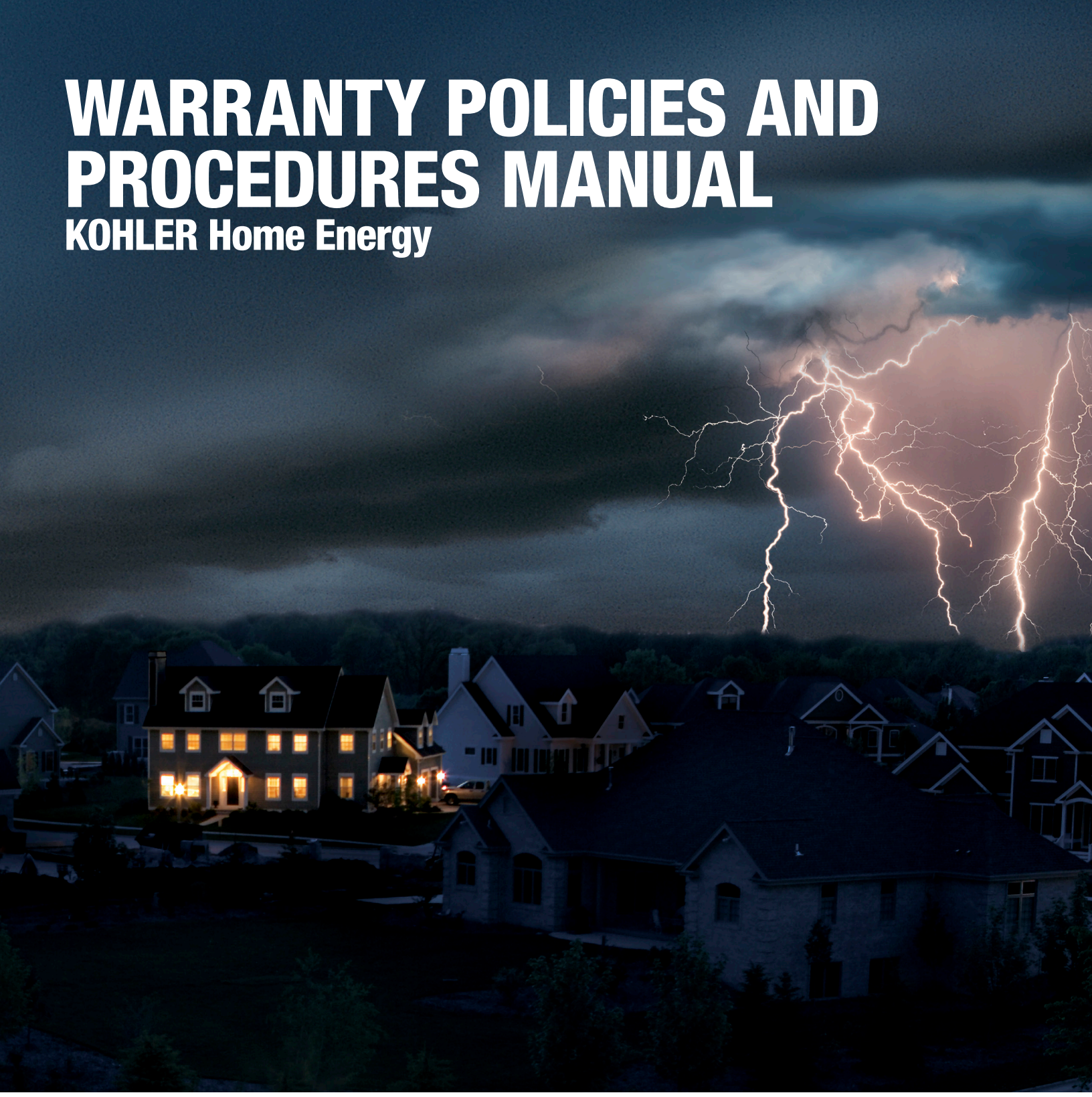
WARRANTY POLICIES AND PROCEDURES MANUAL

KOHLER Home Energy



KOHLER®

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WARRANTY PROGRAM

WARRANTY POLICIES AND PRACTICES

This publication outlines, defines, and explains warranty policies and practices for KOHLER® residential generators and transfer switches, home energy management systems, service parts, and accessories.

NOTE: Channel partners should contact KPS Residential Aftermarket Parts (resi-aftermarketparts@kohler.com) to address products received with missing parts/kits or not as ordered. Provide product model, serial number, spec number, Kohler sales order number, and the part number or specifics of missing or incorrect items.

WARRANTY RESPONSIBILITY—CHANNEL PARTNER

The Magnusson-Moss Consumer Product Warranty Law states that a retail seller of consumer products must make the text of the warranty available for the prospective buyer's review prior to sale. This pertains only to products covered by a limited warranty. Comply with this law by displaying a warranty wall poster in a conspicuous place in the sales area or by attaching a warranty hang tag to each KOHLER product for sale in your place of business.

Warranty responsibility begins before delivery. Each authorized KOHLER channel partner is responsible for preventing new products from deteriorating in storage or prior to installation and for preparing new products for delivery. Failure to do so causes unnecessary expense, inconvenience, and upsets the customer.

