

INFORMATION		
Company Name		
Address		
City	State	Zip/Postal Code
Telephone		
Fax Number		
Email		
Website		
Service Contact		

Note: For multiple service locations, send an attachment.

Winco has two levels of service partnership. Please indicate which type you are applying for. See Winco Inc Service agreement for terms.

- Authorized
- Certified

SERVICE

- Mobile (required for standby products)
- No Engine Work
- Non-Warranty Engine Work

WARRANTY AUTHORIZED ENGINE BRANDS

- Briggs & Stratton
- Honda
- Fiat Power Technologies (FPT)
- Isuzu
- Kohler
- Origin/Ford/PSI/GM
- Volvo
- Yanmar

24 HOUR SERVICE

- Yes Phone Number _____
- No

WINCO INC. SERVICE CENTER AGREEMENT

Winco recognizes the importance of our partnerships with our service centers to provide prompt and efficient service for Winco products. Winco strives to provide mutually beneficial opportunities for our service partners. This agreement establishes expectations for both service centers and Winco.

AUTHORIZED SERVICE CENTER EXPECTATIONS

- The service center is willing to accept warranty, maintenance, and repair work for all Winco products as specified on this application.
- The service center will maintain staff competent in the maintenance, troubleshooting and repair of generators sets.
- The service center will maintain staff competent in the maintenance, troubleshooting and repair of engines but is not required to have a direct warranty repair relationship with the manufacturer.
- Authorized service centers will maintain a storefront, facility and/or mobile operations.

CERTIFIED SERVICE CENTER EXPECTATIONS

- All expectations of Authorized Service Centers apply to Certified Service Center
- The Certified Service Center will maintain a warranty repair relationship with at least one of Winco's current engine brands.
- Mobile dealers will maintain the recommended stock list to reduce multiple trips to complete repairs.
- The Certified Service Center will maintain laptops with the Deep Sea programming software installed and updated.
- The certified dealers will have technicians complete the Winco training programs.
- The Certified Service Center will maintain signs on facilities and decals on service trucks advertising their Winco affiliation.
- The Certified Service Centers will only use the Winco 24-Hour service line for time sensitive issues and will not share it with outside groups.

OTHER EXPECTATIONS

- Engine service during the warranty period must be performed by a service center authorized by the engine manufacturer. Winco will not accept charges for warranty engine work that are not pre-authorized exceptions to these policies.
- A recommended parts stock list is provided by product types. Winco recommends service dealers stock the parts they use most commonly.
- Standard labor rates are \$65/hour applied to all products. We recognize some industries and areas require higher rates which can be requested by completing the Area Labor Analysis Form (F-154).
- The dealers will follow the current Warranty Procedures listed in document P-113.

WINCO OBLIGATIONS TO AUTHORIZED SERVICE CENTERS

- Winco will provide a service part discount of 30%.
- Winco will list the service center on our website service locator.
- Winco will provide a sign for each facility to advertise service work upon request.
- Winco will refer service and maintenance leads to service centers.
- Winco will prioritize tech and parts support for service centers.
- Winco will provide factory training at reduced rates.

WINCO OBLIGATIONS TO CERTIFIED SERVICE CENTERS

- All the obligations to Authorized Service Centers apply.
- Winco will provide a service part discount of 40%.
- Winco will list the service center on our website service locator with a certified marker.
- Winco will provide a sign for each facility and decals for service trucks at no charge.
- Winco will provide all Winco factory training at no charge. Winco supplier training may incur charges.
- Access to the Winco 24-hour service line.

Signature

Date