



WARRANTY PROCEDURES

WINCO Limited Warranty

WINCO Incorporated warrants to the original purchaser for the warranty period that goods manufactured or supplied by it will be free from defects in workmanship and material, provided such goods are installed operated and maintained in accordance with WINCO written instructions.

WINCO's sole liability, and Purchaser's sole remedy for a failure under this warranty, shall be limited to the repair of the product. At WINCO's option, material found to be defective in material or workmanship under normal use and service will be repaired or replaced. For warranty service, contact a WINCO Authorized Service Center within the warranty period from date of purchase.

*NOTE: Units that are resold by original owner are not covered under this warranty. Any further warranty, whether expressed or implied, rests solely with the reseller.

THERE IS NO OTHER EXPRESS WARRANTY.

To the extent permitted by law, any and all warranties, including those of merchantability and fitness for a particular purpose, are limited to the warranty period from date of purchase. In no event is WINCO liable for incidental or consequential damages.

Note: Some states do not allow limitation on the duration of implied warranty and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply in every instance. This warranty gives you specific legal rights which may vary from state to state.

WINCO, INC. WARRANTY EFFECTIVE DATE

Air cooled units purchased for stock have 1 year to be sold. The warranty to the original retail customer commences on the date of sale of the product to them. All liquid cooled units have 180 days from the WINCO invoice to submit a start up date. If no startup form is submitted, then warranty period starts on the WINCO invoice date unit was sold.

Date of sale is defined as the day the customer takes delivery of the product. This warranty shall remain in effect to the original purchaser for the period stated on the sales literature. The warranty is not transferable and the retail customer must retain his original bill of sale as proof of purchase date.

WINCO, Inc. agrees to the following obligations during the warranty period:

1. To warrant any defect in material or workmanship of products sold under the WINCO and DYNA brand names in accordance with the warranty statements in the operator's manuals.
2. To reimburse authorized WINCO, Inc. Service Centers/Dealers for the cost of parts plus standard ground UPS shipping charges for all valid warranty repairs and to reimburse same said service centers/dealers for reasonable labor charges based on WINCO's current warranty labor reimbursement rate.
3. To furnish its authorized service centers/dealers with the necessary parts to make the repairs.

WARRANTY SERVICE CENTERS RESPONSIBILITY

The prompt and fair repair of WINCO/Dyna generators will only enhance the marketplace image of WINCO Inc and WINCO Authorized Service Centers.

1. The Service Center should not imply that any repair is a warranty until all the information is gathered and in questionable cases, the WINCO Service Department has been contacted and the warranty approved.
2. The Service Center should notify the customer that any non-warrantable repair is the customer's responsibility and arrangements should be made for non-warranty repairs and payment at that time.
3. All parts used for warranty repairs must be procured from WINCO, Inc. WINCO will not reimburse for parts locally purchased unless prior approval has been received in writing from the WINCO Service Department.
4. Warranty Service Centers will not charge customers for any part of a warranty repair without prior approval.
5. The Service Center must file request for warranty reimbursement within 30 days and retain all parts replaced during a warranty repair until payment has been received. If WINCO needs any of the parts returned we will call for them or inform the Service Center at the time of ordering that they need to be returned. All requests for warranty reimbursement must be filed using the WINCO Warranty Claim Forms; invoices will not be accepted.
6. All parts returned for warranty credit must be tagged with the Model & Serial Number of the generator that they were replaced on. Failure to properly tag parts will delay any warranty reimbursement.
7. WINCO Service Department has final authority for all warranty. If there is any doubt about warranty or warranty allowances contact the WINCO Service Department at 507-357-6831, before you continue.

SERVICING DEALER'S RESPONSIBILITY

WINCO dealers are authorized and encouraged to service the generators they sell without being listed as a Warranty Service Center. The same rules and responsibilities apply to the dealers as the Warranty Service Centers.

