service Parts on the terms and conditions hereinafter set forth.

DEALER'S area of primary responsibility is to be established by mutual agreement between DISTRIBUTOR and DEALER.

SALES PROMOTION AND ADVERTISING. The DEALER will promote the sale of Kohler Generator Sets and will complement Kohler Co.'s national advertising with a reasonable program of local advertising. Booklets, circulars, and other advertising material furnished by the DISTRIBUTOR will be distributed by the DEALER. Identification signs as recommended by Kohler Co. must be prominently displayed.

SERVICE. The DEALER will provide service facilities for maintaining Kohler Generator Sets in satisfactory operating condition. The DEALER will purchase a Kohler Generator Service File and keep the file up-to-date by adding any supplements supplied by Kohler.

WARRANTY. The Kohler warranty, as published, shall apply to all Kohler Generator Sets.

STOCKS. The DEALER must carry a stock of Kohler Service Parts as recommended by the Kohler DISTRIBUTOR in order to supply the requirements for their agreed area of responsibility.

ALTERATION AND TERMINATION. This agreement is not subject to alteration except as mutually agreed in writing. It may be terminated at any time by either party upon thirty days' written notice or other notice as required by law addressed to the last known address of the other party, and no claim for damages on account of such termination is to permit the processing of pending orders and commitments, nor the development of new business.

This agreement is not assignable.

EFFECTIVE DATE. This agreement shall take effect immediately upon the execution hereof and shall supersede all previous Kohler Generator Set agreements between the DISTRIBUTOR and the DEALER.

Figure 10-2 Back Side of Form K-325

Section 11 Warranty Submittal Procedure

To submit a warranty claim, use the following procedure:

1. Use Form K-1500, Generator Set/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 12-1 for the sample claim form and refer to the instructions in Section NO TAG, 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:

Kohler Power Systems
Warranty Department, MS 072
Kohler, WI 53044 USA

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 10-1.

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.

Section 12 Warranty Claim Form

12.1 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.

Include the flat rate number and the failure code on all warranty claims. Kohler Co. may deny and return warranty claims lacking these numbers/codes. Fill out the warranty claim form according to the instructions in Section 12.2.

Use either paper warranty claim form K-1500, shown in Figure 12-1, or file claims electronically using the warranty claim template, which is available free of charge from Kohler Co.

Note: For defective service parts stock, refer to Section 7.3, Warranty Claims for Service Parts.

12.1.1 Guidelines

Follow these guidelines when filling out the warranty claim:

- Type or print legibly on paper 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 7, Service Parts Warranty, for instructions on completing a warranty claim for service parts.

12.1.2 Template

Follow these guidelines when filling out the electronic warranty claim form template:

Note: Remember to *protect* your document before e-mailing it to Kohler Co.

1. Open Word document titled *Kohler Warranty Claim Form Template*.

2. The claim form template fills in the current date as the claim date when the template is opened.
3. Press the Tab key to advance to the next field.
4. Fill in the claim number field using your own numbering system. Kohler Co. no longer uses a prenumbered claim under the template format for filing warranty claims.
 - The claim number cannot exceed 10 characters.
 - The claim number can contain letters and numbers.
 - Our current system allows a claim number to be used one time only.
 - It is possible that more than one dealer or distributor may submit the same claim number.
 - If a duplicate claim number is received, Kohler Co. may add a letter to the end of the claim number *or* return your claim for a new number.

For example, ABC distributor uses warranty claim number 456789. If we receive a claim from XYZ distributor with the same claim number, we may return it or simply enter it as 456789A. Kohler Co. will make every attempt to add an alpha character to the claim number before returning the claim to the distributor for renumbering.

5. The template replaces the paper form. All pertinent information is still required as well as some additional information that was not required on the paper form. Follow the instructions in Section 12.2 to fill out the fields on the electronic form. The following additional information is required:
 - Dealer/distributor street address
 - City
 - State
 - Zip code

E-mail the completed warranty claim template to kohler.svc.wty@kohler.com. Kohler Co. returns incomplete or incorrect warranty claims.