Successful KOHLER channel partners have proven that minimal investment in preparation prior to delivery eliminates unnecessary service calls and results in greater overall profits. After delivery, explain the warranty and review the operation manual with the customer to stress the importance of high-quality service and maintenance. Make the customer aware that warranty repairs must be performed by authorized KOHLER service channel partners. Warranty repairs made by unauthorized parties may result in loss of warranty consideration.

NOTE: Do not remove tags attached to generators. The seller must provide the warranty policy statement and all manuals to the end user. The end user must receive the operation manual, warranty policy statement, and the installation guide, if applicable, with the product.

CUSTOMER RELATIONS

Kohler limited warranties provide a basis for fair and equitable treatment. When a customer requests a warranty repair on a product that is under warranty, treat the customer on a fair but firm basis. If the provisions of the warranty entitle the customer to a warranty repair, perform the work graciously and promptly at no charge. However, if you believe that the failure occurred for a reason other than a manufacturing defect, explain to the customer the warranty limitations and coverage status. If the customer disputes the warranty status, forward the claim to Kohler with full details for a final decision.

WARRANTY COVERAGE LIMITATIONS

The factory carefully prepares and designs each warranty document to preserve the channel partner relationship with customers. Kohler warranties apply to KOHLER® products and the optional equipment installed by factory and covers the repair and replacement of defective parts caused by faulty material and/or workmanship in the manufacturing process. It does not apply to defects caused by negligence in installation, operation, or service.

FREIGHT CLAIMS

Freight damage is not a consideration of the warranty policy. For freight claims, please complete Standard Claim Form G18-555 and submit to rappcustservops@kohler.com

COMMON LIMITATIONS

- Fluids such as oil and coolant*
- Travel over 200 miles
- Enclosure after year 1
- Block heaters after year 1
- Improper installation or neglect of product
- Adjustments or repairs completed that do not affect the performance of the generator
- Maintenance items including fuses, lamps, filters, spark plugs, loose or leaking clamps, belts, hoses, and adjustments
- Failure due to extended run times
- Normal and routine maintenance
- Damage caused by accidents or "acts of God"
- Cosmetic problems, discoloration, or rusting due to improper installation, location in a corrosive or saltwater environment, or scratches that compromise the integrity of the applied paint
- Emergency standby generators misapplied in a mobile or non-standby application
- Rental generators during the performance of warranty repairs
- Damage caused by negligent maintenance
- Firmware updates/hard resets - If pictures/event log/attachments show that a hard reset or firmware update fixes the customers complaint, a warranty claim should be filed for reimbursement.

*If oil or coolant loss is caused by a warrantable defect in material or workmanship, oil and coolant will be covered under warranty

PRODUCT REGISTRATION

All products must be registered in Kohler Power Assistant. The Start-Up Checklist (Kohler form K625) must be completed by a Kohler channel partner or authorized representative prior to registration. A sample of the installation checklist included on form K625 is displayed in Figure 1 and 2.

WARRANTY START DATE AND TIME LIMITS

The warranties apply to the generator, the KOHLER transfer switch that controls the generator, and the optional equipment installed at by factory by Kohler. The following items do not extend the warranty period:

- Product(s) idle time
- Downtime during performance of warranty repair or replacement

REPAIR RECOMMENDATIONS FOR ASSEMBLIES

If a KOHLER product is determined to have a manufacturing defect, repair or replace the causal part within the affected assembly when it is economically feasible (e.g., engines and alternators).

FIGURE 1 INSTALLATION CHECKLIST

Generator Set/Transfer Switch Installation Checklist

This document has generic content and some items may not apply to some applications. Check only the items that apply to the specific application. Read and understand all of the safety precautions found in the Operation and Installation Manuals. Complete the Installation Checklist before performing the initial startup checks. Refer to Service Bulletin 616 for Warranty Startup Procedure Requirements regarding generator set models with ECM-controlled engines.