WARRANTY LABOR RATE

1. All requests for rate increase require dealer to complete form F-154 Area Labor Analysis.
2. Requests for labor rate increase of 10% or greater will also require the dealer submit to WINCO 100 sequential customer pay repair orders, or all the dealer's customer pay repair orders within a 90-day period, whichever is less, for services provided within the prior 180-day period.
3. Labor rate increases limited to one per calendar year.

WINCO Generator Warranty Periods & Restrictions

Industrial Portables

WL Models - 3 Years, See Notes 1 & 2

W Models - 3 Years, See Notes 1, 2, & 5

DP Models - 3 Years, See Notes 1 & 2

HPS Models - 2 Years, Home Use ONLY; Commercial use* is 90 Day Warranty, See Note 1

EMERGEN-C (EC) Series

2 Years, See Note 1

DE Series

1 Year/2000 hours, No Travel Time

Mobile Diesel Series

1 Year/2000 hours, No Travel Time

PTO Series

15kW & 10kW - 1 Year, Limited Farm Standby Only

25kW thru 165kW - 3 Years, Limited Farm Standby Only/Commercial use* 1 Year

Two Bearing Series

1 Year, Bench Labor and Parts only

Gaseous/Packaged Standby Series (PSS)

Air-Cooled Models (PSS8, PSS12, & PSS20) – 2 Years/2000 Hours Standby Only See Notes 3 & 4

Prime Power use 1 Year/2000 Hours See Notes 3 & 4

Liquid-Cooled Models (PSS21 - PSS150) - 2 Years/2000 Hours Standby Only See Notes 3 & 4

Prime Power use 1 Year/2000 Hours See Notes 3 & 4

Diesel Standby Series (DR)

Liquid-Cooled Models (DR12 - DR600) - 2 Years/2000 Hours Standby Only See Notes 3 & 4

Prime Power use 1 Year/2000 Hours See Notes 3 & 4

Automatic Transfer Switches (ATS) See ATS Manufacturer's Warranty

Note 1: First 2 years of warranty coverage includes Parts and Bench Labor Only, no travel time or labor allowance for removal or reinstallation of the product from its application.

Note 2: 3rd Year warranty coverage is parts only/no labor.

Note 3: Round trip mileage is limited to 200 miles per trip and a total of 2 trips per repair unless authorized in writing by the WINCO Service Dept.

Note 4: Mileage allow on permanently installed units only. Trailer mount units is bench labor only.

Note 5: W3000 is a 1 Year Warranty.

*Commercial use is defined as Construction, Rental, Prime Power, or use in a business of any type including agricultural and hobby. Prime Power use is defined as any application where the generator set is being used 'off-grid' where there is no utility power present. Standby use is defined as an application where utility power is present -and- the generator set is used as emergency backup during utility power outages.

WINCO reserves the right to change or improve it's products without incurring any obligations to make such changes or improvements on products purchased previously.

EXCLUSIONS:

WINCO does not warrant Engines. Engines are covered exclusively by the warranties of their respective manufacturers.

WINCO does not warrant Batteries, or Other Component Parts that are warranted by their respective manufacturers.

WINCO does not warrant modifications or alterations which were not made by WINCO, Inc.

WINCO does not warrant products which have been subjected to misuse and/or negligence or have been involved in an accident.

This warranty does not include travel time, mileage, or labor for removal or reinstallation of WINCO product from its application, unless specifically authorized.

WHAT IS COVERED BY WARRANTY

1. Generator end including rotor, stator, end brackets, and bearing.
2. Control box including transformers, circuit breakers, wiring, resistors, and switches.
3. LP/NG fuel system including fuel solenoid, demand regulator, carburetor, and hoses.
4. Cradle assembly including cradle, cross member, and shock mounts that fail. Shock mounts damaged from rough handling are not covered.
5. Reasonable travel time for the PSS & DR series generators only, that are permanently installed.
6. Ground shipping charges for warranty parts, no premium service, domestic US shipments only.

