



PERKINS ENGINES COMPANY LTD

WARRANTY MANUAL SUPPLEMENT

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Published by Warranty Administration Department,

Perkins Engines Company Limited, Peterborough PE1 5NA, England

General information

This Warranty Manual Supplement contains the supporting documentation required in the compilation of Perkins Warranty Claims. It also includes the process for correct storage of engines. For details of warranty policy, refer to the Warranty Manual.

The Master Warranty Manual Supplement is held by the Warranty Manager, Perkins Engines Ltd. The electronic copies as posted to the Perkins Secured Internet web site and to the Perkins Intranet site are controlled by the designated web master.

The Warranty Manual Supplement issue status and last revision date are identified at the bottom of each page. This manual supersedes all previous versions.

If the Warranty Manual Supplement is copied, then it is the copier's responsibility to ensure that the latest version is used and that the intended user is given copies of all the warranty related documents.

Definition of Policy 1, 2, or 3 Customers

Policy 1

All aftermarket issues are the responsibility of the Perkins distributor network.

These will include:

- Warranty
- Service
- Parts support
- Parts supply channel to Original Equipment Manufacturer (OEM) via Perkins distributor
- Literature

Policy 2

- Warranty

Original Equipment Manufacturer (OEM) network can conduct warranty but all parts to be purchased via local Perkins distributor.

Claims to be submitted to Perkins via local Perkins distributor.

Credits passed to OEM claimant from Perkins via Perkins distributor.

Claims will be pre-agreed with Perkins or at retail pricing.

- Service

Tooling must be in place at OEM outlet and include both standard and special Perkins tools.

Perkins distributors to keep OEM distributor informed of contents of service bulletins, etc.

Training must be completed by the OEM for its dealer network.

Perkins agreed to make training courses available at a mutually agreed location and cost.

- Literature

Literature to be purchased from Perkins distributor.

Policy 3

This is for Original Equipment Manufacturers (OEM's) who control their own aftermarket business and do not rely on the Perkins distributor network for support. Policy 3 OEM's are also referred to Self Service OEM's.

The policy is universal and will cover all or specifically defined territories.

Warranty

- Perkins standard repair times to be maintained. OEM to manage own warranty system which will include:

- documentation
- record keeping
- audit procedures
- financial support
- Dedicated administrator
- Agreed warranty rates between Perkins and OEM.

- OEM to be 'auditable' by Perkins, see 'Warranty Audit' in the Warranty Manual Supplement.
- Parts pricing for warranty (including importation and handling charges).
- Repairs conducted outside of policy 3 agreement, i.e. via a Perkins distributor are on straight commercial terms, the OEM should then claim from Perkins. Components covered by warranty to be determined at outset (including proprietary items, fitted by Perkins but serviced by the supplier).
- Perkins to provide warranty manual Perkins - OEM interface to be defined.

Technical Capability and Support

- OEM will have a process to monitor their dealer network's engine service capability and report on progress of that capability to Perkins at agreed to intervals.
- OEM to have access to Perkins Distributor Solution Network for first line support on technical product issues.
- OEM and Perkins agree to escalation process and relationship matrix to work recurring product issues or urgent, commercially sensitive product issues as well as non-technical process issues into the Perkins organization

Training

- Perkins to train and certify OEM at cost to be agreed between OEM and Perkins.
- OEM will be responsible for training own network.
- OEM responsible for purchase of training aids such as engines, tooling, etc.
- OEM to monitor training completions of dealer service staff and share with Perkins
- Perkins to provide training as appropriate at a cost to OEM (training should be ongoing and on a train-the-trainer basis).

Tooling

- OEM and OEM dealers will invest in required mechanical tooling to repair engines in portfolio
- OEM will utilize agreed to electronic service tool. OEM is only authorized to work on engines in their portfolio.
- OEM nominates a license administrator for electronic service tool.
- OEM license administrator will track and maintain licenses for all OEM dealer personnel needing the tool to service product and will revoke licenses when dealer personnel no longer require the tool.
- A maximum of 3 technicians to 1 electronic service tool license per OEM dealer.

Literature

- OEM has the capability to create service manuals and integrate the engine content (for engines in portfolio) into those service manuals
- Perkins to provide copies of Operation and Maintenance Manual, Disassembly and Assembly Manual, Specification Manual, Schematics, Systems Operation Manual, Test and Adjust Manual and Troubleshooting Guide to aid in the creation of OEM service manuals.
- OEM has access to and is communicated the latest bulletins and updates to parts and service information.
- Perkins reserves the right to audit the accuracy and content of the OEM's service manuals to ensure quality integration.

