

GENERATOR WARRANTY REPORT

SERVICE POLICY

The following description summarizes the working relationship between Baldor Generator Service Centers and Baldor. Success in our relationship is dependant upon close support and we feel you should expect the same.

1. **RATES**

Complete the warranty service form and return. Labor rate is \$50.00 per hour. If necessary, a different hourly rate for a specific repair can be negotiated with Baldor but only if it is approved prior to proceeding with the repair.

2. **NORMAL MAINTENANCE SCHEDULE**

Brushes, receptacles and vibration mounts, etc. are routine maintenance items and should not be considered in warranty claims.

3. **TRANSPORTATION AND COMMUNICATION COSTS**

Transportation costs and communication costs shall not be covered by Baldor for any Portable or Towable generator product. These costs must be borne by the owner. Travel expenses are not allowed. For Standby Generators that have been permanently mounted, travel shall be allowed up to 300 miles roundtrip, but shall not exceed more than \$1.00 per mile, and hourly rates shall be less than rates charged for performing the repair.

Baldor shall only pay for one trip to the place of installation to perform the repair unless the factory is contacted first for prior approval.

4. **REWINDING**

No rewinding is allowed unless pre-authorized by Baldor.

Also, improper disassembly (e.g. Rotor) may void the warranty.

5. **PARTS ORDERS**

When ordering Parts to be used in warranty claims, the spec number and serial number and a brief statement as to the nature of the failure must be included in the order.

All faulty parts covered under warranty are subject to factory return. Cooperation is very important. If you feel a generator has been subject to abuse, it should not be considered under warranty.

6. **WARRANTY**

The Baldor, Generator, Warranty is a limited warranty, See Warranty policy for details.

7. **ENGINE MANUFACTURERS WARRANTY**

The engine manufacturer issues its own separate warranty covering the engine's performance and parts. If you are not an authorized service station for the different engine companies, it is recommended you work closely with one. All engine problems should be referred to an Engine Authorized Service Center.

WARRANTY PROCEDURE

Please complete the Warranty Claim report entirely. Claims must be mailed to a local Baldor District office as soon as repairs are completed.

Include with this claim, an Invoice for the total amount due. Providing this will speed up the processing of your claim.