

Frontier Power Warranty Claim Form



Delta, BC 1-877-946-5531
Edmonton, AB 1-877-455-2260
Calgary, AB 1-877-720-3735
Winnipeg, MB 1-877-949-1526
www.frontierpower.com

Date: March 1, 2019

GUIDELINES FOR A SUCCESSFUL WARRANTY SUBMISSION:

- All warranty requests must be received at Frontier Power Products within **10 days** from date of repair.
- The requests must be made on the Frontier Warranty Claim Form only
 - Use one form PER JOB.

Fill in all the fields with information as listed below:

- Sold Date & Names of who signed to received unit/delivery, Unit bill of Sale/Startup form. If applicable what engine is installed.
- Name and address of the dealer doing the work.
- End User/Customer name and address, if not sold, indicate "In Stock"
- Date of failure and date repairs completed
- Serial number, model, and hours must be logged
- Information on what the engine is installed in - if applicable
- Causal part number **MUST** be entered even if only repaired

Details of failure and repair:

- Fill in sufficient details to indicate the defect. Include customer complaint, the cause of failure, and what was done to diagnose, access and correct the failure. (*3 Cs – Complaint, Cause, Correction*) (example: "Bad or faulty Starter" is not an adequate description of failure) Attach additional sheets such as a report from an injection pump shop if necessary.
- Part & Labor sections. Use one line for each part replaced during the repair, including the quantity, part number, and description of the part. For labor, use the HOURS column for repair time. Always try to breakdown labor time details for better chance of claim approval on hours.
- Any outside parts or labor please be sure to advise on the claim as such and attach the invoices or will not be considered.
- Freight invoices are required.
- Must have before-and-after pictures showing complete unit and closeup of failed part and any other related concerns.
- Always include a copy of the end user invoice showing purchase of engine/unit or verify unit is already registered for warranty.
- Travel expenses are limited for all vendor warranty claims.
- Shop Supplies are NOT warrantable claims.

*****Please ensure that your customer is aware that they are responsible for any additional charges not covered under the manufacturer's standard warranty terms*****

If you have any warranty related questions, please contact the warranty department at the email address noted below.

Please email the completed form, and all supporting documentation to warranty@frontierpower.com

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Dealer Name: (if applicable)		Date:	
Your Name:		Phone #	
Email:		Address:	
City:		Prov:	PICK P.C.
End User Name:		Address:	
City:		Prov:	PICK P.C.

Note: A bill of sale to the end user is required.

Reference #	
Failure Date:	
Repair Date:	

Unit Make:	
Unit S/N #	
Engine Hours:	

Engine Make	
Engine S/N #	
Engine Model:	

Complaint:		
Cause:		
Corrective action taken:		
Cause of Failure:	PICK	A-weak material; B-weak weld; C-part made wrong; D-welded wrong; E-assembled wrong, F-foreign material; G-casting deficiency; Z-other/unknown
Type of failure:	PICK	01-bent/twisted; 02-blown; 03-broke/cracked; 04-burned out/up; 05-came loose/off; 06-corroded/pitted; 07-electrical failure; 08-lack of power; 09-leaked; 10-oil consumption; 11-pin hole/porous; 12-pressure low/high; 13-scored/grooved; 15-stripped; 16-stuck/seized; 17-improper fit; 18-premature wear; 19-slipping; 99-other
Key part number and description of key part that caused failure:		

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Note: Neither freight nor shop supplies are reimbursed on warranty claims.

PARTS USED:				
Qty:	Part #:	Description:	Subtotal:	Total:

Labor paid per Manufacture's Policy and Time Guide to registered Frontier Dealers only.

LABOR:		
Hours	Operation Code	Description: (Travel, Access, Re&Re, Repair, Clean-up, etc.)

***Note:**

- Claims must be submitted within **10 days** of the repair date, or they may be denied.
- A picture of the failed part and a copy of the bill of sale must be sent in with Kubota claims, or they are automatically denied
- Please ensure that your customer is aware that they are responsible for any additional charges not covered under the manufacturer's standard warranty terms.

CLAIM SUMMARY:				
Total Manufacturer's Parts Used:				
Total Other Parts and Charges (Note: Invoices required):				
Total Labor Hours:		@		/ Hour
Travel Hours:		@		/ Hour
Travel Mileage:		@		/ Km
Claim Total (excluding tax):				

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