

Warranty Policies and Procedures

DETROIT DIESEL



Industrial

20–2800 kW Generator Sets
Trailer-Mounted Generator Sets
Transfer Switches and Bypass Isolation Transfer Switches
Switchgear
DataMessenger™ Wireless Monitor



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Section 1 Warranty Policies and Practices

1.1 Warranty Policy Introduction

This publication explains warranty policies and practices for DDC/MTU Power Generation generator sets, transfer switches, switchgear, service parts, and accessories. Use this publication to determine warranty policies and procedures.

Note: If a unit is received with items missing or not as ordered, dealers should contact the distributor and distributors should contact the DDC/MTU Power Generation sales coordinator. Provide unit model, serial number, spec number, DDC/MTU Power Generation sales order number, and the part number or specifics of missing or incorrect items.

1.2 Warranty Responsibility, Distributor

One provision of 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 the 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 DDC/MTU Power Generation product for sale in your place of business.

Before Delivery. Warranty responsibility begins before delivery. *Each authorized DDC/MTU Power Generation distributor is responsible for preventing new products from deteriorating in storage or prior to installation and also for preparing new products for delivery.* Failure to do so causes unnecessary expense and inconvenience to the distributor and customer. Damage or deterioration caused by improper storage is not covered under warranty. Successful DDC/MTU Power Generation distributors 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. Make the customer aware that authorized DDC/MTU Power Generation service distributors must perform warranty repairs and that repairs made by unauthorized persons may result in denied warranty claims.

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

Warranty Repairs. Authorized DDC/MTU Power Generation service distributors perform warranty repairs.

1.3 Customer Relations

DDC/MTU Power Generation limited warranties provide a basis for fair and equitable treatment.

When a customer returns a product to your place of business and requests a warranty repair, or when a customer requests a service call to repair a unit under warranty, treat the customer on a fair but firm basis. If the provisions of the warranty entitle the customer to a warranty repair, do 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 the warranty limitations to the customer. If you perform the repairs, collect payment from the customer. If the customer disputes the warranty status, forward the claim to the manufacturer of DDC/MTU Power Generation products with full details for a final decision.

1.4 Warranty Coverage Limitations

The factory carefully prepares and designs each warranty document to preserve the distributor relationship with customers. The warranty applies to repair and replacement of defective parts caused by faulty material and/or workmanship in manufacture. It does not apply to defects caused by negligence in installation, operation, or service.

Refer to the warranty statements as outlined in Section 6.2 for items not considered manufacturing defects and, therefore, not covered by warranty.

1.5 Startup Notification

You must submit a startup notification form (M-625) within 60 days of generator set, transfer switch, and switchgear startup. Order forms from your DDC/MTU Power Generation generator service parts supplier. There is no charge for the forms. See Figure 1-1.

Note: The factory pays mileage and travel time based on the number of miles you enter in the space labeled *Round-trip miles...* on the startup notification form. The factory does not reimburse mileage and travel time if you do not indicate the round-trip mileage to the job site on the startup notification form.

1.6 Warranty Start Date and Time Limits

Warranty coverage begins on the startup date and expires according to the terms stated on the warranty statements (refer to Section 6.2). The paralleling switchgear system warranties begin on the completion date of the factory startup or six months from shipment, whichever occurs first. If you do not provide a startup notification upon factory request when the first warranty claim arrives, the warranty starts on the factory ship date instead of the startup date.

The following items do not extend the warranty period:

- Generator set or system idle time
- Downtime during performed warranty repair or replacement

1.7 Repair Recommendations for Assemblies

Assembly. If a defective part of a DDC/MTU Power Generation product is a replaceable component of an assembly, repair the assembly by replacing the defective part whenever economically feasible.

Radiator. Repair the radiator instead of replacing it whenever economically feasible. Provide the radiator serial number and date code on the warranty claim form in the *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED* section. See Figure 12-1.

Injection Pump. The pump manufacturer's authorized service dealer must repair, not replace, the injection pump. The service dealer determines warranty coverage and submits warranty claims directly to the pump manufacturer. The end customer pays for repairs not covered under the pump's warranty.

Day Tanks and Subbase Tanks. Provide the day tank or subbase tank identification codes on the warranty claim form in the *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED* section. See Figure 12-1.

Switchgear Circuit Breakers, PLCs, Protective Relays, and Touch Screens. Contact the factory (switchgear service) for instructions.

Contact the factory for additional instructions, if necessary.



Startup Notification

Follow the startup checklist on the back of this form. Then complete the form.

This form is required for coverage under the DDC/MTU Power Generation limited warranty and must be completely filled out at time of initial startup. The distributor and owner representative must sign the notification form. Signing this form represents acceptance of unit and that all information on the startup form is correct. Return a copy of the completed form to DDC/MTU Power Generation within 60 days of the startup date.

Startup Date

mo. _____ day _____ yr. _____

Authorized Representative Performing Startup		Owner Name/Unit Location			
Telephone		Telephone			
Company Name		Company Name/Owner			
Address		Address of Unit Location			
City		City			
State		State			
ZIP/Postal Code		ZIP/Postal Code			
Country		Country			
		Round-trip miles from nearest authorized DDC/MTU Power Generation servicing distributor to the power system equipment:			

Generator Set and Engine Nameplate Information				
	Generator Set No. 1	Engine No. 1	Generator Set No. 2	Engine No. 2
Serial No.				
Model No.				
Spec No.				

Application Information (one item in each column must be checked)		
<input type="checkbox"/> Industrial	<input type="checkbox"/> Mobile/Towable/Trailer-Mounted	<input type="checkbox"/> Prime
<input type="checkbox"/> Residential/Commercial	<input type="checkbox"/> Stationary	<input type="checkbox"/> Rental
		<input type="checkbox"/> Standby

Transfer Switch and Switchgear Nameplate Information					
	ATS No. 1	ATS No. 2	ATS No. 3	ATS No. 4	Switchgear
Serial No.					
Spec No.					
Contactor Serial No.					
Model No.					

DDC/MTU Power Generation Representative's Name (print)	Owner Representative's Name (print)
DDC/MTU Power Generation Representative's Signature and Date mo. _____ day _____ yr. _____	Owner Representative's Signature and Date mo. _____ day _____ yr. _____

Form Distribution:

Mail WHITE copy to:
DDC/MTU Power Generation
N7650 County Trunk LS
Sheboygan, WI 53083

PINK copy: Distributor

YELLOW copy: Owner's Representative

M-625 (8/05e)

Figure 1-1 Startup Notification Form M-625

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

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

Engine and Mounting

- | | |
|---|---|
| <input type="checkbox"/> <input type="checkbox"/> | 7. Is the mounting surface(s) properly constructed and leveled? |
| <input type="checkbox"/> <input type="checkbox"/> | 8. Is the mounting surface made from non-combustible material? |
| <input type="checkbox"/> <input type="checkbox"/> | 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

- | | |
|---|--|
| <input type="checkbox"/> <input type="checkbox"/> | 10. Is the engine crankcase filled with the specified oil? |
|---|--|

Cooling and Ventilation

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

Fuel

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

Exhaust

- | | |
|---|---|
| <input type="checkbox"/> <input type="checkbox"/> | 24. Are the load conductors, engine starting cables, battery charger cables, and remote annunciator leads installed in separate conduits? |
|---|---|

Does
Not
Yes Apply

- | | |
|---|--|
| <input type="checkbox"/> <input type="checkbox"/> | 25. Is the exhaust line sized per guidelines and does it have flexible connector(s)? Is the flexible connector(s) straight? |
| <input type="checkbox"/> <input type="checkbox"/> | 26. Is there an exhaust line condensate trap with a drain installed? |
| <input type="checkbox"/> <input type="checkbox"/> | 27. Is the specified silencer installed and are the hanger and mounting hardware tightened? |
| <input type="checkbox"/> <input type="checkbox"/> | 28. Is a heat-isolating thimble(s) installed at points where exhaust lines pass through combustible wall(s) or partition(s)? |
| <input type="checkbox"/> <input type="checkbox"/> | 29. Is the exhaust line free of excessive bends and restrictions? Is the backpressure within specifications? |
| <input type="checkbox"/> <input type="checkbox"/> | 30. Is the exhaust line installed with a downward pitch toward the outside of the building? |
| <input type="checkbox"/> <input type="checkbox"/> | 31. Is the exhaust line protected from entry by rain, snow, and animals? |
| <input type="checkbox"/> <input type="checkbox"/> | 32. Does the exhaust system outlet location prevent entry of exhaust gases into buildings or structures? |
| <input type="checkbox"/> <input type="checkbox"/> | 33. Are individuals protected from exposure to high temperature exhaust parts and are hot parts safety decals present? |

