

# KIPOR

## KIPOR Warranty Service and Repair Program For Dealers



**KIPOR**

The information provided in the guide supersedes any previously published warranty information. This information is for the exclusive use of Kipor, its authorized distributors and dealers.

If you have questions about warranty procedures, please contact  
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# Section 1: INTRODUCTION

**A. This manual is for** Kipor Distributors and Dealers who carry out the Kipor warranty program. The purpose of this program is to assure customers that Kipor will repair or replace defects in materials or factory workmanship in Kipor Products during the applicable warranty period. The policy benefits dealers by reimbursing them for performing warranty service and establishing customer loyalty. Kipor also benefits by being able to monitor the quality of our products and providing improved products in the future.

As a dealer you are a very important part of the Kipor warranty program. Upon receiving the equipment, you should inspect it for concealed damage, you should prepare the products for delivery to the customer (set them up and make sure that they operate properly), and make sure that the products meet the quality standards. As you sell the products, you explain the warranty coverage during delivery and make sure that the product gets registered, and provide warranty service on all Kipor products when needed, regardless of where they were purchased. It is vital that you read and understand the policies and procedures in this manual in order for the warranty program to operate smoothly and efficiently.

## **B. Terms and Definitions**

**KPE** – Kipor Power Equipment

**Commercial Use** -- any usage to produce income.

**Consequential Damage**-- any damage or loss that is indirectly caused by the failure of a piece of equipment. Examples are, but are not limited to, loss of work, damage to equipment attached to the Kipor product, etc. Consequential damage is not covered under Kipor's warranty.

**Dealer** -- business establishments that are authorized to retail new Kipor products and/or provide warranty service for those products. Typically a dealer will cover a local geographic area, as determined by the distributor.

**Distributor**-- authorized Kipor Power Equipment distributors, responsible for a larger geographic area. Distributors support the dealer channel.

**Personal or Non-Commercial Use** – any end user who operates a Kipor product for their own household or recreational use only.

**Replacement Parts** -- new and genuine Kipor parts acquired through KPS Distributors and/or dealers.

### **C. DISCLAIMER**

Kipor reserves the right to change any of the policies or procedures in this manual without notice. If you notice any errors or have any suggestions on how to improve this manual, please contact KPS at [service@kiporpowerequipment.com](mailto:service@kiporpowerequipment.com)

## **Section 2: WARRANTY PROGRAM**

### **A. Overview**

Kipor Power Equipment Inc. (Hereafter KPE), a US subsidiary of Wuxi Kipor Power Co. Ltd., will administer the warranty program for Kipor products sold through authorized distributors and dealers in North America.

KPE will reimburse distributors for all reasonable labor charges at their posted labor rates – not to exceed the locality standard average and the KPE suggested retail cost of any service center provided parts. Warranty parts will be sent to the distributor, via standard freight. If the customer desires faster shipment, the shipping cost will be passed along to the customer, with no mark-up applied. Dealer furnished non-Kipor repair parts (i.e., nuts, bolts, screws, etc.) will be reimbursed at the dealer's cost.

### **B. Process**

Dealer service centers should verify coverage (obtain Proof of Purchase) and that a problem is a warrantable failure. This warranty applies only to Kipor Products sold by authorized distributors through their authorized dealers. Kipor Products sold by former North American distributors are ineligible for coverage under this warranty, without prior approval from KPE. Always obtain proof of purchase from the owner and if there is any doubt, call KPE for verification of the serial number.

Authorized dealer service centers may open a claim without prior authorization in most situations, only in cases of catastrophic failure (i.e., engine, inverter, etc.) is a prior authorization necessary. The Flat Rate Manual is the guide to use when determining the scale of the repair. **KPE must be contacted on warranty costs that will exceed more than 50% of the cost of a replacement product to determine the corrective action**

Completed claim forms and supporting documents are to be sent to the

distributor on a weekly basis. The distributor will record the claim, assign a claim number, and forward the claim to KPE. KPE will review and approve the claim, or consult with the distributor/dealer if further information is needed.

KPE will return all completed and approved claim forms to the distributor, who will in turn reimburse the dealer service center. KPE will reimburse the distributor in the form of a credit to their open account.

