

SERVICE CENTER LISTING INFORMATION FORM

Company _____

Address _____

City _____

State _____ Zip Code _____

Phone Number _____

Fax Number _____

Email Address _____

Owner _____

Service Contact _____

Labor Rates:

Shop Rates \$ _____

Mileage Rates \$ _____

Other Information:

- EASA Member
- Briggs Authorized Service
- Honda Authorized Service
- GM Authorized Service
- Ford Authorized Service
- Iveco Authorized Service
- Deutz Authorized Service
- Cummins Authorized Service
- Isuzu Authorized Service
- Kohler Authorized Service
- Volvo Authorized Service
- Other _____

Products you intend to Service

- Engine Driven Portables
- Package Standby Systems
- Standby Diesel Systems
- Mobile Diesel Generators
- PTO Driven Generators
- 2 Bearing Generators
- Emergency Vehicle Generators
- Automatic Transfer Switches
- Other _____

Comments _____

Signature _____

Date _____

Title _____

OFFICE USE ONLY

CUSTOMER ACCOUNT #	
DATE ENTERED:	
CREDIT CHECKED BY:	
ENTERED BY:	

WINCO/WINPOWER, INC. SERVICE CENTER AGREEMENT

INTRODUCTION

A. WINCO/WINPOWER Authorized Parts and Service Centers provide prompt and efficient service to users of WINCO and Winpower manufactured products when the need arises. They are encouraged to stock an adequate supply of parts and maintain suitable facilities to provide immediate service on any ordinary service requirement.

B. When a customer buys a WINCO or WINPOWER manufactured unit (s)he is purchasing a high quality product. It is designed and built for trouble-free operation by a company that has manufactured millions of generators for military and civilian application. All WINCO and WINPOWER products are carefully assembled, tested and adjusted prior to shipment. With reasonable care, WINCO/WINPOWER products will provide long, trouble-free service.

C. WINCO/WINPOWER supplies an instruction manual with each product to explain the proper method of installation and operation. A trouble-shooting section is also provided in many manuals to assist the end user in correcting minor problems.

D. WINCO/WINPOWER products have few moving parts and require a minimum amount of service. The only wearing parts on most units are the permanently lubricated bearings. Some models also have seals, brushes, and slip rings. These parts are designed to operate many hours without attention.

ENGINE SERVICE

Engines used on WINCO/WINPOWER products have many moving parts, and even though carefully designed and built, they require more frequent service attention. The engine manufacturers guarantee their own products and each has an excellent worldwide service organization. A complete list of service stations is available from WINCO/WINPOWER or from the engine manufacturer or distributor. All WINCO/WINPOWER dealers and Service Centers should acquaint themselves with engine service facilities in the customer's area.

PARTS STOCK

WINCO/WINPOWER will provide a "Recommended Product Spare Parts Stock" list upon request. Relatively few parts are required to service large numbers of units. Even though models have been redesigned and new features added, the most commonly replaced items are designed to fit several models and series. WINCO/WINPOWER requires no minimum number of parts stocked by Service Centers. Although stocking some parts may make good business sense, WINCO/WINPOWER maintains a large stock of replacement parts on hand for immediate shipment.

WARRANTY REPLACEMENT

Defective parts replaced under warranty must be tagged with part number, model number, and serial number of the unit and returned to the factory for examination, along with a copy of the Invoice and a Warranty Claim Form. The Warranty Claim Form must provide all information required to process the claim. Warranty charges are to be submitted directly to the factory for consideration. If it is determined that the claim is not warrantable, the Service Center must advise the customer and bill him/her directly. **NO WARRANTY CLAIMS WILL BE ACCEPTED FOR REPAIRING OR REWINDING ARMATURES, FIELD COILS, METERS, RELAYS, SWITCHES, OR MACHINED PARTS** without specific prior authorization from the WINCO/WINPOWER Service Manager. The factory will provide "Warranty Claim Forms" upon request. These forms should always be used to provide data requested, avoiding delays in processing claims.

SERVICE PROCEDURE

A. It is recommended that the following procedures be followed in handling WINCO/WINPOWER customers' needs for service:

1. The customer and Service Center should mutually determine the basic cause of the customer's trouble.
2. If the engine is the cause of trouble, the engine manufacturer's authorized service distributor or dealer should be contacted regarding the proper method of proceeding.
3. If the WINCO/WINPOWER product is the cause of trouble, it should be examined for blown fuses, loose connections, and other easily remedied causes as outlined in the instruction manual.
4. The whole unit, when applicable, including the engine and frame, must be delivered intact to the service center to simplify testing procedures. Automatic Package Standby units may be serviced in place. If in question contact the factory.
5. A WINCO/WINPOWER product may be shipped to the factory for the purpose of repair or evaluation. A Return Authorization must be requested and approved by the Service Department. In such event, the entire product should be shipped prepaid, and be accompanied by an RA number and appropriate documentation.

B. WINCO/WINPOWER Inc. does not accept certain charges as outlined in the printed warranty including:

1. Charges for repairing engines.
2. Mileage or travel time (unless authorized by WINCO/WINPOWER).
3. Charges for transportation of any product or part from the customer to the dealer or Service Center.

I AGREE TO ALL TERMS OF THE ABOVE PLAN.

SIGNATURE

COMPANY

DATE

PHONE #