



# **Product Warranty/Procedures Manual (U.S. Version)**

**CONFIDENTIAL  
(AUTHORIZED POWERBOSS DEALER USE ONLY)**

**Effective January, 2022**

## Services to be provided by PowerBoss

- A. PowerBoss will support the Distributor, as required, in resolving customer service problems.
- B. PowerBoss will evaluate the performance in the marketplace of new and existing products.
- C. PowerBoss will manage the product warranty and policy adjustments.
- D. PowerBoss will maintain and update parts catalogs on-line as necessary.
- E. PowerBoss will send out via email all Tech Service Bulletin's as soon as they are released.

## Services provided by the PowerBoss distributor

### Distributor Responsibilities

1. For each request for warranty coverage, it is the Distributor's responsibility to determine what is eligible under the PowerBoss warranty provisions, and what is the owner's responsibility to repair and maintain. The Distributor is responsible to inform the owner, that product failures due to neglect, misuse, lack of proper maintenance, misapplication or product alteration are not eligible for warranty consideration. Only defects, which are a direct result of either a manufacturing defect or product failure, are eligible to be considered for warranty reimbursement.

### Qualified Personnel

It is to the Distributor's advantage to employ qualified technicians to perform service work on PowerBoss equipment. Each service technician must attend at a minimum one service school, which is conducted by PowerBoss and must maintain their proficiency by either continuing to work on PowerBoss equipment, or through on-going training at the Distributor's location.

### Technical Library

Each facility must make available to the service technicians updated manuals, including all service bulletins for each product line. Familiarize the staff with resources such as the on-line dealer site and on-line manuals.

### New Unit Inspection and Preparation

1. It is the Distributor's responsibility to inspect and prepare each unit before the customer takes possession. This encompasses a detailed inspection, setup, adjustments as necessary, and cleaning prior to its delivery (refer to the New Unit Inspection and Preparation Check Sheet (Found in Powerboss Website under the Warranty tab). It is the Distributor's responsibility to ensure that the end user is properly oriented as to the use and care of their PowerBoss equipment with machine user guide. The Distributor must ensure that all PowerBoss customers are familiar with the warranty policy provisions and exclusions as it relates to their machine(s).

### Registration of Product Sold

It is the responsibility of the Distributor to complete and submit a Warranty Registration / Installation Report for each unit which is sold or placed in the Distributor's rental or leasing fleet. It must be filled out in its entirety and accurately, including engine information. Form can be completed and filed from the Powerboss website under the Warranty tab.

This form is to be submitted to PowerBoss within 10 days after the unit has been placed into service. The registration form is located on the Powerboss website under the Warranty tab.

### Original Purchasers

The warranty to the original equipment purchaser shall commence on the date of delivery providing that the Warranty Registration/Installation Report has been completed and sent to PowerBoss within the first thirty (30) days after installation.

After receiving a proof of purchase for any PowerBoss product covered by warranty, PowerBoss agrees to the following obligation for the duration of the product's warranty:

1. To warrant against defects in material and workmanship of products sold under the PowerBoss brand name in accordance with the terms and conditions outlined in the warranty agreement.

2. To reimburse PowerBoss authorized Distributors the cost of repairs and / or replacement of parts on its products, which may become defective under normal use.
3. PowerBoss will supply technical assistance to the Distributor in an effort to resolve any service problem that may arise.
4. PowerBoss will provide technical updates on a regular basis. It is the Distributor's responsibility to see that all Service Technicians are kept informed.