The service center is expected to evaluate all warranty situations using the guidelines of the Kipor Warranty Statement. **Particular attention must be paid to only servicing defects in material or workmanship.**

Genuine Kipor parts are to be used in all warranty repairs, with the exception of batteries, spark plugs, fasteners, and lubricants.

All parts drawings and service manuals will be provided to service centers at no charge. Please go to ~~www~~[www.kiporpowerequipment.com](http://www.kiporpowerequipment.com) where current service manuals and troubleshooting information is available for download.

### **C. Dealer Responsibilities**

1. All service centers that are authorized to perform warranty service must maintain and operate a service facility that meets or exceeds Kipor requirements.
2. Inform customers about any warranty that applies to a Kipor product, to include the type of warranty, duration, coverage and exclusion before purchase and upon purchase, as required by the U. S. Magnusson-Moss Warranty Act.
3. All authorized sales outlets should provide setup and perform pre-delivery service before delivery to the customer.
4. New Kipor parts must be used when performing warranty repairs.
5. Kipor Service Centers are authorized to perform warranty service within North America for all valid warranty repairs requested by customers, providing the Kipor product was purchased from an authorized dealer within North America and the product is still within the warranty period.
6. Any warranty repair must be completed without charge to the customer. The Service Center must discuss the warranty repair with the customer prior to the work being done, and the customer must be told precisely what will be covered under the warranty.

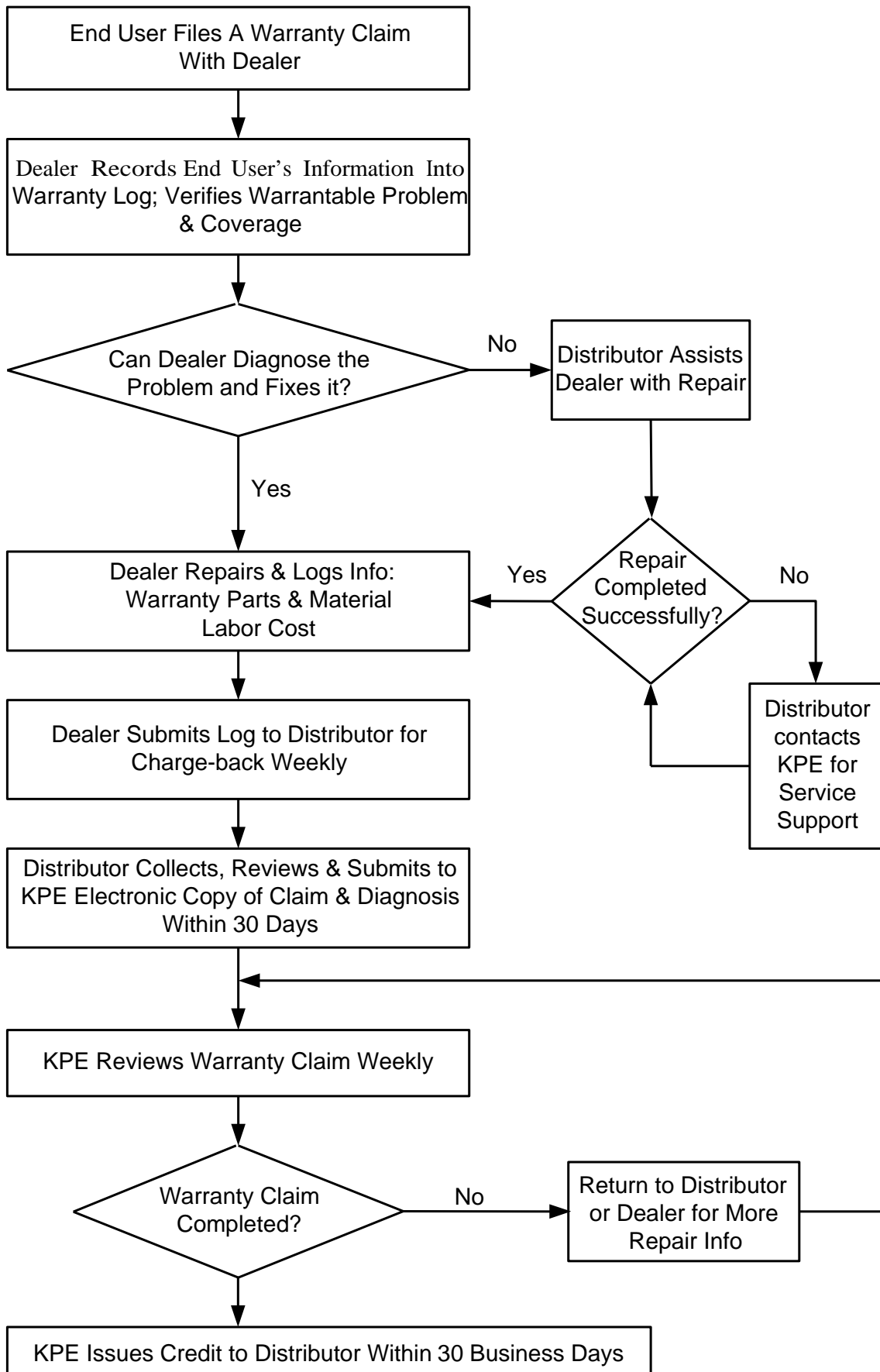
7. Kipor is not responsible for any damage or malfunction resulting from improper service, improper repair, or faulty workmanship by the Service Center.
8. If a customer brings in a unit that was involved in an incident resulting in injury or fire, and the customer states that the incident was due to a defect, it is critical to follow the procedures listed below:
  - a. DO NOT express any opinion, either verbally or in writing. These determinations will be made by Kipor and legal counsel.
  - b. Prepare a detailed report, with as much information as you can obtain to include:
    - i. Any personal injury claims
    - ii. Customer's description of the incident
    - iii. Conditions where the incident occurred
    - iv. Type and cause of failure
    - v. Any prior service record for the Kipor product
    - vi. Extent of product damage
    - vii. Extent of any property damage
    - viii. Any additional pertinent information
  - c. Inform the customer that a Kipor representative may inspect the unit before any repairs are made and that you or a Kipor representative will contact them within a few days.
  - d. After the customer leaves, immediately call your Distributor and relay all pertinent information.
  - e. DO NOT make any repairs until authorized to do so.
  - f. After repairs are completed, retain all parts that were replaced until you are authorized to dispose of them or return them to KPS.