Yes	Does Not Apply		
❑	❑	1.	Verify that the engine is filled with oil and the cooling system is filled with coolant/antifreeze.
❑	❑	2.	Prime the fuel system.
❑	❑	3.	Open all water and fuel valves. Temporarily remove the radiator cap to eliminate air in the cooling system. Replace radiator cap in step 21.
❑	❑	4.	Place the generator set master switch in the OFF/RESET position. Observe Not-in-Auto lamp and alarm, if equipped, on the controller.
❑	❑	5.	Press the lamp test, if equipped on controller. Do all the alarm lamps on the panel illuminate?
❑	❑	6.	Open the main line circuit breakers, open the safeguard breaker, and/or remove fuses connected to the generator set output leads.
❑	❑	7.	Turn down the speed control (electronic governor) or speed screw (mechanical governor).*
❑	❑	8.	Verify the presence of lube oil in the turbocharger, if equipped. See the engine and/or generator set operation manual.
❑	❑	9.	Place the generator set master switch in the RUN position. Allow the engine to start and run for several seconds.
❑	❑	10.	Verify that the day tank, if equipped, is energized.
❑	❑	11.	Place the generator set master switch in the OFF/RESET position. Check for oil, coolant, and exhaust leaks.
❑	❑	12.	Turn on the water/oil heaters and fuel lift pumps.
❑	❑	13.	Check the battery charger ammeter for battery charging indication.
❑	❑	14.	Place the generator set master switch in the RUN position. Verify whether there is sufficient oil pressure. Check for oil, coolant, and exhaust leaks.
❑	❑	15.	Close the safeguard circuit breaker. Adjust the engine speed to 50/60 Hz if equipped with an electronic governor or to 52.8/63 Hz if equipped with a mechanical governor.*
❑	❑	16.	If the speed is unstable, adjust according to the appropriate engine and/or governor manual.*
❑	❑	17.	Adjust the AC output voltage to match the load voltage using the voltage adjusting control. See the generator set/controller operation manual.
❑	❑	18.	Allow the engine to reach normal operating coolant temperature.
❑	❑	19.	Check the operating temperature on city water-cooled models and adjust the thermostatic valve as necessary.
❑	❑	20.	Manually overspeed the engine to cause an engine shutdown (68-70 Hz on 60 Hz models and 58-60 Hz on 50 Hz models). Place the generator set master switch in the OFF/RESET position.*
❑	❑	21.	Check the coolant level, add coolant as necessary, and replace the radiator cap. Verify that all hose clamps are tight and secure.
❑	❑	22.	Place the generator set master switch in the RUN position.
❑	❑	23.	Verify the engine low oil pressure and high coolant temperature shutdowns.*
❑	❑	24.	Check the overcrank shutdown.*
❑	❑	25.	Place the generator set master switch in the OFF/RESET position.
❑	❑	26.	Open the normal source circuit breaker or remove fuses to the transfer switch.
❑	❑	27.	Disconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch.
❑	❑	28.	Manually transfer the load to the emergency source.
❑	❑	29.	Close the normal source circuit breaker or replace fuses to the transfer switch.
❑	❑	30.	Check the normal source voltage, frequency, and phase sequence on three-phase models. The normal source must match the load.
❑	❑	31.	Open the normal source circuit breaker or remove fuses to the transfer switch.
❑	❑	32.	Manually transfer the load to the normal source.
❑	❑	33.	Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch.
❑	❑	34.	Place the generator set master switch in the RUN position.
❑	❑	35.	Check the generator set voltage, frequency, and phase sequence on three-phase models. The generator set must match normal source and load.
❑	❑	36.	Place the generator set master switch in the OFF/RESET position.
❑	❑	37.	Open the generator set main line circuit breakers, open the safeguard breaker, and/or remove the fuses connected to the transfer switch.
❑	❑	38.	Reconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch.
❑	❑	39.	Close the normal source circuit breaker or replace fuses to the transfer switch. Place the generator set master switch to the AUTO position.
❑	❑	40.	Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch.
❑	❑	41.	Place the transfer switch in the TEST position (load test or open normal source circuit breaker). **NOTE:** Obtain permission from the building authority before proceeding. This procedure tests transfer switch operation and connects building load to generator set power.
❑	❑	42.	Readjust frequency to 50 or 60 Hz with total building loads.*
❑	❑	43.	Verify that the current phase is balanced for three phase systems.
❑	❑	44.	Release the transfer switch test switch or close the normal circuit breaker. The transfer switch should retransfer to the normal source after appropriate time delay(s).
❑	❑	45.	Allow the generator set to run and shut down automatically after the appropriate cool down time delay(s).
❑	❑	46.	Set the plant exerciser to the customer's required exercise period, if equipped.
❑	❑	47.	Verify that all options on the transfer switch are adjusted and functional for the customer's requirements.
❑	❑	48.	If possible, run the building loads on the generator set for several hours or perform the load bank test if required.
❑	❑	49.	Verify that all the wire connections from the generator set to the transfer switch and optional accessories are tight and secure.
❑	❑	50.	Verify that the customer has the appropriate engine/generator set and transfer switch literature. Instruct the customer in the operation and maintenance of the power system.
❑	❑	51.	Fill out the startup notification at this time and send the white copy to the Generator Warranty Dept. Include the warranty form if applicable.

* Some models with an Engine Electronic Control Module (ECM) may limit or prohibit adjusting the engine speed or testing shutdowns. Refer to appropriate documentation available from the manufacturer.

FIGURE 2 INSTALLATION CHECKLIST

Generator Set/Transfer Switch Installation Checklist

This document has generic content and some items may not apply to some applications. Check only the items that apply to the specific application. Read and understand all of the safety precautions found in the Operation and Installation Manuals. Make the following installation checks before performing the Startup Checklist.

Note: Use this form as a general guide along with any applicable codes or standards. Comply with all applicable codes and standards. Improper installation voids the warranty.

Equipment Room or Weather Housing

Yes	Does Not Apply		
❑	❑	1.	Is the equipment installed in a fire-resistant room (made of non-combustible material) or in an outdoor weather housing?
❑	❑	2.	Is there adequate clearance between the engine and floor for service maintenance?
❑	❑	3.	Is there emergency lighting available at the equipment room or weather housing?
❑	❑	4.	Is there adequate heating for the equipment room or outdoor weather housing?
❑	❑	5.	Is the equipment room clean with all materials not related to the emergency power supply system removed?
❑	❑	6.	Is the equipment room protected with a fire protection system?

Engine and Mounting

❑	❑	7.	Is the mounting surface(s) properly constructed and leveled?
❑	❑	8.	Is the mounting surface made from non-combustible material?
❑	❑	9.	Was the generator-to-engine alignment performed after attaching the skid to the mounting base? Generator sets with two-bearing generators require alignment.