### **Items Not Covered Under Warranty**

1. Products, which have been subject to unauthorized modification, neglect, corrosion, or abuse.
2. Products no longer owned by the original purchaser.
3. Products suffering shipping or freight damage, normal wear, accident or damage caused by improper use of the equipment.
4. Diagnostic labor and return trips to diagnose problem.
5. Wear items such as: filters, belts, anti-freeze, lubricants or hydraulic oils, spark plugs, lamps, flaps, squeegees and such. Electrical items such as light bulbs, fuses, switches, circuit breakers and connectors. This includes head, tail and safety light bulbs.
6. Any repeat or shop comeback repairs as a result of poor service work or improper diagnosis.
7. Vacuum, heater, and drain hoses where applicable, are warranted for (90) days.
8. Hydraulic hoses where applicable, are warranted for six (6) months. (3 years under Parker GPP Program, contact your local Parker Hydraulic distributor)
9. Freight costs and duty on warranted parts is not eligible for reimbursement.
10. All parts returned to PowerBoss must be complete and as represented on the warranty claim. If otherwise, they will be held for thirty (30) days, and then scrapped. The distributor will be informed by means of their warranty claim, which will be denied.
11. We will not pay for unproductive rentals (if dealer decides to put a rental machine in place while conducting warranty work) unless it is preapproved by PowerBoss.

### **Falsification of Warranty**

PowerBoss reserves the right to conduct warranty audits at the Distributor level on a periodic basis. If an audit reveals any misrepresentation regarding warranty information, a charge-back will be made covering any false or improper claims.

### **Dealer Certification and Labor Rate Reimbursement**

PowerBoss realizes the importance of quality Aftermarket service and its impact on future machine sales. The parts certification program is designed to strengthen our relationship with our Distributors, and to better serve our mutual customers by encouraging them to stock high volume replacement parts and to supply only "Genuine PowerBoss Replacement Parts" for our customer's machines.

Distributors will be reimbursed 75% of their standard published shop labor rate.

### **Labor Compensation**

Diagnostic labor is not covered. It is the Distributor's responsibility to obtain prior approval to claim excessive hours, if requested, prior to submitting the Warranty Claim Form. If prior approval was not obtained, the hours claimed on the form will be adjusted consistent with what would be the norm to make such repairs.

### **Distributor Compensation for Warranty**

Compensation for warranty repairs made by the Distributor is triggered by the processing of the "Warranty Request Form". Form is on the Powerboss Home page under the Warranty tab.

Upon completion of the warranty evaluation by the administrator, the respective Distributor will receive either a credit memo in the amount of the authorized labor, travel and/or parts reimbursement, or in the case where no labor, travel and parts is allowed a faxed and/or emailed explanation of the rejected/denied claim.

### **Registration for Warranty Labor Rate**

Adjustment of the Distributor's labor rate is achieved by copying, completing, and submitting the Warranty Labor Rate Form, along with three (3) copies of current, paid work orders listing your current posted labor rate. A warranty labor rate adjustment can be made one (1) time per year. The form must be received and approved by the PowerBoss Warranty

Administrator prior to the new rate increase going into effect. For those Distributors who neglect to submit a change form, the dealer's current published rate on file will remain in effect.

### **Defective Part Reimbursement**

PowerBoss will reimburse Distributors by means of a Credit memo either the "Dealer Net Price" or prorated price if appropriate, for all authorized warrantable parts and components, which were submitted by the dealer on a warranty claim and approved by PowerBoss during the review and evaluation. Only those items identified on the warranty claim with PowerBoss part numbers will be considered for warranty reimbursement. Replacement parts outside the original unit warranty are covered for a period of 90 days.

### **Travel Time**

PowerBoss will reimburse the Distributors a maximum of two (2) hours per call for those units, which are eligible for travel time. As with all labor reimbursement, travel will be reimbursed at 75%.

Demonstration and stock units are not eligible for travel reimbursement.

### **Completing "Warranty/Return Goods Claim"**

1. Fill in all information requested on the "Warranty/Return Goods Form."
2. All parts claims must be totaled and written in the correct spaces.
3. All forms should be typed and submitted via e-mail to [warranty@powerboss.com](mailto:warranty@powerboss.com).
4. Parts listed without PowerBoss part numbers will not be honored for warranty coverage. Miscellaneous items are not allowed.