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 (v) THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET						
Spec. (7)	Number of Hrs. (8)	INDUSTRIAL D Stock D Standby D Prime D Mobile/Trailer D Rental	RV D Mobile D Stock D Private Motor Home D Rental/Lease D Comm/Ind	CONSUMER MOBILE D Recreational/Private Motor Home D Comm/Ind D Marathon D Unicor/Mobile D Stock	MARINE D Stock D Pleasure Craft D Comm/Ind D Rental/Lease PARTS D Repair Parts D Stock	ATS D Stock D Standby D Mobile/Trailer D Home Standby D Other _____ ALTERNATOR ONLY D OEM	SWITCHGEAR D Stock D Standby D Prime D Peak Shaving D Interruptible Rate D Other _____	
Engine Model* (9)	Inservice Date (10) / /	RESIDENTIAL/ COMMERCIAL D Stock D 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 (20)	FLAT RATE NO. (21)	ACTUAL TIME (22)
Signature of Distributor or Dealer (16)		Kohler Co. P/N (19)		Description				
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 12-1 Warranty Claim Form (K-1500)

12.2 Warranty Claim Form Completion

The circled numbers in Figure 12-1 refer to the following numbered steps. Also see Figure 12-2 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 set 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*. 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 *inservice (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.
16. *Sign* the warranty claim.
17. Provide the *owner's name and address*.
18. Describe the conditions found and work performed, including:
 - a. *Complaint*. Be specific; *not working* or *defective* is not sufficient information.
 - b. *Cause*. Include information that specifies how it was determined the part is defective.
 - c. *Correction*. Claim must contain information supporting the replacement or repair of the part.
 - 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 the flat rate/failure code manual, TP-5178.
21. Enter the *flat rate number* for each warranty repair made; refer to the flat rate/failure code manual, TP-5178.
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 10.4, 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).

12.3 Warranty Claim Status

12.3.1 Distributors

Use the warranty menu option on the KOHLERnet™ to check the warranty claim status online.

12.3.2 Dealers

Kohler Co. returns incomplete or incorrect warranty claims and includes a Warranty Payment Detail listing the information needed to process the claim. See the sample in Figure 12-3.

Do not resubmit the claim. Enter the requested information on the Warranty Payment Detail and return it within 30 days. Fax the form to (920) 803-4977 or e-mail the information to kohler.svc.wty@kohler.com. Include the warranty claim number on the e-mail subject line. 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						Claim Date	Dist. Claim No.
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.						1 / 21 / 99	
Freight Charges (Invoice Attached)						2.19	
Model 100RZ91	S/N 395512	CHECK (v) THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET					
Spec. PA-187446	Number of Hrs. 25	INDUSTRIAL D Stock <input checked="" type="checkbox"/> Standby	RV D Mobile D Stock D Prime D Private Motor D Mobile/Trailer D Rental	CONSUMER MOBILE D Recreational/ Private Motor Home D Comm/Ind D Marathon D Unicorn/Mobile D Stock	MARINE D Stock D Pleasure Craft D Comm/Ind D Rental/Lease PARTS D Repair Parts	ATS D Stock D Standby D Mobile/Trailer D Home Standby D Other _____	SWITCHGEAR D Stock D Standby D Prime D Peak Shaving D Interruptible Rate D Other _____
Engine Model* LSG-875I-6005-A	Inservice Date 3 / 20 / 98	RESIDENTIAL/ COMMERCIAL D Stock D Home Standby	D Rental/Lease D Comm/Ind	D Comm/Ind D Marathon D Unicorn/Mobile D Stock	D Rental/Lease D Home Standby D Other _____	ALTERNATOR ONLY D OEM	
Engine S/N* 23867F-14-RH	Repair Date 1 / 14 / 99						
	Failure Date 1 / 10 / 99						
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.	NOTE: Extra travel and mileage for a trip to repair shop.						
Correction R & R radiator; took to shop for repair.							
No parts replaced; only repaired.							
*Radiator repair							
Travel Time		3.4		Miscellaneous Labor Hours** (Other Than Flat Rate)			
Mileage		150 M. / 500 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 12-2 Sample, Completed Warranty Claim Form

KOHLER Warranty Payment Detail
POWER SYSTEMS

Voucher No.