Lubrication

❑	❑	10.	Is the engine crankcase filled with the specified oil?

Cooling and Ventilation

❑	❑	11.	Is the cooling system filled with the manufacturer's specified coolant/antifreeze and purged of air?
❑	❑	12.	Is there adequate inlet and outlet air flow (electric louvers adjusted and ventilation fan motor(s) connected to the corresponding voltage)?
❑	❑	13.	Is the radiator duct properly sized and connected to the air vent or louver?
❑	❑	14.	Are flexible sections installed in the cooling water lines?

Fuel

❑	❑	15.	Is there an adequate/dedicated fuel supply?
❑	❑	16.	Are the fuel filters installed?
❑	❑	17.	Are the fuel tanks and piping installed in accordance with applicable codes and standards?
❑	❑	18.	Is there adequate fuel transfer tank pump lift capacity and is the pump motor connected to the corresponding voltage?
❑	❑	19.	Is the fuel transfer tank pump connected to the emergency power source?
❑	❑	20.	Are flexible fuel lines installed between the engine fuel inlet and fuel piping?
❑	❑	21.	Is the specified gas pressure available at the fuel regulator inlet?
❑	❑	22.	Does the gas solenoid valve function?
❑	❑	23.	Are the manually operated fuel and cooling water valves installed allowing manual operation or bypass of the solenoid valves?

Exhaust

❑	❑	24.	Is the exhaust line sized per guidelines and does it have flexible connector(s)? Is the flexible connector(s) straight?
❑	❑	25.	Is there an exhaust line condensate trap with a drain installed?
❑	❑	26.	Is the specified silencer installed and are the hanger and mounting hardware tightened?
❑	❑	27.	Is a heat-isolating thimble(s) installed at points where exhaust lines pass through combustible wall(s) or partition(s)?
❑	❑	28.	Is the exhaust line free of excessive bends and restrictions? Is the backpressure within specifications?
❑	❑	29.	Is the exhaust line installed with a downward pitch toward the outside of the building?
❑	❑	30.	Is the exhaust line protected from entry by rain, snow, and animals?
❑	❑	31.	Does the exhaust system outlet location prevent entry of exhaust gases into buildings or structures?
❑	❑	32.	Are individuals protected from exposure to high temperature exhaust parts and are hot parts safety decals present?

AC Electrical System

❑	❑	33.	Does the nameplate voltage/frequency of the generator set and transfer switch match normal/utility source ratings?
❑	❑	34.	Do the generator set load conductors have adequate ampacity and are they correctly connected to the circuit breakers and/or the emergency side of the transfer switch?
❑	❑	35.	Are the load conductors, engine starting cables, battery charger cables, and remote annunciator leads installed in separate conduits?
❑	❑	36.	Is the battery charger AC circuit connected to the corresponding voltage?

Transfer Switch, Remote Control System, Accessories

❑	❑	37.	Is the transfer switch mechanism free of binding? **Note:** Disconnect all AC sources and operate the transfer switch manually.
❑	❑	38.	Are the transfer switch AC conductors correctly connected? Verify lead designations using the appropriate wiring diagrams.
❑	❑	39.	Is all other wiring connected, as required?

Batteries and DC Electrical System

❑	❑	40.	Does the battery(ies) have the specified CCA rating and voltage?
❑	❑	41.	Is the battery(ies) filled with electrolyte and connected to the battery charger?
❑	❑	42.	Are the engine starting cables connected to the battery(ies)?
❑	❑	43.	Do the engine starting cables have adequate length and gauge?
❑	❑	44.	Is the battery(ies) installed with adequate air ventilation?
❑	❑	45.	Are the ends of all spark plug wires properly seated onto the coil/distributor and the spark plug?

Special Requirements

❑	❑	46.	Is the earthquake protection adequate for the equipment and support systems?
❑	❑	47.	Is the equipment protected from lightning damage?

WARRANTY COVERAGE

GENERATORS WARRANTY

The specifications for KOHLER® residential generators standard warranty plans are outlined in Figure 3 and 4.

Figure 3 Generators Warranty – Stationary Standby—U.S. and Canada Installations

MODELS		ALL AIR-COOLED & LIQUID-COOLED PRODUCTS (6–60 KW)*	ALL AIR-COOLED & LIQUID-COOLED PRODUCTS (6–60 KW)†	ALL LIQUID - COOLED PRODUCTS >60 KW
Part #	U.S.	TP-7156	TP-7219	TP-5498
	CANADA	TP-7002	TP-7220	
Policy Type		Limited	Comprehensive	Limited
RPM	Liquid Cooled	1500/1800	1500/1800	1500/1800
	Air cooled	3000/3600	3000/3600	3000/3600
Warranty Period‡		5 years or 2000 hours	5 years or 2000 hours	5 years or 3000 hours
Parts Reimbursement		Standard	Standard	Standard
Labor‡		2 years or 2000 hours	5 years or 2000 hours	2 years or 3000 hours
Travel/mileage		200 miles/322 km per repair through second year‡	200 miles/322 km per repair‡	200 miles/322 km per repair through second year‡