## **D. Customer Responsibilities**

1. Properly operate and maintain the product under warranty as per outlined in the Operation Manual for the product.
2. Pay the costs of:
  - a. Regular service and maintenance
  - b. Replacement of normal wear and tear usage items
  - c. Tear-down or inspection for a suspected warranty problem that proves not to be covered by warranty
  - d. Transportation costs to and from the authorized Kipor Service Center.



# WARRANTY CLAIM PROCESSING PROCEDURE



# F. Limited Warranty

## Kipor Equipment

### LENGTH OF WARRANTY:

Kipor Products are covered by this warranty from the date of original retail purchase for a period of two (2) years for residential use and for one (1) year for commercial and rental applications. Residential use is a Kipor product used in maintaining the owner's primary and/or secondary residence. Any other use, including but not limited to informal "for hire" use, is considered commercial and/or rental use. Batteries shipped with equipment are warranted by the battery manufacturer. The warranty coverage is continual from the original date of purchase and does not restart upon the replacement of any part or complete unit. Individual parts replaced at any point during the warranty period are only eligible for the warranty coverage for the balance of the original warranty period.

### ELIGIBILITY:

To be eligible for warranty service, the product must be purchased in the United States or Canada from an authorized dealer. The warranty applies to the original purchaser only and is not transferrable. Proof of purchase and/or product registration is required. Warranty service is not available outside of the United States or Canada. The customer is responsible to give notice to an authorized Kipor Service Center of any and all apparent defects within ten (10) days after discovery, and make the machine available at that time for inspection and repairs at such dealer's place of business.

### COVERAGE:

Parts and service will be covered by Kipor for any failure that is proven to be a failure in material or workmanship under normal use during the applicable warranty time period. This coverage is limited to parts and labor. It is the responsibility of the end user to return the product to the nearest authorized repair center as directed by the warranty administration office. Kipor reserves the right to repair or replace any part or unit at its option. Kipor may request defective parts to be returned. Anything replaced under warranty becomes the property of Kipor.

### TO OBTAIN WARRANTY SERVICE:

Contact any authorized dealer through our dealer locator found at [www.kiporpowersystems.com](http://www.kiporpowersystems.com), or e-mail: [usa@kipor.com](mailto:usa@kipor.com). If contacting us by e-mail, be sure to include a description of the problem as well as all return contact information, such as address, phone number, fax number, e-mail, etc. Generator serial number and proof of purchase is required.