AC Electrical System

- | | |
|---|--|
| <input type="checkbox"/> <input type="checkbox"/> | 34. Does the nameplate voltage/frequency of the generator set and transfer switch match normal/utility source ratings? |
| <input type="checkbox"/> <input type="checkbox"/> | 35. 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? |
| <input type="checkbox"/> <input type="checkbox"/> | 36. Is the battery charger AC circuit connected to the corresponding voltage? |

Transfer Switch, Remote Control System, Accessories

- | | |
|---|---|
| <input type="checkbox"/> <input type="checkbox"/> | 37. Is the transfer switch mechanism free of binding?
Note: Disconnect all AC sources and operate the transfer switch manually. |
| <input type="checkbox"/> <input type="checkbox"/> | 38. Are the transfer switch AC conductors correctly connected? Verify lead designations using the appropriate wiring diagrams. |
| <input type="checkbox"/> <input type="checkbox"/> | 39. Is all other wiring connected, as required? |

Batteries and DC Electrical System

- | | |
|---|---|
| <input type="checkbox"/> <input type="checkbox"/> | 40. Does the battery(ies) have the specified CCA rating and voltage? |
| <input type="checkbox"/> <input type="checkbox"/> | 41. Is the battery(ies) filled with electrolyte and connected to the battery charger? |
| <input type="checkbox"/> <input type="checkbox"/> | 42. Are the engine starting cables connected to the battery(ies)? |
| <input type="checkbox"/> <input type="checkbox"/> | 43. Do the engine starting cables have adequate length and gauge? |
| <input type="checkbox"/> <input type="checkbox"/> | 44. Is the battery(ies) installed with adequate air ventilation? |

Special Requirements

- | | |
|---|--|
| <input type="checkbox"/> <input type="checkbox"/> | 45. Is the earthquake protection adequate for the equipment and support systems? |
| <input type="checkbox"/> <input type="checkbox"/> | 46. Is the equipment protected from lightning damage? |

Figure 1-2 Startup Checklist (Attachment to Startup Notification; two pages)

Generator Set/Transfer Switch Startup 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.

<div style="display: flex; justify-content: space-between;"> Does Not Yes Apply Yes Apply </div>	<div style="display: flex; justify-content: space-between;"> Does Not Yes Apply Yes Apply </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>1. Verify that the engine is filled with oil and the cooling system is filled with coolant/antifreeze.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>28. Manually transfer the load to the emergency source.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>2. Prime the fuel system.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>29. Close the normal source circuit breaker or replace fuses to the transfer switch.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>30. Check the normal source voltage, frequency, and phase sequence on three-phase models. The normal source must match the load.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>4. Place the generator set master switch in the OFF/RESET position. Observe Not-in-Auto lamp and alarm, if equipped, on the controller.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>31. Open the normal source circuit breaker or remove fuses to the transfer switch.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>5. Press the lamp test, if equipped on controller. Do all the alarm lamps on the panel illuminate?</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>32. Manually transfer the load to the normal source.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>6. Open the main line circuit breakers, open the safeguard breaker, and/or remove fuses connected to the generator set output leads.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>33. Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>7. Turn down the speed control (electronic governor) or speed screw (mechanical governor).*</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>34. Place the generator set master switch in the RUN position.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>8. Verify the presence of lube oil in the turbocharger, if equipped. See the engine and/or generator set operation manual.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>35. Check the generator set voltage, frequency, and phase sequence on three-phase models. The generator set must match normal source and load.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>9. Place the generator set master switch in the RUN position. Allow the engine to start and run for several seconds.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>36. Place the generator set master switch in the OFF/RESET position.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>10. Verify that the day tank, if equipped, is energized.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>37. Open the generator set main line circuit breakers, open the safeguard breaker, and/or remove the fuses connected to the transfer switch.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>11. Place the generator set master switch in the OFF/RESET position. Check for oil, coolant, and exhaust leaks.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>38. Reconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>12. Turn on the water/oil heaters and fuel lift pumps.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>39. Close the normal source circuit breaker or replace fuses to the transfer switch. Place the generator set master switch to the AUTO position.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>13. Check the battery charger ammeter for battery charging indication.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>40. Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.*</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>42. Readjust frequency to 50 or 60 Hz with total building loads.*</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>16. If the speed is unstable, adjust according to the appropriate engine and/or governor manual.*</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>43. Verify that the current phase is balanced for three phase systems.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>17. Adjust the AC output voltage to match the load voltage using the voltage adjusting control. See the generator set/controller operation manual.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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).</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>18. Allow the engine to reach normal operating coolant temperature.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>45. Allow the generator set to run and shut down automatically after the appropriate cool down time delay(s).</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>19. Check the operating temperature on city water-cooled models and adjust the thermostatic valve as necessary.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>46. Set the plant exerciser to the customer's required exercise period, if equipped.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.*</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>47. Verify that all options on the transfer switch are adjusted and functional for the customer's requirements.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>21. Check the coolant level, add coolant as necessary, and replace the radiator cap. Verify that all hose clamps are tight and secure.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>48. If possible, run the building loads on the generator set for several hours or perform the load bank test if required.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>22. Place the generator set master switch in the RUN position.</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>49. Verify that all the wire connections from the generator set to the transfer switch and optional accessories are tight and secure.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>23. Verify the engine low oil pressure and high coolant temperature shutdowns.*</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>24. Check the overcrank shutdown.*</div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>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.</div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>25. Place the generator set master switch in the OFF/RESET position.</div> </div>	
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>26. Open the normal source circuit breaker or remove fuses to the transfer switch.</div> </div>	
<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;"> <input type="checkbox"/> <input type="checkbox"/> </div> <div>27. Disconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch.</div> </div>	

Section 2 Generator Set Warranties

Stationary Standby and Prime Power One-Year or Two Thousand (2000)-Hour Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants each product to be free from defects in materials and workmanship for the period indicated below. Repair, replacement, or appropriate adjustment at the manufacturer's option will be furnished if the product, upon the manufacturer's inspection, is found to be properly installed, maintained, and operated in accordance with the manufacturer's instruction manuals. An authorized distributor or representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

DDC/MTU Power Generation Product

Generator Set & Accessories
Prime Power Generator Set 20 kW or Larger

Warranty Coverage

One (1) year or 2000 hours (whichever occurs first) from date of initial startup*
One (1) year or 2000 hours (whichever occurs first) from date of initial startup*

*Startup must occur within 24 months of original shipment by the manufacturer.

The following will **not** be covered by the warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
11. Fuel injection pumps not repaired locally by an authorized servicing dealer.
12. Radiators replaced rather than repaired.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, rags, etc.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, lamps, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Systems not registered within 60 days of startup will automatically be registered by the manufacturer using the shipment date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Suite 501, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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Phone 920-451-0846, Fax 920-451-0843
ddcmtupowergeneration.com

MP-5374 1/04d

Industrial Trailer-Mounted Generator Set One-Year or One Thousand (1000)-Hour Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants each product to be free from defects in materials and workmanship for the period indicated below. Repair, replacement, or appropriate adjustment at the manufacturer's option will be furnished if the product, upon the manufacturer's inspection, is found to be properly installed, maintained, and operated in accordance with the manufacturer's instruction manuals. An authorized distributor or representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

DDC/MTU Power Generation Product

Warranty Coverage

Trailer-Mounted Generator Set & Accessories*

One (1) year or 1000 hours (whichever occurs first) from the initial startup date

*Accessories are generator set options included with the original purchase order and the trailer enclosure, chassis, and axle/wheels.