*Five-year Unit in service prior to 7/1/2022 would have the non-comprehensive warranty (prior to 11/30/13 products had to be installed by authorized Channel Partner within 12 months of factory ship date or warranty began at ship date).
†Five-year warranty.
‡Begins on start date registered to original user

Generators Warranty – Non-Stationary Standby, Off-Grid—U.S. and Canada Installations

MODELS		6VSG, 8.5 RES , 12RES,14RESA(L), 14RCA(L)
Part #	U.S.	TP-7157
	CANADA	TP-7004
RPM		3000/3600
Years and hours		Standard
Parts Reimbursement		18 months or 1000 hours
Labor		18 months or 1000 hours
Travel/Mileage		200 miles/322 km Per Repair through 18 months or 1000 hours

AUTOMATIC TRANSFER SWITCH WARRANTIES

The specifications for KOHLER® residential ATS standard warranty plans are outlined in Figure 5.

Figure 5 Generators Warranty – Stationary Standby—U.S. and Canada Installations

MODELS		AUTOMATIC TRANSFER SWITCH (ATS)	
		RXT & RDT*	RXT & RDT†
Part #	U.S.	TP-7156	TP-7231
	CANADA	TP-7002	TP-7232
Policy Type		Limited	Comprehensive
Application		ATS	ATS
Warranty Period		5 years‡	5 years‡
Parts Reimbursement		5 years	5 years
Labor‡		2 years	5 years
Travel/Mileage		200 miles/322 km per repair through second year only	200 miles/322 km per repair

*Five-year warranty provided prior to July 1,2022 (prior to 11/30/13 products had to be installed by authorized Channel Partner within 12 months of factory ship date or warranty began at ship date).
†Five-year comprehensive warranty shipped with products beginning July 1, 2022.
‡Begins on start date registered to original user

Figure 6 Generators and ATS Warranty– Installation Outside of U.S. and Canada

PRODUCT	GENERATOR	ATS
Part #	TP-7221	TP-7233
Policy Type	Limited	Limited
Application	Generator Set	ATS
Warranty Period	1 year or 2000 hours*	1 year *
Parts Reimbursement	Standard	Standard
Labor*	Standard	Standard
Travel/Mileage	200 miles/322 km per repair	200 miles/322 km per repair

*Begins on start date registered to original user

KOHLER® GENUINE BATTERIES WARRANTY

The specifications for KOHLER genuine batteries standard warranty plans are outlined in Figure 7.

Figure 7 KOHLER Genuine Batteries Warranty

STOCK ITEM CODES	24-SD; 26-SD; 31A/S-SD; 4D-SD; 8D-SD	24-OD; 26-OD; 34-OD; 51-OD; 31A/S-OD; 4D-OD; 8D-OD	24-HD; 34-HD; 51-HD; 31A/S-HD; 4D-HD; 8D-HD
KOHLER Battery Series	Standard-Duty Series	Optimum-Duty Series	Heavy-Duty Series
Part #	TP-7137	TP-7137	TP-7137
Parts	12 months *	18 months *	24 months *
Labor	None	None	None
Travel/Mileage	None	None	None

*From in-service date or battery sale date

NOTES

- The limited warranty does not apply to batteries that are not functional as a result of discharge from use or lack of use; have broken battery containers or damaged terminals; have been frozen, overcharged, neglected, abused, or sulfated; or have foreign materials or additive put in the electrolyte.
- The warranty does not apply if the proprietary manufacturing code markings have been tampered with or destroyed, if the battery is used in applications for which it is not designed, or if the battery was installed or charged in reverse.
- Warranty is limited to the cost of the battery. All labor, travel, and transportation costs are the responsibility of others.

SERVICE PARTS AND ACCESSORY WARRANTY

Kohler warrants all service parts for 90 days following installation regardless of the warranty status of the KOHLER® product in which they are installed. If the product is still within warranty, the service part will assume the remainder of the active warranty plan. Kohler warrants service parts against defects in material or workmanship when an authorized KOHLER channel partner performs the installation of the replacement part. Kohler gives no allowance for travel time, mileage, or incidental/consequential damages. Flat-rate labor for part replacement is authorized if part failure occurs during installation.

- Parts sold over the counter and installed by an end customer or non-KOHLER dealer do not carry a Kohler warranty
- File a parts warranty claim if a new stock part is discovered defective in material or workmanship
- Service parts warranty for KOHLER air cooled engines, is 2 years from the installation

ENGINE SERVICEABILITY

KOHLER channel partners are authorized to service the following generator set engines:

- KOHLER
- Origin
- General Motors (PSI)

EXTENDED WARRANTY

Kohler offers comprehensive extended warranty plans on KOHLER® generators (installed in emergency standby applications) and automatic transfer switches (ATS) started up by authorized KOHLER channel partners. These plans expand the standard warranty coverage to the product (and the optional equipment installed at the factory) for a specified length of time (five, seven, or ten years).

PURCHASE POLICY (PLAN REGISTRATION)

Channel partners may purchase an extended warranty plan for KOHLER product that meets the following criteria. The manufacturer makes no exceptions to these rules.