### EXCLUSIONS:

#### THIS WARRANTY DOES NOT EXTEND TO:

1. Parts affected or damaged by accident and or collision
2. Failures due, but not limited to, normal wear and tear, misuse, abuse, negligence, or improper use.
3. Failures caused by any external cause or act of God, such as theft, vandalism, riot or wars, nuclear holocaust, fire, freezing, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado or hurricane.
4. Damage related to rodent and/or insect infestation.
5. Failure due to misapplication.
6. Exposure to chemical agents, bird droppings, sea water, sea breeze, salt, or other environmental phenomena.
7. The costs of normal cleaning, maintenance and adjustment to include carburetor cleaning, engine oil change, belt and cable adjustments.

### DISCLAIMER OF CONSEQUENTIAL DAMAGE AND LIMITATION OF IMPLIED WARRANTIES:

Kipor denies any responsibility for loss of time or use of the product, transportation, commercial loss, or any other incidental or consequential damage. Any implied warranties are limited to the duration of this written warranty. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above exclusions 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.

## G. Emission Control Warranty

The U S Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) require manufacturers of small off-road engines to warranty their products with a two year warranty for those components that are specified as being part of the emission control system. Kipor, EPA, and CARB offer the following explanation of the Emission Control Warranty.

In the US and California, new small off-road engines must be designed, built, and equipped to meet stringent emission standards. Kipor must warrant the emission control system on your engine for the periods of time listed below, provided there has been no abuse, neglect, improper maintenance, or unauthorized application of your small off-road engine.

If a warrantable condition is determined, Kipor will authorize the repair of your small off-road engine at no cost to you including diagnosis, parts, and labor.

### Coverage

Emissions control parts on the engine are warranted for a period of two years, subject to the provisions set below. If any covered part on your engine is defective, the part will be repaired or replaced by a Kipor authorized dealer.

### Owner's Responsibilities

You are responsible to maintain the engine as defined in your Kipor Owner's or Operation Manual. KPS recommends that you retain all records and receipts covering your maintenance on your engine, but KPS cannot deny warranty claims based on the lack of receipts or for your failure to perform all scheduled maintenance. You may be denied warranty coverage if a part has failed due to abuse, neglect, improper maintenance, or unapproved applications.

You are required to bring your equipment to an authorized Kipor Service Center for repairs as soon as a problem exists. For emissions warranty service, contact your nearest dealer. A listing is available at [www.kiporpowersystems.com](http://www.kiporpowersystems.com) or at [service@kiporpowerequipment.com](mailto:service@kiporpowerequipment.com).

### Emission Control System Parts

Coverage under this warranty extends only to the emissions control parts listed below:

1. Fuel System
  - a. Carburetor gaskets
  - b. Fuel lines, fittings, and clamps
  - c. Fuel filter (if equipped)
  - d. Fuel pump (if equipped)
  - e. Carburetor
2. Intake System
  - a. Air cleaner assembly
  - b. Intake manifold
3. Ignition System
  - a. Ignition coil
  - b. Spark plug
4. Exhaust System
  - a. Catalytic converter (if equipped)
  - b. Exhaust manifold
  - c. Gaskets
5. Crankcase Breather System
  - a. Breather assembly
  - b. Breather tube
6. Air Injection System
  - a. Secondary air injection valve
7. Fuel Tank Evaporative Emissions Control System

- a. Fuel tank
  - b. Fuel cap
  - c. Carbon canisters and brackets (if equipped)
8. Miscellaneous Items used in above
- a. Hoses, connectors, and fittings
  - b. Electrical switches