The following will **not** be covered by the warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient quantity of lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to regularly exercise the generator set under load (stationary applications only).
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
11. Radiators replaced rather than repaired.
12. Fuel injection pumps not repaired locally by an authorized servicing dealer.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, rags, etc.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, lamps, filters, spark plugs, loose or leaking clamps, and adjustments.
17. Accessories such as cables/cable ramps, HVAC units, light towers, power distribution packs, and transformers.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by the Seller and received at the manufacturer within 60 days after the date of initial startup. Trailer-mounted generator sets not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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ddcmtupowergeneration.com

MP-6170 1/04a

Section 3 Transfer Switch Warranty

Transfer Switch and Bypass Isolation Transfer Switch One-Year Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants each product to be free from defects in materials and workmanship for the period indicated below. Repair, replacement, or appropriate adjustment at the manufacturer's option will be furnished if the product, upon the manufacturer's inspection, is found to be properly installed, maintained, and operated in accordance with the manufacturer's instruction manuals. An authorized distributor or representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

DDC/MTU Power Generation Product

Transfer Switch and Bypass Isolation Switch

Warranty Coverage

One (1) year from date of startup

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-authorized repair shop labor without prior approval from the the manufacturer's warranty department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Suite 501, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

DETROIT DIESEL



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Phone 920-451-0846, Fax 920-451-0843
ddcmtupowergeneration.com

MP-5373 1/04e

Switchgear Power Systems One-Year Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the Manufacturer, warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at the Manufacturer's option will be furnished if the product, upon the Manufacturer's inspection, is found to be properly installed, maintained, and operated in accordance with Manufacturer's instruction manuals. An authorized distributor or representative must perform startup. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

DDC/MTU Power Generation Product

Switchgear

Warranty Coverage*

One (1) year from the initial startup date or eighteen (18) months from date of shipment from factory, whichever occurs first.

* The warranty start date can be changed from the original purchaser's invoice date to the startup date if the warranty registration with the startup notification is completed and sent to the Manufacturer within 12 months of the original purchaser's invoice date.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
5. Original installation charges and startup costs.
6. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
7. Rental of equipment during performance of warranty repairs.
8. Non-authorized repair shop labor without prior approval from the Manufacturer's warranty department.
9. Expenses incurred investigating performance complaints unless the problem is caused by defective Manufacturer's materials or workmanship.
10. Maintenance items such as fuses, lamps, and adjustments.
11. Removal and replacement of non-DDC/MTU Power Generation-supplied options, or equipment.

A Startup Notification form must be on file at the Manufacturer. A Startup Notification form must be completed by Seller and received at the Manufacturer within 60 days after the date of initial startup. Switchgear power systems not registered within 60 days of startup will automatically be registered by the Manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The Manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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MP-5504 8/05f

Section 5 Wireless Monitor Warranty

DataMessenger™ Wireless Monitor One-Year Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at the manufacturer's option will be furnished if the product, upon the manufacturer's inspection, is found to be properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform the activation. This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

DDC/MTU Power Generation Product

Wireless Monitor

Warranty Coverage

One (1) year from activation date*

*Activation must occur within 24 months of original shipment by the manufacturer.

The following will **not** be covered by the warranty:

1. Normal wear and parts.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by negligent maintenance.
4. Original installation charges and the activation costs.
5. Batteries and labor charges related to battery service.
6. Travel/transportation charges, costs, or supplies.
7. Rental of substitute equipment during performance of warranty repairs.
8. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Shop supplies such as adhesives, cleaning solvents, and rags.
11. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
12. Maintenance items such as fuses.

An activation date and device ID number must be on file at the manufacturer. Activation must be completed by an authorized distributor and received at the manufacturer.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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MP-6173 1/04a

Section 6 Extended Warranty and Warranty Program Features

6.1 Extended Warranty

6.1.1 Introduction

In lieu of the one-year limited warranty, the DDC/MTU Power Generation product manufacturer offers the following extended warranties for an additional charge:

Generator Sets

- 2-Year Basic
- 2-Year Prime
- 5-Year Basic
- 5-Year Comprehensive
- 10-Year Major Components

Transfer Switches and Bypass Isolation Transfer Switches

- 2-Year Basic
- 5-Year Basic
- 5-Year Comprehensive
- 10-Year Major Components

Switchgear

- 2-Year Basic
- 5-Year Basic

The warranties apply only to the generator set, the DDC/MTU Power Generation transfer switch that controls the generator set, and the optional equipment provided by the DDC/MTU Power Generation product manufacturer. Upgrades to existing extended warranties are also available. See Section 6.1.7. Contact the DDC/MTU Power Generation product manufacturer for detailed information on extended warranties.

Note: The manufacturer of DDC/MTU Power Generation products does not offer extended warranties on units used in agricultural or industrial trailer-mounted applications.

6.1.2 Start Date

Extended warranty coverage begins on the startup date or original warranty effective date, whichever occurs first.

6.1.3 Prices

There is a one-time charge for extended warranties. The DDC/MTU Power Generation On-Site Power

Generating Systems price list contains extended warranty prices. Listed prices include coverage for *one* DDC/MTU Power Generation ATS per generator set. Refer to the ATS price list for the price of an extended warranty for each additional ATS. Paralleling switchgear extended warranties are quoted on a project-specific basis.

Note: If more than one ATS is registered at the same location, the least costly ATS is included with the generator set extended warranty. Purchase extended warranties for each additional ATS.

6.1.4 Purchase Policies

The distributor must purchase an extended warranty from the DDC/MTU Power Generation product manufacturer within one year of the startup date and before the unit's operating hours exceed the limit of the existing warranty. The manufacturer makes no exceptions to this rule. Extended warranties are not transferable from one unit to another. Extended warranties are nonrefundable.

Distributors may use the Electronic Data Interchange (EDI) system to purchase an extended warranty if the distributor purchases the extended warranty on the same purchase order as the generator set, transfer switch, or switchgear. Use the registration procedure in Section 6.1.6, Registration Procedure, to purchase an extended warranty separate from the generator set, transfer switch, or switchgear.

6.1.5 Requirements

The distributor must submit the following documents:

- A completed DDC/MTU Power Generation startup notification form (M-625) to validate the extended warranty registration. See Figure 1-1.
- A completed extended warranty registration/upgrade form (M-8231). See Figure 6-1.
- A copy of the original DDC/MTU Power Generation sales invoice (pages that prove purchase of initial warranty and indicate the unit's serial number) or a company purchase order (for the warranty purchase).

See Section 6.1.6, Registration Procedure, for additional information and the mailing address of the warranty department.

DETROIT DIESEL**Extended Warranty Registration/Upgrade**☐ Registering an Extended Warranty☐ Upgrading an Extended Warranty

Completely fill out this form prior to submittal to DDC/MTU Power Generation for approval.

Refer to the DDC/MTU Power Generation On-Site Power Systems Price List for warranty availability.

Type/Length of Coverage – **Generator Set and ATS** (Select One)☐ Basic – 2 years or 2,000 hours (stationary standby)☐ Basic – 5 years or 3,000 hours (stationary standby)☐ Comprehensive – 5 years or 3,000 hours (stationary standby)☐ Prime – 2 years or 6,000 hours (stationary prime) (water-cooled diesel, 20 kW and larger)☐ Major Components – 10 years or 3,000 hours (stationary standby) (water-cooled diesel, 20 kW and larger)Type/Length of Coverage – **Switchgear** (Select One)☐ Basic – 2 years☐ Basic – 5 years

Note: Switchgear extended warranties must be purchased using the same sales order as the switchgear. Switchgear extended warranties are not available separately.

Startup Date

Distributor	Name			Telephone	
Owner	Name				
	Address				
	City	State	Country	ZIP/Postal Code	
Generator Set	Model No.	Serial No.	Spec No.		
	1	1	1		
	2	2	2		
	3	3	3		
	4	4	4		
	Automatic Transfer Switch	1	1	1	
		2	2	2	
		3	3	3	
4		4	4		
Switchgear	ES No.				
Battery Charger	Manufacturer		Model		

Please refer to MP-5180, Warranty Policies and Procedures, for extended policy information, guidelines, and limitations.

Registering an Extended Warranty

1. This Extended Warranty Registration must be completed by the distributor and sent to the DDC/MTU Power Generation manufacturer for processing within one year of the startup date.
2. A completed DDC/MTU Power Generation Startup Notification must be on file at the DDC/MTU Power Generation manufacturer in order to validate this registration for the extended warranty.
3. Attach one of the following to the registration form:
 - A copy of the original DDC/MTU Power Generation invoice for the extended warranty (pages that prove purchase of said warranty and indicate serial number), or
 - A purchase order for the extended warranty.
4. DDC/MTU Power Generation returns incomplete forms unprocessed.

Upgrading an Extended Warranty

1. The purchase order and registration form for upgrading an extended warranty must be completed by the distributor and received at the DDC/MTU Power Generation manufacturer within one year of the startup date.
2. Attach the following to the registration form:
 - A copy of the original DDC/MTU Power Generation invoice for the extended warranty (pages that prove purchase of said warranty and indicate serial number).
 - A DDC/MTU Power Generation purchase order for the upgrade to the extended warranty (include the upgrade charge on your purchase order).
3. Provide hours of generator set operation as indicated by the hourmeter.
4. DDC/MTU Power Generation returns incomplete forms unprocessed.

