



## CUSTOMER WARRANTY INSTRUCTIONS

This document is to help the customer understand the AIS Engines warranty process. Please follow the outlined steps below.

At time of engine installation complete the Engine Warranty Registration form and fax or email it to AIS Engines so it can be filed with other important engine records. The 250 Hour Valve Lash Settings form must also be filled out and faxed or emailed back to AIS at the time of the first PM. Record valve lash measurements before any adjustments are made, then record the final adjusted lash settings in the appropriate areas on the form. It is extremely important to follow these procedures for future warranty considerations.

- 1) The "Engine Warranty Registration" form which is attached to the engine in the packing slip is required at time of installation. Fill out form and email to [wboerema@aisequip.com](mailto:wboerema@aisequip.com) or fax form to 616-531-4788.
- 2) For warranty consideration or repair initiation call AIS Engines 616-531-0228 Assembly Shop Manager, Wayne Boerema [wboerema@aisequip.com](mailto:wboerema@aisequip.com) with the following information:
  - A. Invoice #
  - B. Unit Number (required)
  - C. Complaint Details (required)
  - D. Warranty/Repair P.O. number (required)
  - E. AIS Job Number (see engine data tag attached to engine)
  - F. Installation Date
  - G. Current Engine Hours/Fuel Burn

AIS Engines will initiate repairs only after the above information (in red) is provided by the customer.

Once information is received the repair will be started to get the machine back in service as soon as possible. Any repairs performed by anyone other than AIS Engines personnel must be arranged through, and controlled by AIS Engines. Overtime hours must first be approved by AIS Engines. The warranty consideration will be decided after the returned parts are inspected, and the failure analysis is completed at AIS Engines. ECM down loads, oil sample reports and customer work order information may also be required to help determine the root cause of failure, as well as informative discussions with AIS Engines and Customer so all vital information can be evaluated. Items not covered by AIS Engines warranty will be billed to the P.O. number the customer issued at the start of the warranty claim.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_