### Warranty Provisions

1. **CLAIMS.** Warranty claims shall be filed in accordance with the provisions of the Kipor warranty and policies established with the authorized repair center network.
2. **EXCLUSIONS.** Warranty coverage shall be denied for failure of an emissions control system part caused by abuse, neglect, improper maintenance or application as described in the Kipor Owner's or Operation Manual. Additionally, coverage may be denied for the use of add-on parts, modified parts, or parts that are not equivalent to original Kipor parts in performance and durability.
3. **LENGTH OF COVERAGE.** Kipor warrants to the original retail purchaser and each subsequent owner that the emissions control system shall be free of defects in materials and workmanship for a period of two (2) years from the date of the purchase of the original retail customer.
4. **REPAIR OR REPLACEMENT COST.** Repair or replacement of any emissions control system part will be repaired at no charge to the owner, including diagnostic labor which would determine that an emissions control system defect exists if the repair is performed at an authorized Kipor Service Center.
5. **CONSEQUENTIAL DAMAGE.** Repairs will extend to any other engine part damaged by the failure of any emission control system part.
6. **MAINTENANCE.** The emissions control system and associated parts are warranted for defects during the warranty period only. The warranty does not cover any replacement of parts that are replaced as required by the maintenance schedule in the Kipor Owner's or Operation Manual. Any replacement part that is equivalent in function and durability may be used for maintenance or repairs.

If you have any questions regarding your rights and responsibilities under this emissions system warranty, you may contact the Kipor Aftermarket Support Office. If you have any questions regarding your warranty coverage, you should contact a KIPOR customer service representative in your region or at 1-888-645-0197 or [service@kiporpowersystems.com](mailto:service@kiporpowersystems.com)

By mail: Kipor Power Equipment

ATTN: Technical Support

12021 NE Airport Way, Suite G

Portland, OR 97220

## H. Replacement Parts Warranty

### LENGTH OF WARRANTY:

Repair or replacement parts are warranted for ninety (90) days from the date of purchase. Any part replaced during the base warranty period assumes the remainder of that warranty period, or ninety (90) days, whichever is greater.

### ELGIBILITY:

To be eligible for warranty coverage, the replacement part must have been purchased in the United States or Canada from an authorized Kipor distributor or dealer. This warranty applies to the original purchaser only and is not transferrable. Proof of purchase is required. Parts exported from North America are excluded from warranty coverage.

### COVERAGE:

- (1) Repair of replacement parts will be covered by Kipor for any failure that is proven to be a failure in material or workmanship under normal use during the warranty period. The warranty for replacement parts will be limited to direct replacement only with no allowance for freight and transportation charges. The issuance of credit or a cash return of the purchase price will not be applicable. Kipor may request the defective parts to be returned.
- (2) Reimbursement of labor charges to replace a defective part under its warranty will be limited only to authorized Kipor Service Centers and then only if an authorized Kipor Service Center installed the defective part. Travel time is not authorized.
- (3) Kipor may request the defective parts to be returned for examination. **Such parts become the property of Kipor.**

### TO OBTAIN WARRANTY SERVICE:

Contact any authorized dealer or our national customer service center found at [www.kiporpowerequipment.com](http://www.kiporpowerequipment.com) or e-mail: [usa@kipor.com](mailto:usa@kipor.com)

If contacting us by e-mail, be sure to include a description of the problem as well as all return contact information, such as address, phone number, fax number, e-mail, etc. Equipment serial number and proof of purchase is required.

### EXCLUSIONS:

THIS WARRANTY DOES NOT EXTEND TO PARTS AFFECTED OR DAMAGED BY ACCIDENT AND/OR COLLISION, NORMAL WEAR, FUEL CONTAMINATION OR DEGRADATION, USE IN AN APPLICATION FOR WHICH THE PRODUCT WAS NOT DESIGNED OR ANY OTHER MISUSE, NEGLIGENCE, INCORPORATION OR USE OF UNSUITABLE ATTACHMENTS OR PARTS, UNAUTHORIZED ALTERATION, OR ANY CAUSES OTHER THAN DEFECTS IN MATERIAL OR WORKMANSHIP OF THE PRODUCT.

### DISCLAIMER OF CONSEQUENTIAL DAMAGE AND LIMITATION OF IMPLIED WARRANTIES:

KIPOR DENIES ANY RESPONSIBILITY FOR LOSS OF TIME OR USE OF THE PRODUCT, TRANSPORTATION, COMMERCIAL LOSS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE. ANY IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

## SECTION 3

# KIPOR FLAT RATE MANUAL

### A. Introduction

This manual is a guide that breaks down each major component of a Kipor product (more equipment to be added), along with the estimated **maximum** approved repair time for each component or system. In addition, troubleshooting times for the major components are provided. Flat rate chart times will be evaluated and adjusted at the discretion of Kipor.