Invoice No.	Purchase Order No.	Hours of Operation (required)
Owner Approval Name		Authorized Distributor Name
Signature		Signature
Date		Date

Distribution: WHITE: DDC/MTU Power Generation

CANARY: Owner

PINK: Distributor

GOLDENROD: DDC/MTU Power Generation

M-8231 8/02g

Figure 6-1 Extended Warranty Registration/Upgrade Form M-8231

6.1.6 Registration Procedure

Distributor Responsibilities

Follow these steps when applying for industrial generator set systems extended warranties.

1. Complete a DDC/MTU Power Generation startup notification form (M-625), if you haven't already done so, to validate the extended warranty registration. See Figure 1-1. Submit the white copy of notification form to the following address:

DDC/MTU Power Generation
605 North 8th Street, Suite 501
Sheboygan, WI 53081 USA
2. Complete the extended warranty registration/upgrade form (M-8231). See Figure 6-1. Submit, to the address above, the white copy of the warranty registration form along with a copy of the original DDC/MTU Power Generation sales invoice (pages that prove purchase of the extended warranty and indicate the unit's serial number) or a company purchase order for the extended warranty purchase.
3. Send copies of the completed form to the selling dealer and to the customer.
4. Apply the extended warranty decal to a clean, visible surface on the generator set.

Manufacturer Responsibilities

Upon receipt of the completed registration form and sales invoice or purchase order, the manufacturer:

- registers the specified generator set(s) for the extended warranty,
- records the startup date for the warranty period, and
- sends the distributor an extended warranty decal.

6.1.7 Upgrade Procedure

Use the following procedure to purchase and register an upgrade to an existing extended warranty:

1. Complete the extended warranty registration/upgrade form (M-8231). Mark the box labeled *Upgrading An Extended Warranty*. See Figure 6-1.
2. Attach a purchase order for the upgraded warranty to the warranty registration form. The purchase order should list the following items separately:
 - a. The extended warranty upgrade fee (see the price list).
 - b. The part number, description, and *price* for the upgraded extended warranty.
 - c. The part number, description, and *credit* for the existing extended warranty.
3. Attach a copy of the original extended warranty invoice.
4. See Section 6.1.6 for the mailing address of the warranty department.

The manufacturer mails a new extended warranty decal with the upgraded warranty to the distributor.

The distributor must purchase the upgraded extended warranty from the manufacturer within one year of the original startup date, not the date the original extended warranty was purchased. The unit's operating hours must not exceed the limit of the existing warranty. The manufacturer will not upgrade an extended warranty after one year from startup.

Example: A unit's startup date is June 1, 2000. The distributor must purchase an extended warranty and subsequent upgrade warranty by May 30, 2001. The following would be acceptable:

- Purchasing a 2-year extended warranty on August 15, 2000.
- Upgrading to a 5-year basic extended warranty on May 4, 2001.

6.2 Warranty Program Features

6.2.1 Industrial Generator Set

	1-Year	Extended				
		2-Year		5-Year		10-Year Major Components
		Basic	Prime	Basic	Comprehensive	
Warranty Form Number	MP-5374	MP-5497	MP-5560	MP-5498	MP-5561	MP-5562
Application	Stationary Standby and Prime Power	Stationary Standby	Stationary Prime Liquid-Cooled Diesel, 20 kW and Larger	Stationary Standby	Stationary Standby	Stationary Standby Liquid-Cooled Diesel, 20 kW and Larger
Warranty Period from Startup Date	One year or 2000 hours	Two years or 2000 hours	Two years or 6000 hours	Five years or 3000 hours	Five years or 3000 hours	Ten years or 3000 hours
Parts Reimbursement	Standard	Standard	Standard	Standard	Standard	Standard major components only in years 6–10 or up to 3000 hours
Labor	Standard	Standard	Standard	Through second year only	Standard	Through second year only
Travel/Mileage Round Trip (maximum)*	483 km (300 miles)	483 km (300 miles)	483 km (300 miles)	483 km (300 miles) through second year only	483 km (300 miles)	483 km (300 miles) through second year only
Deductibles	None	None	None	None	None	None
* Applies to US installations only. Contact the warranty administrator for information on international installations.						

6.2.2 Industrial Transfer Switch and Bypass Isolation Switch

	1-Year	Extended			
		2-Year Basic	5-Year Basic	5-Year Comprehensive	10-Year Major Components
Warranty Form Number	MP-5373	MP-6085	MP-6086	MP-6087	MP-6088
Application	All	All	All	All	All
Warranty Period from Startup Date	One year	Two years	Five years	Five years	Ten years
Parts Reimbursement	Standard	Standard	Standard	Standard	Standard major components only in years 6–10
Labor	Standard	Standard	Through second year only	Standard	Through second year only
Travel/Mileage Round Trip (maximum)*	483 km (300 miles)	483 km (300 miles)	483 km (300 miles) through second year only	483 km (300 miles)	483 km (300 miles) through second year only
Deductibles	None	None	None	None	None
* Applies to US installations only. Contact the warranty administrator for information on international installations.					

6.2.3 Industrial Switchgear

	1-Year	Extended	
		2-Year Basic	5-Year Basic
Warranty Form Number	MP-5504	MP-6075	MP-6074
Application	All	All	All
Warranty Period from Startup Date	One year	Two years	Five years
Parts Reimbursement	Standard	Standard	Standard
Labor	Standard	Standard	Through second year only
Travel/Mileage Round Trip (maximum)*	483 km (300 miles)	483 km (300 miles)	483 km (300 miles) through second year only
Deductibles	None	None	None
* Applies to US installations only. Contact the warranty administrator for information on international installations.			

6.2.4 Industrial Trailer-Mounted

	Base Warranty for Towable Units†
Warranty Form Number	MP-6170
Application	Industrial Trailer-Mounted
Warranty Period from Startup Date	One year or 1000 hours
Parts Reimbursement	Standard
Labor	Standard
Travel/Mileage Round Trip (maximum)*	241.5 km (150 miles)
Deductibles	None
* Applies to US installations only. Contact the warranty administrator for information on international installations.	
† Extended warranties for industrial trailer-mounted units are not available.	

6.2.5 Wireless Monitor

	Base Warranty for Wireless Monitor†
Warranty Form Number	MP-6173
Application	All
Warranty Period from Startup Date	One year from activation date
Parts Reimbursement	Standard
Labor	Standard
Deductibles	None
† Extended warranties for wireless monitors are not available.	

6.3 Extended Warranty Policy Statements

The following pages show the extended warranty statement details.

Extended Two-Year or Two Thousand (2000)-Hour Stationary Standby Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for two years or two thousand (2000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires two years after date of startup or after 2000 hours of operation, whichever occurs first.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Rental of equipment during performance of warranty repairs.
8. Engine coolant heaters, heater controls, and circulating pumps after the first year.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
11. Fuel injection pumps not repaired locally by an authorized servicing dealer.
12. Radiators replaced rather than repaired.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, WI 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty nor is anyone authorized to make any in our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purchase, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.



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ddcmtupowergeneration.com

MP-5497 1/04d

Extended Two-Year or Six Thousand (6000)-Hour Stationary Prime Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for two years or six thousand (6000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires two full years after date of startup or after 6000 hours of operation, whichever occurs first.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
11. Fuel injection pumps not repaired locally by an authorized servicing dealer.
12. Radiators replaced rather than repaired.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purchase, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.



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MP-5560 1/04d

Extended Five-Year or Three Thousand (3000)-Hour Stationary Standby Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for five years or three thousand (3000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires five full years after date of startup or after 3000 hours of operation, whichever occurs first. Labor is chargeable to warranty for the first two years of the five-year warranty.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
11. Fuel injection pumps not repaired locally by an authorized servicing dealer.
12. Radiators replaced rather than repaired.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.
17. Labor and travel charges for third, fourth, and fifth years of warranty.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purchase, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.



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MP-5498 1/04d

Extended Five-Year or Three Thousand (3000)-Hour Comprehensive Stationary Standby Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for five years or three thousand (3000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires five full years after date of startup or after 3000 hours of operation, whichever occurs first.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
11. Radiators replaced rather than repaired.
12. Fuel injection pumps not repaired locally by an authorized servicing dealer.
13. Engine fluids such as fuel, oil, or coolant/antifreeze.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purchase, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion 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.



