

WINCO, INC. WARRANTY PROCEDURES

WINCO, INC. WARRANTY RESPONSIBILITY

The warranty to the original retail customer commences on the date of sale of the product to him. Date of sale is defined as the day the customer takes delivery of the product. This warranty shall remain in effect to the original purchaser for the period stated on the sales literature. The warranty is not transferable and the retail customer must retain his original bill of sale as proof of purchase date.

WINCO, Inc. agrees to the following obligation during the warranty period:

1. To warrant any defect in material or workmanship of products sold under the WINCO and the DYNA brand names in accordance with the warranty statements in the operators manuals.
2. To reimburse authorized Winco, Inc. Service Centers/Dealers for the cost of parts plus standard ground UPS shipping charges for all valid warranty repairs and to reimburse same said service centers/dealers for reasonable labor charges based on Winco's current warranty labor reimbursement rate.
3. To furnish its authorized service centers/dealers with the necessary parts to make the repairs.

WARRANTY SERVICE CENTERS RESPONSIBILITY

The prompt and fair repair of Winco/Dyna generators will only enhance Winco's and the Service Centers image in the marketplace.

1. The Service Center should not imply that any repair is a warranty until all the information is gathered and in questionable cases, the Winco Service Department has been contacted and the warranty approved.
2. The Service Center should notify the customer that any non-warrantable repair is the customer's responsibility and arrangements should be made for non-warranty repairs and payment at that time.
3. All parts used for warranty repairs must be procured from Winco, Inc. Winco will not reimburse for parts locally purchased unless prior approval has been received in writing from the Winco Service Department.
4. Warranty Service Centers will not charge customers for any part of a warranty repair without prior approval.
5. The Service Center must file request for warranty reimbursement within 30 days and retain all parts replaced during a warranty repair until payment has been received. If Winco needs any of the parts returned we will call for them or inform the Service Center at the time of ordering that they need to be returned. All requests for warranty reimbursement must be filed using the Winco Warranty Claim Forms; invoices will not be accepted.
6. All parts returned for warranty credit must be tagged with the Model & Serial Number of the generator that they were replaced on. Failure to properly tag parts will delay any warranty reimbursement.
7. Winco Service Department has final authority for all warranty. If there is any doubt about warranty or warranty allowances contact the Winco Service Department at 507-357-6831, before you continue.

SERVICING DEALERS RESPONSIBILITY

Winco dealers are authorized and encouraged to service the generators they sell without being listed as a Warranty Service Center. The same rules and responsibilities apply to the dealers as the Warranty Service Centers.

WINCO INC[®]
A Division of **DTI** Dyna Technology Inc
225 South Cordova Ave
Le Center MN 56057
Ph 507-357-6831/Fax 507-357-4857

WINCO Generators	Generator Warranty Period	Warranty Restrictions
Industrial Series (W) (WC)	Varies	See Spec Sheets
EMERGEN (EC) Series	1 Year	See Note 1
Mobile Diesel (RP) Series	1 Year	None
Farm PTO Series	3 Years	Farm Standby only, All other uses 1 Year
Two Bearing Series	1 Year	See Note 1
Package Standby Series (PSS)	1 Year	See Note 2
Automatic Transfer Switches (ATS)	1 Year	WINCO only; See Note 2

Note 1: Bench Labor Only, no travel time or labor allowance for removal or reinstallation of the product from its application.

Note 2: Round trip mileage is limited to 200 miles per trip and a total of 2 trips per repair unless authorized in writing by the WINCO Service Department.

WINCO Limited Warranty

WINCO, Incorporated warrants to the original purchaser for the warranty period that goods manufactured or supplied by it will be free from defects in workmanship and material, provided such goods are installed operated and maintained in accordance with **WINCO** written instructions.

WINCO's sole liability, and Purchaser's sole remedy for a failure under this warranty, shall be limited to the repair of the product. At **WINCO's** option, material found to be defective in material or workmanship under normal use and service will be repaired or replaced. For warranty service, return the product within the warranty period from the date of purchase, transportation charges prepaid, to your nearest **WINCO** Authorized Service Center or to **WINCO, Inc.** at Le Center Minnesota.

THERE IS NO OTHER EXPRESS WARRANTY.

To the extent permitted by law, any and all warranties, including those of merchantability and fitness for a particular purpose, are limited to the warranty period from date of purchase. The user shall assume all risks and liability in connection with determining the suitability of the unit for its particular use. Neither the manufacturer nor the seller shall be liable for any injury, loss or damage arising out of improper use or operation of this unit. In no event is **WINCO** liable for incidental or consequential damages.

Note: Some states do not allow limitation on the duration of implied warranty and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply in every instance. This warranty gives you specific legal rights which may vary from state to state.

WINCO reserves the right to change or improve its products without incurring any obligations to make such changes or improvement on products purchased previously.

EXCLUSIONS:

WINCO does not warrant **Engines**. Engines are covered exclusively by the warranties of their respective manufacturers, see enclosed warranties.

WINCO does not warrant **Batteries, or Other Component Parts** that are warranted by their respective manufacturers.

WINCO does not warrant modifications or alterations which were not made by **WINCO, Inc.**

WINCO does not warrant products which have been subjected to **misuse and/or negligence** or have been involved in an accident.

This warranty **does not include travel time**, mileage, or labor for removal or reinstallation of **WINCO** product from its application, unless specifically authorized.