- Product is currently covered by an active warranty plan (warranty has not expired)
- Product operating hours have not exceeded the limit set forth by the active warranty policy
- Product start-up was performed by an authorized KOHLER channel partner
- An extended warranty plan is available/offered for the product
- Unit is in good working order

PRICING

The Kohler On-Site Power Systems Price List contains pricing for extended warranty plans. Pricing is based on the channel partner's KOHLER Home Energy tier. The channel partner will be invoiced for every extended warranty plan purchased. Extended warranty plans are nonrefundable.

UPGRADES

Upgrade refers to the purchase of an additional extended warranty plan for a product with an active extended warranty plan that increases the length of coverage. Upgrades are available upon request. Pricing is calculated as the difference between the channel partner's price for the active extended warranty plan and the new extended warranty plan.

CHANNEL PARTNER RESPONSIBILITY

Channel partners must use the Kohler Power Assistant (KPA) site (https://kohler.mizecx.com) to purchase extended warranty plans using the Plan Registration module. Step-by-step instructions are provided online.

- Online registration must be submitted prior to registering an extended warranty purchase request
- A company purchase order must accompany the request for extended warranties purchased after product has been shipped
- Both the invoice and purchase order must be included for extended warranty upgrades

NOTE

Both plan registration purchases and upgrades to the existing warranty plan must be submitted online before the original warranty coverage expires.

KOHLER'S RESPONSIBILITY

Upon receipt of the online Extended Warranty Purchase Request, Kohler will review and approve, deny, or return the request for additional information.

START DATE

Extended warranty plan coverage begins on the product's recorded start-up date and NOT the:

- Date the extended warranty is purchased
- End of the standard warranty plan coverage period

EXTENDED WARRANTY PLANS (PLAN REGISTRATION)

The specifications for KOHLER residential power products extended warranty plans are outlined in Figure 7 and 8.

Figure 7 Generators Extended Warranty Plans

PLAN		5-YEAR COMPREHENSIVE*	7-YEAR COMPREHENSIVE*	10-YEAR COMPREHENSIVE*	5-YEAR INDUSTRIAL COMPREHENSIVE*
Part #	U.S.	TP-6969	TP-7222	TP-7225	TP-5561
	CANADA	TP-7003	TP-7223	TP-7226	
Models		All air-cooled & liquid-cooled products (6-60 kW)	All air-cooled & liquid-cooled products (6-60 kW)	All air-cooled & liquid-cooled products (6-60 kW)	All liquid-cooled products >60 kW
Application		Stationary standby	Stationary standby	Stationary standby	Stationary standby
RPM	Liquid cooled	1500/1800	1500/1800	1500/1800	1500/1800
	Air cooled	3000/3600	3000/3600	3000/3600	3000/3600
Warranty Period†		5 years or 2000 hours	7 years or 2000 hours	10 years or 2000 hours	5 years or 3000 hours
Parts Reimbursement		5 years or 2000 hours	7 Years or 2000 hours	10 Years or 2000 hours	5 years or 2000 hours
Labor		Standard	Standard	Standard	Standard
Travel/Mileage		200 miles/322 km per repair	200 miles/322 km per repair	200 miles/322 km per repair	200 miles/322 km per repair

Figure 8 Automatic Transfer Switch (ATS) Extended Warranty Plans

PLAN		7-YEAR COMPREHENSIVE*	10-YEAR COMPREHENSIVE*
Part #	U.S.	TP-7234	TP-7236
	CANADA	TP-7235	TP-7237
Models		RXT & RDT	RXT & RDT
Application		Stationary Standby	Stationary Standby
Warranty Period†		7 years or 2000 hours	10 years or 2000 hours
Parts Reimbursement		Standard	Standard
Labor		Standard	Standard
Travel/Mileage*		200 miles/322 km per repair	200 miles/322 km per repair

*Applies to installations in the U.S. and Canada; contact the resi-warranty@kohler.com for international installations.
†Begins on start date registered to original user

NOTE

Figures 7 and 8 list the extended warranty plans available on price lists at the time of publication. Kohler reserves the right to change the extended warranty offerings at any time.

RECONDITIONED GENERATORS WARRANTY

DEFINITIONS OF CLASSIFICATIONS (USED/NONCURRENT, CLASS I, II, III)

The number of operating hours and condition of the product define a generator's classification. Use the classifications listed below as a guideline for the generator's condition.

USED/NONCURRENT

Newly built generators returned from testing or trade shows.

CLASS I

Generators returned to the factory showing minor evidence of use. Kohler has restored Class I generators to operating condition. Class I generators may or may not include models of the latest specifications.

CLASS II

Generators returned to the factory showing evidence of extensive use. Kohler has repainted and restored Class II generators to operating condition. Class II generators may not include models of the latest specifications.

CLASS III

Generators returned to the factory showing evidence of extensive use. Kohler repaints some Class III generators and restores them to operating condition. Class III generators are usually older models and styles.

Figure 9 Warranty Coverage for Reconditioned Generators

CLASSIFICATION	ACCUMULATED OPERATING HOURS		WARRANTY COVERAGE
	Liquid Cooled	Gas/Gasoline	
Used/Noncurrent	Up to 50	Up to 25	Base warranty that is accompanies the generator.
Class I AC	—	26-100	12 months
Class I LC	51-150	—	12 months
Class II AC	—	101-200	6 months
Class II LC	151-300	—	6 months
Class III	Over 300	Over 200	None, but warranted to work at time of receipt

WARRANTY SUBMISSION PROCESS

Claims are submitted on the KOHLER Power Assistant portal. Upon successful completion of the KPS Learning Academy course the factory will provide the user with a login and password to the warranty system. KPA provides helpful information on the different claim types as well as instructions and answers to frequently asked questions. To request access to the warranty portal, submit form KOHLER Power Assistant User Access Request.