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MP-5561 1/04d

Extended Ten-Year or Three Thousand (3000)-Hour Major Components Stationary Standby Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for ten years or three thousand (3000) hours, whichever occurs first, that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires ten full years after date of startup or after 3000 hours of operation, whichever occurs first. Labor is chargeable to warranty for the first two years of the ten-year warranty.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by this warranty:

1. Normal engine wear, routine tuneups, tuneup parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide the specified type and sufficient lubricating oil.
 - b. Failure to keep the air intake and cooling fin areas clean.
 - c. Failure to service the air cleaner.
 - d. Failure to provide sufficient coolant and/or cooling air.
 - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - f. Failure to exercise with load regularly.
5. Original installation charges and startup costs.
6. Starting batteries and the following related expenses:
 - a. Labor charges related to battery service.
 - b. Travel expense related to battery service.
7. Engine coolant heaters, heater controls, and circulating pumps after the first year.
8. Rental of equipment during performance of warranty repairs.
9. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
10. Engine fluids such as fuel, oil, or coolant/antifreeze.
11. Parts purchased from sources other than the manufacturer. Replacement of a failed part with a non-manufacturer's part voids warranty on that part.
12. Radiators replaced rather than repaired.
13. Fuel injection pumps not repaired locally by an authorized servicing dealer.
14. Shop supplies such as adhesives, cleaning solvents, and rags.
15. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
16. Maintenance items such as fuses, filters, spark plugs, loose/leaking clamps, and adjustments.
17. Labor and travel charges for the third through the tenth year of the warranty.
18. Parts after year five or 3000 hours except for the following major components:
 - a. Engine — Cylinder block, camshaft, crankshaft, connecting rods, flywheel.
 - b. Alternator — Main rotor, main stator, drive disk.
 - c. Transfer Switch — Main contacts.
 - d. Switchgear — Buswork and main circuit breaker.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Standby systems not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any in our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purchase, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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MP-5562 1/04d

Extended Two-Year Transfer Switch Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for two years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires two years after date of startup.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, WI 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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MP-6085 1/04d

Extended Five-Year Transfer Switch Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for five years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires five full years after date of startup. Labor is chargeable to warranty for the first two years of the five-year warranty.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.
11. Labor and travel charges for third, fourth, and fifth years of warranty.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, WI 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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ddcmtupowergeneration.com

MP-6086 1/04d

Extended Five-Year Comprehensive Transfer Switch Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for five years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires five full years after date of startup.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, WI 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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MP-6087 1/04d

Extended Ten-Year Major Components Transfer Switch Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the manufacturer, warrants for ten years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

This warranty is not effective unless a proper extended warranty registration form and warranty fee have been sent to the manufacturer within one year of supervised startup.

During the warranty period, repair or replacement at the manufacturer's option will be furnished free of charge for parts, provided an inspection to the manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the manufacturer or an authorized service station, if requested. This extended warranty expires ten full years after date of startup. Labor is chargeable to warranty for the first two years of the ten-year warranty.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Original installation charges and startup costs.
5. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
6. Rental of equipment during performance of warranty repairs.
7. Non-authorized repair shop labor without prior approval from the manufacturer's warranty department.
8. Expenses incurred investigating performance complaints unless the problem is caused by defective manufacturer's materials or workmanship.
9. Maintenance items such as fuses, lamps, and adjustments.
10. Transfer switch main contacts.
11. Labor and travel charges for the third through the tenth year of the warranty.

A Startup Notification form must be on file at the manufacturer. A Startup Notification form must be completed by Seller and received at the manufacturer within 60 days after the date of initial startup. Product not registered within 60 days of startup will automatically be registered by the manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, WI 53081 USA.

The manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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MP-6088 1/04d

Switchgear Power Systems

Extended Two-Year Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the Manufacturer, warrants for two years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

Extended warranty must be purchased at time of order or in accordance with Manufacturer's policy in effect at the time of product shipment.

During the warranty period, repair or replacement at the Manufacturer's option will be furnished free of charge for parts, provided an inspection to the Manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the Manufacturer or an authorized service station, if requested. This extended warranty expires two full years after date of startup, not to exceed thirty (30) months from date of shipment.

The extended warranty start date is determined by the standard warranty requirements and runs concurrent with the standard warranty during the first year. To receive extended warranty coverage, the provisions of the standard warranty registration must be met.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
5. Original installation charges and startup costs.
6. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
7. Rental of equipment during performance of warranty repairs.
8. Non-authorized repair shop labor without prior approval from the Manufacturer's warranty department.
9. Expenses incurred investigating performance complaints unless the problem is caused by defective Manufacturer's materials or workmanship.
10. Maintenance items such as fuses, lamps, and adjustments.
11. Removal and replacement of non-DDC/MTU Power Generation-supplied options, or equipment.

A Startup Notification form must be on file at the Manufacturer. A Startup Notification form must be completed by Seller and received at the Manufacturer within 60 days after the date of initial startup. Switchgear power systems not registered within 60 days of startup will automatically be registered by the Manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The Manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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MP-6075 8/05d

Switchgear Power Systems

Extended Five-Year Limited Warranty

Your product has been manufactured and inspected with care by experienced craftsmen. If you are the original purchaser, DDC/MTU Power Generation, hereinafter referred to as the Manufacturer, warrants for five years that the system will be free from defects in material and workmanship if properly installed, maintained, and operated in accordance with Manufacturer's instruction manuals. An authorized distributor or representative must perform startup.

Extended warranty must be purchased at time of order or in accordance with Manufacturer's policy in effect at the time of product shipment.

During the warranty period, repair or replacement at the Manufacturer's option will be furnished free of charge for parts, provided an inspection to the Manufacturer's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to the Manufacturer or an authorized service station, if requested. This extended warranty expires five full years after date of startup, not to exceed sixty-six (66) months from date of shipment.

The extended warranty start date is determined by the standard warranty requirements and runs concurrent with the standard warranty during the first year. To receive extended warranty coverage, the provisions of the standard warranty registration must be met.

This warranty does not apply to malfunctions caused by damage, unreasonable use, misuse, or normal wear and tear while in your possession.

The following will **not** be covered by the warranty:

1. Normal wear, periodic service, and routine adjustments.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Damage caused by operation above or below rated capacity, voltage, or frequency; modifications; or installation contrary to published specifications, codes, recommendations, and accepted industry practices.
4. Damage caused by negligent maintenance such as:
 - a. Failure to provide a clean, dry environment.
 - b. Failure to perform recommended exercising.
 - c. Failure to perform scheduled maintenance as prescribed in supplied manuals.
 - d. Use of other than factory-supplied or -approved repair parts and/or procedures.
5. Original installation charges and startup costs.
6. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
7. Rental of equipment during performance of warranty repairs.
8. Non-authorized repair shop labor without prior approval from the Manufacturer's warranty department.
9. Expenses incurred investigating performance complaints unless the problem is caused by defective Manufacturer's materials or workmanship.
10. Maintenance items such as fuses, lamps, and adjustments.
11. Removal and replacement of non-DDC/MTU Power Generation-supplied options, or equipment.

A Startup Notification form must be on file at the Manufacturer. A Startup Notification form must be completed by Seller and received at the Manufacturer within 60 days after the date of initial startup. Switchgear power systems not registered within 60 days of startup will automatically be registered by the Manufacturer using the ship date as the startup date.

To obtain warranty service, call 1-920-451-0846 for your nearest authorized service representative or write DDC/MTU Power Generation, 605 North 8th Street, Sheboygan, Wisconsin 53081 USA.

The Manufacturer shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

This is our exclusive written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.



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MP-6074 8/05d

Section 7 Service Parts Warranty

7.1 Warranty Period

The manufacturer of DDC/MTU Power Generation products warrants all service parts for 90 days following installation regardless of the warranty status of the product in which they are installed. The manufacturer of DDC/MTU Power Generation products warrants service parts against defects in material or workmanship when an authorized DDC/MTU Power Generation generator set service outlet installs the parts on a DDC/MTU Power Generation generator set, automatic transfer switch, or switchgear. The manufacturer of DDC/MTU Power Generation products gives no allowance for labor, travel time, mileage, or incidental or consequential damages.

Parts sold over the counter and installed by an end customer or non-DDC/MTU Power Generation dealer do not carry a DDC/MTU Power Generation warranty.

If you find a new part from your stock defective in material or workmanship, file a warranty claim using form K-1500. See Figure 12-1.

7.2 Defective Assembly Components

If the defective new part is a replaceable component of an assembly in your stock, repair the assembly by replacing only the defective part whenever economically feasible. Refer to Section 1.7, Repair Recommendations for Assemblies.

7.3 Warranty Claims for Service Parts

To file a service parts warranty claim, refer to the warranty claim form shown in Figure 12-1 and follow the directions below:

1. Enter the word *Parts* in the box marked *Model* on the claim form.
2. Enter the inservice date, failure date, and repair date for the defective part.
3. If the new part failed immediately upon installation, enter the flat rate code and time allowed to remove and replace the part.