DYNA Generators

Generator Warranty Period

Warranty Restrictions

DYNA Portables (D) (DL)
HOME POWER

2 Years
2 Years

Home Use ONLY, Commercial* use is 90 Days
Home Use ONLY, Commercial* use is 90 Days

*Commercial use is defined as Construction, Rental, Prime Power (any off grid use) or use in a business of any type including AG and Hobby.

DYNA Limited Warranty

WINCO warrants to the original purchaser that the alternator is free from defects in workmanship and material for a period of **two years***, provided it is installed, operated and maintained in accordance with **WINCO** written instructions.

***NOTE: Units used for rental, demonstrations, commercial or prime power applications such as construction or utility, are warranted for 90 days. Units that are resold are not covered under this warranty. Any further warranty, whether expressed or implied, rests solely with the reseller.**

WINCO's sole liability, and Purchaser's sole remedy for a failure under this warranty, shall be limited to the repair of the product. At **WINCO's** option, material found to be defective in material or workmanship under normal use and service will be repaired or replaced. This warranty does not include **circuit breakers, receptacles or ENGINES**. Engines are covered exclusively by the warranties of their respective manufacturers.

THERE IS NO OTHER EXPRESS WARRANTY.

To the extent permitted by law, any and all warranties are limited to 24 months from date of purchase. The user shall determine the suitability of the product for its intended use prior to placing the unit in service. The user shall assume all risks and liability in connection with determining the suitability of the unit for its particular use. Neither the manufacturer nor the seller shall be liable for any injury, loss or damage arising out of improper use or operation of this unit. In no event is **WINCO** liable for incidental or consequential damages.

Some states do not allow limitation on the duration of implied warranty and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply in every instance. This warranty gives you specific legal rights which may vary state to state.

EXCLUSIONS:

WINCO reserves the right to change or improve its products without incurring any obligations to make such changes or improvements on products previously purchased.

WINCO does not warrant **Engines**. Engines are covered exclusively by the warranties of their respective manufacturers.

WINCO does not warrant products which have been subjected to **misuse, negligence, modified or altered** in any way or have been involved in an accident.

For warranty service, return the product, transportation charges prepaid, to your nearest **WINCO** Authorized Service Center or to **WINCO** at Le Center Minnesota. When requesting warranty service, evidence of original purchase date must be presented.

WHAT IS COVERED BY WARRANTY

1. Generator end including rotor, stator, end brackets, and bearing.
2. Control box including transformers, circuit breakers, wiring, resistors, and switches.
3. LP/NG fuel system including fuel solenoid, demand regulator, carburator, and hoses.
4. Cradle assembly including cradle, cross member, and shock mounts that fail. Shock mounts damaged from rough handling are not covered.
5. Reasonable travel time for the PSS series generators only.
6. WINCO Automatic Transfer Switches including contactors, interlocks, clocks, battery charger, and the relays.
7. Ground UPS charges for warranty parts, no premium service, domestic US shipments only.

WHAT IS NOT COVERED BY WARRANTY

1. Products which have been subjected to alteration, modification, neglect or unauthorized repairs not approved in writing by Winco, Inc.
2. Products no longer owned by the original purchaser.
3. Products with shipping or freight damage. File a freight claim with the delivery carrier.
4. Products suffering normal wear, accidents, improper maintenance or improper protection in storage. Products damaged by rough handling, such as shockmounts on cradle assemblies.
5. Pressure or steam cleaning of products, cleaning of fuel system, or flushing of cooling system.
6. Replacement of filter, belts, antifreeze, or lubricants.
7. Electrical items, such as light bulbs, receptacles, spark plugs, or any items damaged by welding or jump starting.
8. Any repeat or shop come-back repairs resulting from poor service work or improper diagnosis and testing. Replacement of parts as a trial-and-error method of diagnosis will not be considered for warranty.
9. Replacement parts other than those sold by Winco, Inc.
10. Damage caused by fire, flood, lightning or any other natural disaster.
11. Damage caused by improper protection during installation, (i.e. not protecting contactor in the ATS panel and getting wire trimming or debris from drilling the box in the contactor coil or contacts).
12. Damage caused by over loading of the generator and failure to adequately provide overload protection.
13. LP/NG fuel adjustments or conversion from one fuel to another.
14. Adjustment of any kind, all units are 100% load tested before shipping.
15. Any damage caused by the use of the equipment for purposes other than for which it was designed.
16. Engines - All engines used by Winco, Inc. are warranted by their respective manufacturer's.
17. Batteries - Must be returned to the place of purchase for all warranty evaluations.
18. Damage caused by improper installation or failure to provide adequate ventilation.
19. Cosmetic repairs, such as repainting.
20. Freight charges for transportation to and from a Warranty Service Center.
21. Rental costs of renting replacement generators.
20. Travel time or service calls unless specifically authorized by Winco, Inc. in writing.

GENERAL INFORMATION

The WINCO, Inc. Service Department is open from 8:00 AM to 5:00 PM Central Standard time. It is located at 225 South Cordova Ave., Le Center Minnesota 56057-1805. The phone numbers are 507-357-6831 for service, 507-357-6821 for the general switchboard and 507-357-4857 for faxes.

All warranty claims must be submitted to the above address. **DO NOT FAX WARRANTY CLAIMS.** Any claim received that is not complete will be returned for completion. Warranty labor time is not unlimited, claims submitted for excessive hours will be adjusted to the "normal" time allowed on other claims. Warranty labor rates are also limited to a maximum rate established by Winco, Inc. If you have any questions concerning a specific claim, contact the Service Department for assistance.

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