TERMS, CONDITIONS, AND POLICIES

You can reduce warranty claim disputes by verifying warranty coverage in advance by using the Product 360 section of the KPA to verify warranty coverage, and to check the terms, conditions, and policies.

CLAIM TYPES

CAMPAIGN – Claims generated for campaigns and product updates issued by Kohler

GOODWILL – Consideration given above the limitations of the warranty policy

PARTS WARRANTY – Stock part that is found to be defective out of the box (uninstalled)

- KOHLER® Genuine Batteries — Service Bulletin 788

PRE-DELIVERY – Repairs completed prior to startup and registration of the product

SERVICE PARTS WARRANTY – Service parts that fail within 90 days of installation, after the product warranty has expired

WARRANTY – Any repair that is completed while any part of the warranty coverage is active

EXTENDED WARRANTY – Any repair on a product with an active extended warranty plan and after the standard warranty plan has expired

PRE-AUTHORIZATION – Cost of repair is over 50% of the net value of the product or there is uncertainty about whether the repairs are authorized

- Submit a preauthorization claim before the repair is started if a single repair is expected to exceed $3,000 USD
- Claims in approved preauthorization older than six months will be deleted

REPAIR ATTACHMENT REQUIREMENTS

ENGINE REPLACEMENT – Controller history and photo of defect

ROTOR/STATOR REPLACEMENT – Rotor/stator measurement readings per the product service manual or photos showing clear defect in the part

PRODUCT REPLACEMENT – Replacement product invoice, controller history, and replacement product serial number

FREIGHT – Invoice showing cost of freight

CUSTOMS BROKERAGE FEE – Invoice showing cost of fees

SOME ITEMS TO NOTE:

- Do not submit claims until repair is complete unless requesting preauthorization.
- Action is required by the channel partner for any claims with the following statuses: Approved Preauthorization, Pending Part Return, or Pending Feedback

Removal of unit from site for repair must be authorized by Kohler Technical Services Team. Contact resi-service@KOHLER.com for authorization.

PHOTO REQUIREMENTS

KOHLER requires before and after photos for failures related to:

- Engines
- Leak Repairs: Show evidence of the leak and/or the fluid (gas, oil, antifreeze, etc.)
- Alternators (rotor/stator)
- Cosmetic issues (enclosures and overall product)
- Repairs that do not require defective parts replaced (loose connections, oil leaks, coolant leaks)
- Repairing or repositioning of components instead of replacement

As a general guideline, any claim over $3,000 should include photos. The exception is simple component, board, or controller failures where there is no evidence of physical damage. Photos validate the claim, provide valuable analytical information to the factory, and expedite processing.

For repairs of leaks, photos should be taken of the trouble area before repair and after the repair is completed. For other repairs, photos should be taken of the failed part(s) showing the failure. Photos will need to be submitted with the warranty claim in order for the repair to be considered for warranty. The photos will provide valuable information to the factory for quicker analysis and processing of the warranty claim.

INCLUDE CLEAR PHOTOS OF:

- Failed parts
- Detailed, close-up of failure area
- Overview photo of entire generator or ATS and surrounding area, including building roof overhangs and downspouts
- Fluid leaks

Please inform your technicians of this warranty requirement to ensure that photos are taken of the failure area before any repairs are performed. Once the job is completed, an after photo is also required.

Failure to include the photos with a claim may result in denial due to insufficient information.

WARRANTY REIMBURSEMENT

Upon approval of the claim, Kohler will issue a credit in U.S. dollars as outlined in this section. Warranty claim reimbursement is issued in the form of credit rather than a check. Credits may be used for pending or future whole goods or parts orders. Warranty credits appear on monthly statements with the claim number listed in the reference number box of the statement. To review associated reimbursement, please log into KPA to review the claim. If a reimbursement check is preferred, submit the request to the Residential Credit Department (rppcollections@kohler.com)

KOHLER® PARTS

Reimbursement for parts used for warranty repairs follows the profit schedule below.

NOTE: Reimbursement with 10% profit applies to all service parts.

REIMBURSEMENT FOR WARRANTY REPAIRS

Figure 10 Warranty Repair Reimbursement Calculation

SERVICE PARTS	CHANNEL PARTNER PRICING*
Generator or ATS (Profit Applies)	List less 27.5%, No consideration for taxes
Home Energy Management System	List less 27.5%, No consideration for taxes

*Refer to residential price list located on the Dealer Portal for parts price indicator.

LABOR RATES

All labor rates and labor rate increases are subject to Kohler approval. Kohler does not provide consideration for overtime, weekend, or holiday labor rates.