Note: Labor to replace a defective service part applies only when the part fails immediately upon installation.

4. Check the repair parts box under the application type heading on the warranty claim form.
5. Enter the model, serial, and spec numbers of the unit in which the part was installed when it failed under *CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED*. Include a brief description about what was found to be defective with the service part.

Note: Do not enter the unit numbers into the model, serial, and spec numbers fields when filing a warranty claim for a defective service part.

Section 8 Reconditioned Generator Set Warranties

8.1 Class Generator Set Definitions (Used/Noncurrent, Class I, II, III)

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

Used/Noncurrent. Newly built generator sets returned from testing or trade shows.

Class I. Generator sets returned to the factory showing minor evidence of use. The DDC/MTU Power Generation product manufacturer has restored Class I generator sets to operating condition. Class I generator sets may or may not include models of the latest specifications.

Class II. Generator sets returned to the factory showing evidence of extensive use. The DDC/MTU Power Generation product manufacturer has repainted and restored Class II generator sets to operating condition. Class II generator sets may not include models of the latest specifications.

Class III. Generator sets returned to the factory showing evidence of extensive use. The DDC/MTU Power Generation product manufacturer repaints some Class III generator sets and restores them to operating condition. Class III generator sets are usually older models and styles.

8.2 Class Generator Set Hours of Use and Warranty Coverage

Figure 8-1 summarizes accumulated operating hours and warranty periods for reconditioned generator sets.

Classification	Accumulated Operating Hours		Warranty Coverage
	Diesel	Gas/ Gasoline	
Used/Noncurrent	Up to 50	Up to 25	Standard
Class IG	—	26-100	6 months
Class ID	51-150	—	6 months
Class IIG	—	101-200	30 days
Class IID	151-300	—	30 days
Class III	Over 300	Over 200	None, but warranted to work at time of receipt

Figure 8-1 Warranty Coverage for Reconditioned Generator Sets

Section 9 Engine Warranties

DDC/MTU Power Generation distributors are authorized to service the following generator set engines:

- Detroit Diesel
- Ford
- General Motors
- Hess
- John Deere†
- Mitsubishi‡

Waukesha engines must be repaired by an authorized Waukesha Engine Service Department.

DDC/MTU Power Generation generator set distributors are responsible for arranging the warranty on engines not listed above even though the engines are covered by the engine manufacturer's warranty and not by the DDC/MTU Power Generation warranty. Arrange the warranty repair on a local basis; refer to the engine manufacturer's nearest authorized distributor or center listed in the yellow pages.

† Distributors/dealers are authorized to service John Deere generator set engines only if they have factory training and authorization by the engine manufacturer.

‡ Contact the DDC/MTU Power Generation Field Service Department.

Use the following procedure if a DDC/MTU Power Generation generator set under extended warranty has an engine not included in the previous paragraph or no longer under warranty by the engine manufacturer but still within the DDC/MTU Power Generation warranty period:

1. Arrange the repair with a local authorized dealer. File a claim with DDC/MTU Power Generation. Attach a copy of your invoice/bill for the engine repair to the claim.

OR

2. Contact the DDC/MTU Power Generation manufacturer for preapproval to perform the repair. The DDC/MTU Power Generation product manufacturer reviews requests on an individual basis.

Section 10 Warranty Reimbursement Policy

Upon approval of the warranty claim, the DDC/MTU Power Generation product manufacturer will issue the payment/credit as outlined in this section.

10.1 DDC/MTU Power Generation Parts

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

Note: Reimbursement with profit applies only to distributor-inventoried DDC/MTU (stock item codes 1 and 2) parts.

10.1.1 Reimbursement for Warranty Repairs

Service Parts	Distributor	Dealer
Generator	List Less 28%	List Less 10%

10.1.2 Generator Set Parts Price Indicator

Part No.	Price Indicator Type
MP-5426	Printed Version
MP-6070-CD	CD-ROM

10.2 Repair Cost Limits

If the expectation of repair costs (parts and labor), including short block or engine replacement, exceeds 50% of the product's original net value, the distributor should contact the DDC/MTU Power Generation Warranty Department for an authorization number. The DDC/MTU Power Generation product manufacturer may elect to replace the product. In case of replacement, the warranty applies to the replacement product for the balance of the original warranty period.

Note: If a single repair is expected to exceed \$3,000, contact the DDC/MTU Power Generation Warranty Department for authorization prior to the start of the repair.

10.3 Labor Rates

Use the retail labor rate registered at the DDC/MTU Power Generation product manufacturer to determine the labor credit. All labor rates and labor rate increases are subject to the DDC/MTU Power Generation product manufacturer's approval, and increases must not exceed 10% in a 12-month period. The manufacturer does not allow overtime labor rates. If the customer demands overtime work, the customer must pay the difference between overtime and standard hourly rates.

Note: The DDC/MTU Power Generation product manufacturer requires distributors to register their retail labor rates. To register and change labor rates, request a dealer agreement registration and change notification form from your distributor. The distributor forwards a copy to DDC/MTU Power Generation Marketing Services for processing.

10.4 Travel

The DDC/MTU Power Generation manufacturer pays travel time and mileage for warranty repair parts as follows:

Stock Item Codes	Travel Time and Mileage
1 or 2	One round trip
3, 4, or 5	Two round trips

The manufacturer limits *total mileage* payment per repair to the distributor's area of responsibility (regardless of the number of round trips required) as follows:

Application	Mileage Limit
Stationary	483 km (300 miles)*
* Applies to US installations. Contact the generator set warranty administrator for international installations.	

The manufacturer pays *travel time* at your retail labor rate as registered at DDC/MTU Power Generation and reimburses travel time at a travel rate of 45 miles per hour plus an operating expense of 30 cents per mile.

The manufacturer pays *international claims* based on the currency conversion rates in effect at the time the claim is paid.

The manufacturer allows *air travel* not exceeding vehicle mileage and travel time charges. Attach the air travel receipt to the claim form.

Exclusions

- The DDC/MTU Power Generation product manufacturer issues travel credit for one person only. The manufacturer does not accept expenses for supervisory personnel.
- The DDC/MTU Power Generation product manufacturer does not allow travel time for replacement of defective components which do not affect normal operation of the unit and which could be replaced during the next scheduled maintenance visit.
- The DDC/MTU Power Generation product manufacturer does not allow travel time for problems detected during initial startup. Include startup travel time in the job startup cost.

10.5 Freight Charges

Write freight charges on the claim and attach a copy of the freight bill. The DDC/MTU Power Generation warranty covers ground freight only.

Note: Returns via common carrier must be authorized by the Warranty Administrator. Contact the Warranty Department for instructions.

Note: The warranty does not cover emergency order charges on service parts with stock codes 1 or 2.

Note: The DDC/MTU Power Generation product manufacturer does not cover freight charges incurred for non-DDC/MTU Power Generation parts purchased or ordered to replace failed DDC/MTU Power Generation parts.

10.6 International Duties/Special Charges

The DDC/MTU Power Generation product manufacturer reimburses for duties and special charges at the DDC/MTU Power Generation-approved, registered rate.

10.7 Generator Set or ATS Replacement

If the distributor replaces a complete generator set or ATS under warranty with a unit from stock (requires DDC/MTU Power Generation authorization), the DDC/MTU Power Generation product manufacturer reimburses the distributor an additional 3% of the servicing account net cost of the generator set or ATS. This does not apply to units ordered from the factory for warranty replacement purposes.

The DDC/MTU Power Generation product manufacturer reimburses the distributor on a net cost basis for units ordered from the factory for warranty replacement purposes. Enter the cost of the replacement unit in the *Misc.* field of the warranty claim form (see item 26 of Section 12.2) and submit a copy of the DDC/MTU Power Generation generator set or ATS invoice with the claim. The DDC/MTU Power Generation product manufacturer does not issue credit without a copy of the invoice attached to the warranty claim. Generator set or ATS replacements assume the remainder of the original unit's warranty period. See Figure 12-1, Warranty Claim Form (K-1500).

Note: The DDC/MTU Power Generation product manufacturer does not issue credit without a copy of the invoice attached to the warranty claim.

Section 11 Warranty Submittal Procedure

To submit a warranty claim, use the following procedure:

1. Use Form K-1500, Generator Set/ATS/Switchgear Warranty Claim, for all generator set warranty repairs. Fill in all required information. Pay special attention to the instructions given in the warranty claim form. See Figure 12-1 for the sample claim form and refer to the instructions in Section 12, Warranty Claim Form.