Please remember the following when performing warranty service:

1. Determine that the unit is in fact under warranty. Obtain proof of purchase information from the retail customer and verify coverage.
2. Only the original retail purchaser has warranty coverage. However, warranty coverage will be extended to subsequent owners if a defect in material or workmanship of the emission control system exists (proof of purchase is still required).
3. Determine that the defect is in fact a failure of material or workmanship and that the unit has not been abused, neglected, modified, or used in a manner not intended by the manufacturer.
4. Please observe the estimated service repair times for all warranty and service repairs when filing warranty claims.
5. This manual is not intended to be all inclusive. Simple and minor procedures such as changing hoses, filters, or fasteners are not listed. The allowable time for additional procedures not listed in this manual should be documented in the appropriate section of the warranty claim form. If you have concerns about the amount of time required, contact your distributor to contact KPE for approval.
6. Some repairs may be deemed economically unfeasible and while they may be well within your technical abilities. KPE may decide to replace a major assembly, or the entire unit. Where it indicates "CALL" please call for a specific authorization. Also, don't replace an engine or inverter (under Warranty) without authorization from KPE. KPE may determine that the best course of action is to replace the entire unit. At which time the complete product will be returned to KPE. However, each situation is considered on an individual basis, and that decision will be made by KPE in consultation with the distributor.

These service and repair times have been compiled by carefully observing and measuring technicians performing the actual repairs and the review of several years of claims data. However, over time, it is possible that the repair times can be insufficient or unreasonable for several reasons, among them being changes in the product or components, assembly techniques, changes to standard test equipment, etc. Please do not hesitate to contact KPE Aftermarket Support if you feel an adjustment is warranted.

# B. FLAT RATE MANUAL

## 1. Troubleshooting

Repair or Work Required	Model	Time Allowed
Fuel System Issues	All	.5
Generator won't start (has spark)	All	.5
Generator won't start (no spark)	All	.5
Generator won't start or crank	IG3000 IG4300 IG6000	.5 .5 .5
No or low AC output	All	.5
No DC output	All	.5
Low power (engine)	All	.5

## 2. Fuel System

Repair or Work Required	Model	Time Allowed
Remove and replace Carburetor	IG1000 IG2000 IG2600 IG3000 IG4300 IG6000	.25 .25 .25 .5 .5 .5
Remove and replace stepping motor with carburetor removed	All	.2
Remove and replace vacuum pump	IG1000 IG2000 IG2600	.5 .5 .5
Remove and replace choke plate and/or cable	IG3000 IG4300 IG6000	.3 .3 .3
Remove and replace fuel valve	IG3000 IG4300 IG6000	.5 .5 .5
Remove and replace fuel tank	IG1000 IG2000 IG2600 IG3000 IG4300 IG6000	.5 .5 .5 .5 .5 .5

### 3. Ignition and Starting Systems

Repair or Work Required	Model	Time Allowed
Remove and replace Ignition Switch	IG3000	.25
	IG4300	.25
	IG6000	.25
Remove and replace ignition module (3 in 1)	All	.3
Remove and replace ignition coil	IG1000	.5
	IG2000	.5
	IG2600	.5
	IG3000	1.0
	IG4300	1.0
	IG6000	1.2
Remove micro switch	IG1000	.5
	IG2000	.5
	IG2600	.5
Remove on/off switch	IG1000	.5
	IG2000	.5
	IG2600	.5
Remove and replace oil sensor	All	Call
Remove and replace battery	IG3000	.2
	IG4300	.2
	IG6000	.2
Remove and replace Ignition Relay	IG3000	.3
	IG4300	.3
	IG6000	.3
Remove and replace voltage charging regulator	IG3000	.3
	IG4300	.3
	IG6000	.3
Remove and replace recoil starter	IG1000	.5
	IG2000	.5
	IG2600	.5
	IG3000	.6
	IG4300	.6
Remove and replace electric starter motor	IG3000	.75
	IG4300	.75
	IG6000	.75



#### 4. Electrical System

Repair or Work Required	Model	Time Allowed
Remove and replace inverter module ( <b>CALL FIRST!!!</b> )	All	1.0
Remove and replace alternator assembly	IG1000	.6
	IG2000	.6
	IG2600	.6
	IG3000	.9
	IG4300	.9
	IG6000	1.0
Remove and replace AC receptacles	IG1000	.25
	IG2000	.25
	IG2600	.25
	IG3000	.5
	IG4300	.5
	IG6000	.5
Remove and replace DC Receptacle	IG1000	.4
	IG2000	.4
	IG2600	.4
	IG3000	.5
	IG4300	.5
	IG6000	.5
Remove and replace Smart Throttle	All	.25