The Customer Requested Labor Rate can be registered/updated with Kohler once every 12 months. Your labor credit rate is subsequently reviewed/calculated using national statistics and market analysis (whenever your customer posted retail labor rate is updated)

NOTE: Submit the labor rate update request to your assigned Aftermarket Services Manager for assistance This should be a link to the labor rate update form and should be underneath the statement. Labor Rate Request Form (office.com)

APPEAL: If an appeal of the approved labor credit rate is requested, submit ten KOHLER invoices showing retail labor rate and payment for review and consideration by the Warranty, Technical Services, and the Aftermarket Services Managers.

TRAVEL

Kohler pays travel time and mileage for all warranty repairs as follows:

Figure 11 Travel

STOCK ITEM CODES	TRAVEL TIME AND MILEAGE	TRAVEL LIMITATIONS
Truck Stock	One round trip	200 miles/322 km
Non-Stock	Two round trips	200 miles/322 km

- Kohler limits travel distance (total mileage) reimbursement per repair regardless of the number of round trips required
- Kohler reimburses travel time using the labor credit rate registered in KPA plus an operating expense of $.66 per mile
- Kohler allows air travel not exceeding vehicle mileage and travel time charges. Attach air travel receipt(s) to the claim

NOTE: Travel time and distance are calculated using a web mapping platform.

EXCLUSIONS:

- Kohler issues travel credit for one person only. Kohler does not accept expenses for any additional personnel
- Kohler does not allow travel time for replacement of defective components which do not affect normal operation of the product and which could be replaced during the next scheduled maintenance visit
- Kohler allows one round trip of travel for problems detected during initial start-up

FREIGHT CHARGES

- Kohler warranty policy covers ground freight only
- Warranty does not provide consideration for emergency order charges on service parts with a truck stock code
- Freight reimbursement on truck stock parts will remove part profit from the part
- Kohler does not provide consideration for freight charges incurred for non-KOHLER parts purchased or ordered to replace defective KOHLER® parts

INTERNATIONAL DUTIES/SPECIAL CHARGES

Kohler reimburses for duties and special charges at the Kohler-approved registered rate.

GENERATOR OR ATS REPLACEMENT

Full product replacements under the warranty program require prior approval from Kohler. Channel partners must request and obtain preauthorization through the KOHLER Power Assistant before the product is replaced. Failure to do so may result in a denial of the claim. Kohler reimburses the channel partner on a net-cost basis for replacement products ordered from the factory. Kohler reimburses an additional 3% of the servicing account net cost for replacement products from the channel partner's stock. Replacement products assume the remainder of the original product's warranty period.

NOTE: Kohler requires a copy of the replacement product invoice to be attached to the claim to process the reimbursement.

LATE SUBMISSION DEDUCTION

Claims are required to be submitted within 30 days of repair. Failure to submit claims within this allotted timeframe may result in late fees. Calculation of late fees is shown below.

Figure 12 Late Fee Calculation

SUBMISSION DATE AFTER REPAIR	LATE FEE INCURRED
Day 0-30	N/A
Day 31-90	Up to 20%
Day 91-120	Up to 30%
Day 121-180	Up to 40%
Day 180-210	Up to 70%
Day 210<	100%

PART RETURNS

CLAIM PART RETURN POLICY

When Kohler requires the return of a defective part claimed under warranty, the claim status is changed to Pending Part Return and a Return Material Authorization is created in KPA. The channel partner must complete the RMA following the online instructions. Returned item(s) must be received at the factory within 30 calendar days of the RMA creation date to avoid claim denial.

RETURN MATERIAL AUTHORIZATION (RMA) – An RMA is automatically generated once a claim status is changed to Pending Part Return. The RMA provides a list of all parts required for return.

RETURNS 150 LB OR LESS – Select Fed Ex Ground for all returns 150 pounds or less. Use the provided FedEx account number within the RMA screen in KPA to charge the shipment to Kohler. The KPA application contains a FedEx add-in called New Shipment which enables the creation of a shipping label. Print and attach the shipping label to the shipment. Coordinate the shipment with FedEx. Include a printout of the RMA with the shipment.

RETURNS OVER 150 LB – Select the listed Kohler-preferred freight carrier for all returns over 150 pounds. The Kohler-preferred freight carrier is listed by name. The KPA application does not contain a shipping label add-in. All freight shipments must to be coordinated with the freight carrier's local branch. Ensure all shipments are labeled with the claim number written in large lettering on the exterior of the package. Include a printout of the RMA with the shipment, and enter the tracking information in KPA under New Tracking in the RMA on Kohler Power Assistant.

PART RETENTION REQUIREMENT

Hold defective parts for 7 days. KOHLER may request and RMA at any time within the part retention period.

PART RETURN LIMITATIONS

- Kohler offers no reimbursement for materials returned without authorization
- Kohler reserves the right to return or scrap materials and debit claims for cost of freight for unauthorized returns
- Cost of parts returned with unlisted carriers are the responsibility of the channel partner

NOTE: Claims denied for failure to return parts within allotted time are not provided consideration for resubmission.

WARRANTY APPEALS

WARRANTY CLAIM APPEAL PROCESS

Kohler is fair and consistent in the administration of its warranty policies and procedures. If you are not satisfied with claim payment, an appeal may be submitted. To submit an appeal on a paid claim, copy the claim, remove the items that have been paid, and submit the additional item(s) with an explanation of the appeal. Attach all supporting documentation, including labor breakdown for additional labor requested.

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PRINTED IN U.S.A G18-570 WF55660 02/24