Note: *DO NOT* submit a warranty claim before the repair is complete.

2. Detach and keep the last copy of the Warranty Claim form. Send the remaining copies of the warranty claim form to the following address:

DDC/MTU Power Generation
605 North 8th Street, Suite 501
Sheboygan, WI 53081 USA

The distributor must send all claims within 30 days (45 days internationally) after repairs. The DDC/MTU Power Generation product manufacturer reserves the right to refuse a claim received after the expiration date.

Note: The manufacturer of DDC/MTU Power Generation products requires distributors to register their retail labor rates. To register and change labor rates, request a dealer agreement registration and change notification form from your distributor. The distributor forwards a copy to DDC/MTU Power Generation Marketing Services for processing.

3. Hold defective parts for 90 days from the date of the claim payment by the DDC/MTU Power Generation product manufacturer in case the factory service/ warranty department requests the parts.

12.1 Warranty Claim Information

The DDC/MTU Power Generation product manufacturer issues credit only for correctly completed warranty claims. Obtain claim forms free of charge from your supplier of DDC/MTU Power Generation generator set parts.

Include the flat rate number and the failure code on all warranty claims. The DDC/MTU Power Generation product manufacturer may deny and return warranty claims lacking these numbers/codes. Fill out the warranty claim form according to the instructions in Section 12.2.

Use either paper warranty claim form K-1500, shown in Figure 12-1, or file claims electronically using the warranty claim template, which is available free of charge from DDC/MTU Power Generation.

Note: For defective service parts stock, refer to Section 7.3, Warranty Claims for Service Parts.

12.1.1 Guidelines

Follow these guidelines when filling out the warranty claim:

- Type or print legibly on paper warranty claim forms.
- File separate warranty claims when performing several repairs on one unit on different repair dates.
- Complete a separate warranty claim for each product type; for example, generator sets, transfer switches, switchgear, or service parts.
- Refer to Section 7, Service Parts Warranty, for instructions on completing a warranty claim for service parts.

12.1.2 Template

Follow these guidelines when filling out the electronic warranty claim form template:

Note: Remember to *protect* your document before e-mailing it to DDC/MTU Power Generation.

1. Open Word document titled *DDC/MTU Power Generation Warranty Claim Form Template*.

2. The claim form template fills in the current date as the claim date when the template is opened.
3. Press the Tab key to advance to the next field.
4. Fill in the claim number field using your own numbering system. The DDC/MTU Power Generation product manufacturer no longer uses a pre-numbered claim under the template format for filing warranty claims.
 - The claim number cannot exceed 10 characters.
 - The claim number can contain letters and numbers.
 - Our current system allows a claim number to be used one time only.
 - It is possible that more than one dealer or distributor may submit the same claim number.
 - If a duplicate claim number is received, DDC/MTU Power Generation may add a letter to the end of the claim number *or* return your claim for a new number.

For example, ABC distributor uses warranty claim number 456789. If we receive a claim from XYZ distributor with the same claim number, we may return it or simply enter it as 456789A. The DDC/MTU Power Generation product manufacturer will make every attempt to add an alpha character to the claim number before returning the claim to the distributor for renumbering.

5. The template replaces the paper form. All pertinent information is still required as well as some additional information that was not required on the paper form. Follow the instructions in Section 12.2 to fill out the fields on the electronic form. The following additional information is required:

- Dealer/distributor street address
- City
- State
- Zip code

E-mail the completed warranty claim template to spectrum.svc.wty@spectrumgenerators.com. DDC/MTU Power Generation returns incomplete or incorrect warranty claims.

12. Enter the *repair date* (the date you performed the warranty service).
13. Check the *application type*.
14. Enter the *name of the authorized service center*.
15. Enter the main *telephone number* as registered at the DDC/MTU Power Generation product manufacturer.
16. *Sign* the warranty claim.
17. Provide the *owner's name and address*.
18. Describe the conditions found and work performed, including:
 - a. Complaint. Be specific; *not working* or *defective* is not sufficient information.
 - b. Cause. Include information that specifies how it was determined the part is defective.
 - c. Correction. Claim must contain information supporting the replacement or repair of the part.
 - d. Serial number and date code of required parts (see Section 1.7).
19. Enter the *part number* of the primary failed part. The DDC/MTU Power Generation part number is required for the following:
 - a. *Adjusted* part. State in the description: *Did not replace part*.
 - b. *Repaired* part rather than replaced part. State in the description: *Did not replace part*.
 - c. *Replaced* DDC/MTU Power Generation failed part with a non-DDC/MTU Power Generation purchased part. State in the description: *Replaced part with a non-DDC/MTU Power Generation purchased part*.
20. Enter the *failure code* of the primary failed part; refer to the flat rate/failure code manual, MP-5178.
21. Enter the *flat rate number* for each warranty repair made; refer to the flat rate/failure code manual, MP-5178.
22. Enter the *actual time* next to each flat rate number entered in step 21. If the actual time exceeds the published flat rate time, the actual time must be supported in the description.
23. Enter the *quantity*, DDC/MTU Power Generation part numbers, and description of warranty service parts (other than the primary failed part).
24. Enter *travel time*.
25. Enter *mileage*. See Section 10.4, Travel.
26. Use this field for non-DDC/MTU Power Generation parts or for units replaced at the instruction and with the approval of the the DDC/MTU Power Generation product manufacturer. The DDC/MTU Power Generation product manufacturer does not cover freight charges incurred for non-DDC/MTU Power Generation parts purchased or ordered to replace failed DDC/MTU Power Generation parts.
 - a. Enter the *dollar amount* for miscellaneous/non-DDC/MTU Power Generation parts or for the DDC/MTU Power Generation replacement unit. Supply the DDC/MTU Power Generation part number when you are replacing a DDC/MTU Power Generation part with a non-DDC/MTU Power Generation part.
 - b. Attach a copy of the vendor's/supplier's invoice for non-DDC/MTU Power Generation parts or the invoice for the DDC/MTU Power Generation replacement unit indicating the serial number of the replacement unit.
27. Enter the *labor hours* required to perform miscellaneous labor. These hours must be supported in the description of repair. State in the description: *Misc. hours: X number of hours to (describe work performed)* for each miscellaneous labor item. The total of X hours must equal the number of miscellaneous hours requested.
28. Enter the *total time* required for repair (not including travel time).

12.3 Warranty Claim Status

12.3.1 Distributors

Use the warranty menu option on the KOHLERnet™ to check the warranty claim status online.

12.3.2 Dealers

The DDC/MTU Power Generation product manufacturer returns incomplete or incorrect warranty claims and includes a Warranty Payment Detail listing the information needed to process the claim. See the sample in Figure 12-3.

Do not resubmit the claim. Enter the requested information on the Warranty Payment Detail and return the form within 30 days. Fax the form to (920) 803-4977 or e-mail the information to spectrum.svc.wty@spectrumgenerators.com. Include the warranty claim number on the e-mail subject line. The DDC/MTU Power Generation manufacturer denies payment for claims if the requested/required information is not received within 30 days.