WHAT IS NOT COVERED BY WARRANTY

1. Products which have been subjected to alteration, modification, neglect or unauthorized repairs not approved in writing by WINCO, Inc.
2. Products no longer owned by the original purchaser.
3. Products with shipping or freight damage. File a freight claim with the delivery carrier.
4. Products suffering normal wear, accidents, improper maintenance or improper protection in storage. Products damaged by rough handling, such as shock mounts on cradle assemblies.
5. Pressure or steam cleaning of products, cleaning of fuel system, or flushing of cooling system.
6. Replacement of filter, belts, antifreeze, or lubricants.
7. Electrical items, such as light bulbs, receptacles, spark plugs, or any items damaged by welding or jump starting.
8. Any repeat or shop come-back repairs resulting from poor service work or improper diagnosis and testing. Replacement of parts as a trial-and-error method of diagnosis will not be considered for warranty.
9. Replacement parts other than those sold by WINCO, Inc.
10. Damage caused by fire, flood, lightning or any other natural disaster.
11. Damage caused by improper protection during installation, (i.e. not protecting contactor in the ATS panel and getting wire trimming or debris from drilling the box in the contactor coil or contacts.)
12. Damage caused by over loading of the generator and failure to adequately provide overload protection.
13. LP/NG fuel adjustments or conversion from one fuel to another.
14. Adjustment of any kind, all units are 100% load tested before shipping.
15. Any damage caused by the use of the equipment for purposes other than for which it was designed.
16. Engines - All engines used by WINCO Inc. are warranted by their respective manufacturer's.
17. Batteries - Must be returned to original battery manufacturer.
18. Damage caused by improper installation or failure to provide adequate ventilation.
19. Cosmetic repairs, such as repainting.
20. Freight charges for transportation to and from a Warranty Service Center.
21. Rental costs of renting replacement generators.
20. Travel time or service calls unless specifically authorized by WINCO, Inc. in writing.

REPLACEMENT PARTS WARRANTY POLICY

Replacement parts furnished by WINCO Inc., and installed on machines that are still within their original warranty period will be warranted for the remainder of the specific machine's original warranty period.

Replacement mechanical parts furnished by WINCO Inc., and installed on machines that are no longer within their original warranty period are warranted to be free from defects in material and workmanship for a period of 90 days from date of shipment.

Replacement electrical parts furnished by WINCO Inc., and installed on machines that are no longer within their original warranty period are warranted to be free from defects in material and workmanship for a period of 90 days from date of shipment. In the event an electrical part fails within this 90-day period the part must be returned to the factory for warranty validation. In all cases, determination of warranty eligibility will be based on factory and, where necessary, OEM inspection of the returned parts. No credit will be issued and no credit may be taken until that process is completed.

Parts that have been improperly installed, disassembled, damaged during removal, tampered with, re-worked, improperly maintained, abuse, or returned incomplete will not be covered by this warranty.

Parts returned without Return Material Authorization paperwork will not be covered by this warranty. Labor to remove or repair any component is not covered by this warranty. Damage incurred during shipment is the responsibility of the carrier and is not covered by this warranty. Parts that are obtained locally from OEM's or other sources not originating from WINCO Inc. are not covered under this warranty. If a replacement part has been procured from a source other than WINCO Inc. and the original defective part is then returned for warranty assessment and upon inspection is eligible for warranty coverage, warranty will be considered not to exceed WINCO's standard price of the part or to provide a replacement part, FOB WINCO Inc., Le Center, MN 56057

GENERAL INFORMATION

The WINCO, Inc. Service Department is open from 7:30 AM to 4:30 PM Central Standard time. It is located at 225 South Cordova Ave., Le Center, MN, 56057-1805. Phone Numbers: Service Department - 507-357-6831 FAX Line - 507-357-4857. Email address is service@wincogen.com The phone number to for the General Switchboard/Sales Department is 507-357-6821.

All warranty claims must be submitted to the above address. Any claim received that is not complete will be returned for completion. Warranty labor time is not unlimited, claims submitted for excessive hours will be adjusted to the "normal" time allowed on other claims. Warranty labor rates are also limited to a maximum rate established by WINCO, Inc. If you have any questions concerning a specific claim, contact the WINCO Service Department for assistance.