#### 5. Engine

Repair or Work Required	Model	Time Allowed
Remove and replace engine	All	CALL
Adjust valves	All	.8
Remove and replace muffler	IG1000	.5
	IG2000	.6
	IG2600	.6
	IG3000	1.0
	IG4300	1.0
	IG6000	1.0

## Flat Rate Manual Review Request

If you have found what you feel is incorrect information in the Kipor Flat Rate Manual, please complete this form and send it to:

Kipor Power Equipment

ATTN: Warranty

12021 NE Airport Way, Suite G

Portland, OR 97220

Or email to:

[service@kiporpowerequipment.com](mailto:service@kiporpowerequipment.com)

+++++

Business Name

Please review the following procedure to possible adjustment to the time allowed.

Model \_\_\_\_\_

Task or Repair \_\_\_\_\_

This was completed following the procedures outlined in the Service Manual and was found to take \_\_\_\_\_

Please describe the steps you took to perform the procedure and the time for each step.


Technician (Please Print) \_\_\_\_\_

Contact Phone \_\_\_\_\_email \_\_\_\_\_





RETURN GOODS AUTHORIZATION FORM

KIPOR POWER Equipment, Inc.

12021 NE AIRPORT WAY, SUITE G

PORTLAND, OR 97220

DISTRIBUTOR: NTP.Distribution

RGa NUMBER \_\_\_\_\_

ORIGINAL ORDER # \_\_\_\_\_

<b>NAME</b>	
<b>ADDRESS</b>	
<b>ADDRESS 2</b>	
<b>CITY</b>	
<b>STATE</b>	
<b>ZIP / MAIL CODE</b>	
<b>EMAIL</b>	
<b>PHONE</b>	

RETURNED ITEMS

MODEL	ITEM # OR SERIAL NUMBER	PRICE
DESCRIPTION OF PROBLEM AND WORK DONE:		

HAVE YOU:

SECURELY PACKED YOUR RETURN ITEM(S)?

CONTACTED KPS FOR RGA #?

WROTE THE NUMBER ON THE UPPER RIGHT OF THIS FORM?

WROTE THE RGA# UNDER THE RETURN ADDRESS?

DRAINED ALL LIQUIDS FROM THE MACHINE?

SHIP TO:

RETURNS

KIPOR POWER SYSTEMS, INC.

12021 NE AIRPORT WAY, SUITE G

PORTLAND, OR 97220

# KIPOR WARRANTY & LABOR CLAIM FORM

.....K\ Yb'h Y'k cf\_ 'jg'W'a d'YhXZQ`'ci hih Jg'Z'fa 'UbX'gi Va Jhjhic'  
k UffUblm# dck YfYXVm\_jdcf'W'a žUcbj 'k Jh 'DfccZcZDi fWl UgY'fjZUj Uj'UV'Y'Z'f'Uddfcj U.  
 Ph 800-547-8045 ext 7062 Fax 855-570-2158 E-Mail warranty@poweredbykipor.com

Model \_\_\_\_\_ Serial No \_\_\_\_\_ Warranty Claim No \_\_\_\_\_

Date Submitted to KPS \_\_\_\_\_

Retail Customer:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Date of Purchase \_\_\_\_\_ Place of Purchase \_\_\_\_\_

Date of Failure \_\_\_\_\_ Description of Problem \_\_\_\_\_

Service Dealer

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Service Person's Name \_\_\_\_\_

Diagnosis \_\_\_\_\_

Parts & Labor Summary -- list parts and shop supplies, etc. separately. (Use an additional form if necessary)

Part Number	Part Description	Qty	Part Cost

Shipping	
Parts Total	

Shop Rate \_\_\_\_\_ / hour      Time \_\_\_\_\_      Labor Amount \_\_\_\_\_

Total \_\_\_\_\_

Technician \_\_\_\_\_ Date \_\_\_\_\_

Distributor \_\_\_\_\_ Date \_\_\_\_\_

KPS Approval \_\_\_\_\_ Date \_\_\_\_\_