**Warranty claim forms are to be submitted by e-mail to [warranty@powerboss.com](mailto:warranty@powerboss.com). Warranty/Return Goods Claim Number should be a unique identifier such as the work order number written in the top right of form.**

### **Returning Parts**

1. Parts are not to be returned to PowerBoss without a Return Authorization. Expenses associated with unauthorized parts returns are subject to being billed back to the distributor. Additionally, they would lack the ability to be tied to a warranty claim, if appropriate, thereby disallowing credit for the requested claim.
2. All failed parts must be held by the Distributor for thirty (30) days after receipt of the claim at PowerBoss. If you are not requested to return the parts by the end of the thirty (30) day period, you may dispose of them.
3. You will be informed of requested parts to be returned by the receipt of an "RGA Request" which will include an RGA authorization number".
4. All freight costs for the parts being returned to the factory can be added to the warranty claim. PowerBoss will credit the freight cost providing the returned item is warrantable.
5. The assigned RGA number must be written on the outside of the RGA package. A copy of the RGA Request paperwork as well as a copy of the warranty claim should be enclosed in the RGA package as well. Returning of parts without the RGA number written on the box or without enclosing the related paperwork subjects the distributorship to not receiving any eligible credit for the returned part.

### **Policy Adjustments**

From time to time a specific problem arises outside the boundaries of the policies outlined in this book. If you should encounter a situation in which you believe an exception is in order, please contact the Warranty Administrator for assistance.

1. No warranty adjustments will be allowed for travel time.
2. Failures that occur beyond normal warranty, but can be attributed to quality of workmanship or materials may be considered.
3. A request for a policy adjustment should be made in writing. Include the following:
  - Copies of all past repair orders for the specific problem
  - A detailed description of the request, and why you are of the opinion that a policy adjustment by the factory is in order
  - End user's name, address, and phone number
  - Unit serial number, model number, hours, and installation date.

## **Engine Warranties:**

All Powerboss dealers will have an option of becoming an unlisted Kubota dealer which is recommend. This will allow you the ability to perform your own work and purchase parts directly.

Should you decide not to be an unlisted dealer, they can handle the repair of the engine or can refer you to a local Kubota Service Center who can.

The engine warranty coverage for PowerBoss products emulates, and with some products extends the warranty provided by the engine's manufacturer. Warranty eligibility is determined **after evaluation** by the engine manufacturer, or their authorized service representative.

**Note:** It is incumbent upon the distributor, to ensure that a thorough analysis of the engine is performed by the manufacturer or their authorized representative.

If at any time during the engine evaluation, the Distributorship is of the opinion that they are not receiving a fair evaluation or support, they should immediately contact the Technical Support Manager at PowerBoss, Inc.

## **Stock / Demonstration Machines**

It is the Distributor's responsibility to maintain his machines in new and salable condition. For these machines, the warranty period does not start until either the machine is sold, placed in a rental or leasing fleet, or remains in the Distributor's stock longer than twelve (12) months. In the event that a machine remains as a stock unit in excess of twelve (12) months, the warranty period begins at the start of the thirteenth month with the remainder of the unit's warranty being prorated and transferred to the end user, when the unit is sold.

A Distributor's stock machine is eligible for warranty reimbursement for warrantable repairs, which would not have been identified and repaired in the process of performing the "New Unit Inspection and Preparation".

When filing a warranty claim on a stock unit, "STOCK UNIT" must be written in "Date Delivered" field. Stock units are not eligible for travel reimbursement.

## **Loaner Units**

PowerBoss will not cover any expenses that may be incurred on loaner machines. The use of a loaner is up to the discretion of the Distributor.

## **Rental Machines**

Rental or lease units are treated the same as sold machines. The following forms must be completed.

1. Complete a Warranty Registration / Installation Report and mail to PowerBoss.
2. Perform the New Unit Inspection and Preparation. Complete the report and forward it to PowerBoss along with the registration.

Warranty considerations for rental and leased machines, when properly registered, are treated the same as those sold to an end user. In this case, the Distributor would be reimbursed for the appropriate travel, labor, and associated parts under the standard warranty provisions and exclusions.