Generator Set/ATS/Switchgear Warranty Claim						999999	
DO NOT FAX. Please mail this completed form						Claim Date	Dist. Claim No.
						1 / 21 / 99	
This claim is subject to rejection if not received within 30 days from the repair date. No credit will be issued unless this form is filled out in accordance to Warranty Policies & Procedures.						Freight Charges (Invoice Attached)	
						2.19	
Model 100GS91	S/N 395512	CHECK (✓) THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET					
Spec. PA-187446	Number of Hrs. 25	INDUSTRIAL <input type="checkbox"/> Stock <input checked="" type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Rental RESIDENTIAL/COMMERCIAL <input type="checkbox"/> Stock <input type="checkbox"/> Home Standby	RV <input type="checkbox"/> Mobile <input type="checkbox"/> Stock <input type="checkbox"/> Private Motor Home <input type="checkbox"/> Rental/Lease <input type="checkbox"/> Comm/Ind	CONSUMER MOBILE <input type="checkbox"/> Recreational/Private <input type="checkbox"/> Motor Home <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Marathon <input type="checkbox"/> Unicorn/Mobile <input type="checkbox"/> Stock	MARINE <input type="checkbox"/> Stock <input type="checkbox"/> Pleasure Craft <input type="checkbox"/> Comm/Ind <input type="checkbox"/> Rental/Lease PARTS <input type="checkbox"/> Repair Parts	ATS <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Mobile/Trailer <input type="checkbox"/> Home Standby <input type="checkbox"/> Other _____ ALTERNATOR ONLY <input type="checkbox"/> OEM	SWITCHGEAR <input type="checkbox"/> Stock <input type="checkbox"/> Standby <input type="checkbox"/> Prime <input type="checkbox"/> Peak Shaving <input type="checkbox"/> Interruptible Rate <input type="checkbox"/> Other _____
Engine Model* LSG-875I-6005-A	Inservice Date 3 / 20 / 98						
Engine S/N* 23867F-14-RH	Repair Date 1 / 14 / 99						
	Failure Date 1 / 10 / 99						
Authorized Service Center Generators Unlimited		Phone No.: (920) 555-1234		PRIMARY FAILED PART		FAILURE CODE	FLAT RATE NO.
Signature of Distributor or Dealer Sam Adams		P/N A-276471		Description Radiator		ML	ACTUAL TIME
Owner's Name (Last, First) John Jones							
Address (Unit Location) 123 Commercial Way							
City, State, Zip Code/Country Sheboygan, WI 53083		Qty.	P/N	Description			
				R & R Radiator		1522	2.75
CONDITIONS FOUND & DESCRIPTION OF WORK PERFORMED							
Complaint Coolant leaking.							
Cause Radiator has a crack at fitting.							
Correction R & R radiator; took to shop for repair.							
No parts replaced; only repaired. *Radiator repair							
* Required for Engine Related Claims ** Miscellaneous Labor Hours Must Be Explained		Travel Time		3.4	Miscellaneous Labor Hours** (Other Than Flat Rate)		
		Mileage	300 M. Max. 500 KM. Max.	150 M. _____ KM.			
		Misc./Non Parts (Invoice Attached)	60.0		Total Time Required for Repair (NOT INCLUDING TRAVEL TIME)		
K-1500 (3/99a)		Distribution: WHITE—Return to		CANARY—Distributor/Dealer		PINK—Dealers must forward to their Distributor	

Figure 12-2 Sample, Completed Warranty Claim Form

Warranty Payment Detail

Voucher No.

CLAIM NO. 349516	DATE RECEIVED 03/26/1999	SERIAL # 607660	MODEL NUMBER 35GS60	DATE PAID	
CUSTOMER NAME		CUSTOMER ID NO.	DISTRIBUTOR NAME		
QTY	PART NUMBER	DESCRIPTION	LIST PRICE	PROFIT IF APPLICABLE	PART REIMBURSEMENT
1	DC514413				
INFORMATION NEEDED TO PROCESS CLAIM UNABLE TO PROCESS: 1. PART NUMBER OF LEAKING RADIATOR AND GOVERNOR ADJUSTED WERE NOT PROVIDED. 2. FLAT RATE LABOR CODES PROVIDED ARE INVALID FOR DDC/MTU POWER GENERATION UNITS.			Total Repair Parts		
			Miscellaneous Parts		
			Int. Freight	% of net	
			Duties	% of net	
			Freight		
			MILEAGE	50	
			LABOR		
			Repair		
			Misc		
			Travel	1.10	
Total	1.10				
SUB-TOTAL					
Deductibles					
Tax Withholding					
TOTAL PAYMENT					

Figure 12-3 Sample, Warranty Payment Detail

Section 13 Generator Warranty Return Procedure

13.1 Generator Warranty Return

When the DDC/MTU Power Generation product manufacturer requires the return of a claimed inoperative generator, transfer switch part, or switchgear, the DDC/MTU Power Generation product manufacturer notifies the servicing distributor by mailing a Generator Warranty Return (GWR) notification postcard. The GWR notification card, shown in Figure 13-1, includes a peel-off shipping label that identifies the returned part. The distributor notification appears on KOHLERnet™ in the warranty claim status information.


Follow the instructions on the back of the GWR card to return the failed parts listed on the label to the DDC/MTU Power Generation product manufacturer within 10 days of request. If the parts are not returned within 10 days, the DDC/MTU Power Generation product manufacturer reserves the right to refuse the claim.

The DDC/MTU Power Generation product manufacturer offers no reimbursement for materials returned without authorization. The DDC/MTU Power Generation product manufacturer reserves the right to return or scrap materials returned without the authorized return label.

Note: The DDC/MTU Power Generation product manufacturer reserves the right to debit the distributor's account for the full reimbursement amount for failure to return failed parts as requested. If the distributor's account balance is insufficient to cover the charges, the distributor will be billed accordingly.

Note: Hold defective parts for 90 days from the date of the claim payment by the DDC/MTU Power Generation product manufacturer in case the factory service/ warranty department requests the parts.

POWER SYSTEMS, AMERICAS
N7650 CTY TRK LS
SHEBOYGAN, WI 53083
WARRANTY CLAIM #



(GWR) GENERATOR WARRANTY RETURN

- 1.) THE GREEN SHIPPING LABEL IDENTIFIES THE PART(S) REQUIRED FOR RETURN.
- 2.) REMOVE THE GREEN SHIPPING LABEL LOCATED ON THE FRONT OF THE GWR CARD AND AFFIX LABEL TO THE OUTSIDE OF THE PACKAGE.
- 3.) CLEARLY IDENTIFY ALL PARTS WITH THE PART AND CLAIM NUMBER. INCLUDE THIS POSTCARD WITH YOUR RETURN.
- 4.) RETURNS MUST BE PACKAGED PROPERLY TO AVOID SHIPPING DAMAGE.
- 5.) ALL RETURNS MUST BE SENT TO THE ADDRESS ON THE GREEN SHIPPING LABEL.
- 6.) USE THE MOST ECONOMICAL METHOD OF SHIPMENT FOR RETURNS. **CONTACT THE WARRANTY DEPT. FOR SHIPPING INSTRUCTIONS WHEN USING A COMMON CARRIER.** (Phone 920-459-1773 or email kohler.svc.wty@kohler.com)

NOTE: PARTS MUST BE RECEIVED WITHIN 30 DAYS OF REQUEST.
THE MANUFACTURER RESERVES THE RIGHT TO DEBIT YOUR ACCOUNT FOR FAILURE TO COMPLY WITH REQUEST FOR RETURN.

Figure 13-1 Generator Warranty Return Notification Card

13.2 Freight Charge Reimbursement

The DDC/MTU Power Generation product manufacturer reimburses freight charges for parts returned upon request. Use the following procedure to request reimbursement of freight charges:

1. Submit a written request for additional payment against the original warranty claim number.
2. Attach a copy of the freight bill to the request.

The DDC/MTU Power Generation product manufacturer issues a separate payment to cover the freight costs to return the part. The DDC/MTU Power Generation product manufacturer will not reimburse freight charges for parts returned without authorization.

Section 14 Warranty Claim Payment Appeal Procedure

The DDC/MTU Power Generation product manufacturer attempts to be fair and consistent in the administration of the warranty policies and procedures, but if you are not satisfied with claim payment, use the following appeal process.

14.1 Warranty Claim Reimbursement Appeal Process

Submit your appeal request in writing. Include the warranty claim number and the reason you believe the warranty claim should be further reviewed. You must appeal within 30 days of payment or denial of your claim.

Use one of the following methods to submit your appeal:

1. Mail your appeal to the DDC/MTU Power Generation, 605 North 8th Street, Suite 501, Sheboygan, WI 53081 USA
2. Fax your appeal to the attention of the Warranty Administrator at 920-803-4977.
3. E-mail your appeal to spectrum.svc.wty@spectrumgenerators.com. Enter *Appeal* and the claim number on the subject line.

The DDC/MTU Power Generation product manufacturer will reply within 30 days of receipt of your written appeal request.

14.2 Verify Warranty Coverage in Advance

You can reduce warranty claim disputes by verifying warranty coverage in advance.

Distributors: Contact the warranty administrator for clarification or preapproval before the field work is started.

Section 15 Flat Rates and Failure Codes

15.1 Flat Rates

The DDC/MTU Power Generation product manufacturer defines *flat rate* as the maximum allowable time for making a specific repair. The DDC/MTU Power Generation product manufacturer established the flat rates using facilities and equipment available to service outlets. The Warranty Flat Rates/Failure Codes manual for Industrial Generator Sets including Transfer Switches and Switchgear, MP-5178, contains the flat rate and failure codes.

15.2 Failure Codes

Write the failure code of the primary failed part and the flat rate code for each warranty repair made in the spaces provided on the warranty claim form. See Section 12, Warranty Claim Form.

Notes



DDC/MTU Power Generation
605 North 8th Street, Suite 501
Sheboygan, Wisconsin 53081 USA
Phone 920-451-0846, Fax 920-451-0843
ddcmtupowergeneration.com

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