GENERATOR DIVISION KOHLER CO., KOHLER, WISCONSIN 53044 PHONE 920-565-3381

CLAIM NO. 349517	DATE RECEIVED 03/26/1999	SERIAL # 607661	MODEL NUMBER 35RZ60	DATE PAID	
CUSTOMER NAME		CUSTOMER ID NO.	DISTRIBUTOR NAME		
QTY	PART NUMBER	DESCRIPTION	LIST PRICE	PROFIT IF APPLICABLE	PART REIMBURSEMENT
1	DC514413				

Sample

INFORMATION NEEDED TO PROCESS CLAIM
 UNABLE TO PROCESS:
 1. PART NUMBER OF LEAKING RADIATOR AND GOVERNOR
 ADJUSTED WERE NOT PROVIDED.
 2. FLAT RATE LABOR CODES PROVIDED ARE INVALID FOR
 KOHLER UNITS.

Total Repair Parts	
Miscellaneous Parts	
Int. Freight	% of net
Duties	% of net
Freight	
MILEAGE	50
LABOR	
Repair	
Misc	
Travel	1.10
Total	1.10
SUB-TOTAL	
Deductibles	
Tax Withholding	
TOTAL PAYMENT	

Figure 12-3 Sample, Warranty Payment Detail

Section 13 Generator Warranty Return Procedure

13.1 Generator Warranty Return

When Kohler Co. requires the return of a claimed inoperative generator set, 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 13-1, 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.

Note: 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.

KOHLER®
POWER SYSTEMS, AMERICAS
N7650 CTY TRK LS
SHEBOYGAN, WI 53083
WARRANTY CLAIM #

↑

(GWR) GENERATOR WARRANTY RETURN

- 1.) THE GREEN SHIPPING LABEL IDENTIFIES THE PART(S) REQUIRED FOR RETURN.
- 2.) REMOVE THE GREEN SHIPPING LABEL LOCATED ON THE FRONT OF THE GWR CARD AND AFFIX LABEL TO THE OUTSIDE OF THE PACKAGE.
- 3.) CLEARLY IDENTIFY ALL PARTS WITH THE PART AND CLAIM NUMBER. INCLUDE THIS POSTCARD WITH YOUR RETURN.
- 4.) RETURNS MUST BE PACKAGED PROPERLY TO AVOID SHIPPING DAMAGE.
- 5.) ALL RETURNS MUST BE SENT TO THE ADDRESS ON THE GREEN SHIPPING LABEL.
- 6.) USE THE MOST ECONOMICAL METHOD OF SHIPMENT FOR RETURNS. CONTACT THE WARRANTY DEPT. FOR SHIPPING INSTRUCTIONS WHEN USING A COMMON CARRIER. (Phone 920-459-1773 or email kohler.svc.wty@kohler.com)

NOTE: PARTS MUST BE RECEIVED AT KOHLER CO. WITHIN 30 DAYS OF REQUEST. KOHLER CO. RESERVES THE RIGHT TO DEBIT YOUR ACCOUNT FOR FAILURE TO COMPLY WITH REQUEST FOR RETURN.

Figure 13-1 Generator Warranty Return Notification Card

13.2 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.

Section 14 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.

14.1 Warranty Claim Reimbursement Appeal Process

Submit your appeal request in writing. Include the warranty claim number and the reason you believe the warranty claim should be further reviewed. You must appeal within 30 days of payment or denial of your claim.

Use one of the following methods to submit your appeal:

1. Mail your appeal to Kohler Co., Warranty Department, MS 072, Kohler, WI 53044.
2. Fax your appeal to the attention of the Warranty Administrator at 920-803-4977.
3. E-mail your appeal to kohler.svc.wty@kohler.com. The subject line should say *Appeal*.

Kohler Co. will reply within 30 days of receipt of your written appeal request.

14.2 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.

Section 15 Flat Rates and Failure Codes

15.1 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.

15.2 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 12, Warranty Claim Form.

Notes

Notes

Notes

TP-5180 11/07k

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KOHLER[®] POWER SYSTEMS

KOHLER CO. Kohler, Wisconsin 53044
Phone 920-565-3381, Fax 920-459-1646
For the nearest sales/service outlet in the
US and Canada, phone 1-800-544-2444
KohlerPower.com

Kohler Power Systems
Asia Pacific Headquarters
7 Jurong Pier Road
Singapore 619159
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