Parts

- Replacement engines to be held by OEM
- OEM will take full responsibility for all parts requirements.
- Perkins parts will be used exclusively.
- OEM will only sell Perkins parts for their own products and not for other applications.
- OEM will have access to Perkins Parts listings but only for own parts requirements.
- OEM should use own parts number system - not Perkins system.
- All parts to be permanently and clearly labelled as OEM product - re-boxing is preferred.
- OEM to maintain adequate stocking of parts at own and OEM dealer locations.
- OEM to manage own parts logistics including suitable VOR system.
- Dedicated personnel to run parts business within Original Equipment Manufacturer (OEM).

- Parts warranty claims process to be created by Original Equipment Manufacturer (OEM).
- Market place pricing issues to be responsibility of Original Equipment Manufacturer (OEM).

List of Policy 3 Customers

Manufacturer	Type of Equipment	Country of Build	Territories in which Policy 3 Operate
Agco	Agricultural and industrial equipment	International	All
Argo	Tractors	Italy	All
Bobcat (Doosan Group)	Industrial	France	All
CAT N.I. (FG Wilsons)	Generating sets	UK	All
Claas (France)	Agricultural - Tractors	Europe	All North America support via CAT
Claas (Germany)	Agricultural - Combine Harvester	Europe	All
Caterpillar	All	International	All
Daedong	Tractors	Korea	
Doosan Infracore Construction Equipment	Excavator, Loaders	Korea, China	All (limited coverage)
Dressta	Industrial	Poland	All
Generac Power Systems	Generator Sets / Mobile Industrial Products	US	US and Canada
Hyundai Construction Equipment	Excavator, Loaders	Korea, China	Korea, China Minimal coverage in Europe & Americas
Iseki	Material Handling	Asia	All
JCB	Earthmoving	UK	All Equipment
Jubaili Bros SAL	Electric Power	Middle East	All
Lindner	Tractors	Austria	Europe
Manitou	Fork lift trucks	France	All but North America (including Porthos and Termit; excluding Manireach)
Mitsubishi Nichiyu Forklift (Mitsubishi Cat Forklift)	Forklift Trucks	US, Japan, China	All
Volvo Penta	Marine	Sweden	All

Original Equipment Manufacturer (OEM) Agreements

Original Equipment Manufacturer (OEM) agreements should be as 'Warranty on New Engines', with the exception of:

Parts

Parts price for warranty repair will be stated in the contract. It is recommended that the price given will be Perkins selling price to the Original Equipment Manufacturer (OEM) + any agreed handling allowance.

Administration (for Policy 3 OEMs)

The named Original Equipment Manufacturer (OEM) Service Department will deal direct with Perkins and there will be no direct communication between Perkins and the named Original Equipment Manufacturer (OEM) distributors.

In order to simplify Warranty Administration and minimise delays, Perkins standard electronic Warranty Claim Format should be used. In exceptional circumstances, the Original Equipment Manufacturer (OEM) may elect to use his own electronic Warranty Claim Format providing that the following KEY information is provided:

- Claim Reference
- Engine Number (complete)
- Engine Life
- Operating Area
- Date in Service
- Date Failed
- Outline of Component Failure
- Material Costs
- Labour Costs
- Sundry Costs (includes any travel time and miles)
- Repair time
- Part number causing failure
- Defect code
- Component code

Claims will be audited during an agreed periodic visit by Perkins.

Amendments

Any amendments to the stated warranty procedures shall be binding on Perkins and the named Original Equipment Manufacturer (OEM) if agreed in writing. A copy of any agreement must be forwarded to the Warranty Administration Department, Peterborough.

Rectification Programmes

A Rectification Programme is a service programme or Service Letter relating to any product which can only be initiated if agreed by Perkins.

A Service Letter is defined as a co-ordinated project authorised by Perkins for carrying out emergency action to rectify a defined fault occurring in engines supplied to customers.

Service Letter action is applicable where the scale or nature of the concern could result in:

- injury to people
- serious deterioration in customer relations
- significant adverse impact on market strategy
- where the failure costs in warranty reach an unacceptable level and are in excess of campaign costs