

WINCO[®] GENERATORS



An American Company



SERVICE CENTER



www.wincogen.com

L-1007/B

ABOUT US

Winco is a manufacturer of a broad range of generators located in rural Minnesota. We have been making generators since 1927. With over 95 years of experience, we have learned a thing or two about building great generators. We are committed to producing commercial and industrial grade products to serve our customers that want the best products. We don't skimp on material or workmanship and as a result we have a reputation for good quality products that work.



WHERE YOU COME IN

We recognize that any product without the field service team to maintain and service it will fail, leaving the customer dissatisfied. Winco strives to partner with the best service organizations to provide our customers with access to the best technicians in the business. If you want to grow your business, become part of our growing service network.



AUTHORIZED SERVICE CENTER

EXPECTATIONS

- The service center is willing to accept warranty, maintenance, and repair work for all Winco products as specified on their application.
- The service center will maintain staff competent in the maintenance, troubleshooting and repair of generator 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.

BENEFITS

- 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.



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 minimum stock list on board their trucks 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 advertising their Winco affiliations and decals on service trucks.
- 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.

BENEFITS

- 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. Training lead by a Winco supplier may incur charges.
- Access to the Winco 24-hour service line.

HOW TO START

Contact Winco Service at 507-357-6831 or email service@wincogen.com to get an application.

