



GENERATOR WARRANTY POLICY

Version 1

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CONTENTS

1 Warranty Policies and Practices 4

 1.1 Warranty Policy Introduction 4

 1.2 Warranty Responsibility, Distributor..... 4

 1.3 Customer Relations 4

 1.4 Warranty Coverage Limitations..... 4

 1.5 Startup Notification..... 5

 1.6 Warranty Start Date and Time Limits..... 5

 1.7 Repair Recommendations for Assemblies 5

 Figure 1-1 – 9.C.1)SenecaStartupNotification 6

 Figure 1-2 – Startup Check List..... 7

2 Generator Set Warranty 9

3 Extended Warranty and Warranty Program Features 10

 3.1 Extended Warranty 10

 3.1.1 Introduction..... 10

 3.1.2 Start Date 10

 3.1.3 Prices..... 10

 3.1.4 Purchase Policies 10

 3.1.5 Requirements 10

 3.1.6 Registration Procedure..... 11

 3.1.7 Upgrade Procedure..... 11

 3.2 Warranty Program Features 13

 3.2.1 Industrial Generator Set..... 13

4 Service Parts Warranty 14

 4.1 Warranty Period..... 14

 4.2 Defective Assembly Components..... 14

 4.3 Warranty Claims for Service Parts 14

5 Engine Warranties..... 14

6 Warranty Reimbursement Policy..... 15

 6.1 Seneca Parts 15

 6.1.1 Reimbursement for Warranty Repairs 15

 6.2 Repair Cost Limits 15

 6.3 Labor Rates 15

 6.4 Travel 16

 6.5 Freight Charges..... 16

 6.6 International Duties/SpecialCharges..... 16

 6.7 Generator Set or ATS Replacement..... 17

7 Warranty Submittal Procedure..... 17

8 Warranty Claim Form..... 17

 8.1 Warranty Claim Information..... 17

 Figure 8-1: 9.C.b)WarrantyClaimForm-Seneca 18

 Figure 8-2: 9.C.b)WarrantyClaimForm-Seneca 19

 8.1.1 Guidelines 20

 8.1.2 Template 20

 8.2 Warranty Claim Form Completion 20

9 Generator Warranty Return Procedure 22

 9.1 Generator Warranty Return..... 22

9.2 Freight Charge Reimbursement 22

10 Warranty Claim Payment Appeal Procedure..... 22

 10.1 Warranty Claim Reimbursement Appeal Process..... 22

 10.2 Verify Warranty Coverage in Advance 23

11 Flat Rates and Failure Codes 23

 11.1 Flat Rates 23

 11.2 Failure Codes 23

 11.3 Introduction to Failure Codes 23

 Figure 11-1 - Failure Codes 24

 Figure 11-2 – Flat Rates: Battery Chargers 25

 Figure 11-3 – Flat Rates: Fuel Tanks..... 26

 Figure 11-4 – Flat Rates: Generators 20-300KW 27

 Figure 11-5 – Flat Rates: Generators 301-2000KW 28

1 Warranty Policies and Practices

1.1 Warranty Policy Introduction

This publication explains warranty policies and practices for Seneca Power Generation generator sets. 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 Seneca Power Generation sales coordinator. Provide unit model, serial number, Seneca sales order number, and the part number or specifics of missing or incorrect items.

1.2 Warranty Responsibility, Distributor

One provision of 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 Seneca product for sale in your place of business.

Before Delivery. Warranty responsibility begins before delivery. Each authorized Seneca distributor/dealer 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/dealer and customer. Damage or deterioration caused by improper storage is not covered under warranty. Successful Seneca 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 Seneca service distributors/dealers 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 Seneca service distributors/dealers perform warranty repairs.

1.3 Customer Relations

Seneca 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 Seneca 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/dealer 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 3.2 for items not considered manufacturing defects and, therefore, not covered by warranty.

1.5 Startup Notification

You must submit a Seneca startup notification form "9.C.i)SenecaStartupNotification" within 60 days of generator set startup. Order forms from your Seneca 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.../Dealer 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 3.2). If you do not provide a startup notification within 60 days of generator startup, 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 Seneca 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 8-1.

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 8-1.

Figure 1-1 – 9.C.i) Seneca Startup Notification



STARTUP NOTIFICATION

Complete the installation checklist on page 2 of this form. Then complete the rest of the form.

This form is required for coverage under the Seneca limited warranty and must be completely filled out at the time of initial startup. Only authorized Seneca technicians can complete this form. This form must be signed by authorized Seneca technician and owner (or owners representative) and must be returned within 60 days. Warranty will commence on the startup date indicated herein. Return completed form by fax to 613-225-4690 or email to warranty@senecapowergeneration.com.

STARTUP DATE:

MONTH	DAY	YEAR

Authorized SENECA Representative Performing Startup	
Company Name	
Address	
City	
Prov/State	
PC/Zip	
Country	
Telephone	

Owner Name/Unit Location	
Company Name	
Unit Address	
City	
Prov/State	
PC/Zip	
Country	
Telephone	
Round Trip Mileage from Nearest Authorized Seneca Distributor:	

Equipment Information				
	Make	Model	Spec#	Serial#
Generator 1	SENECA			
Engine 1				
Alternator 1				
Generator 2	SENECA			
Engine 2				
Alternator 2				
ATS 1				
ATS 2				
ATS 3				
ATS 4				

Application Information		
Check One: <input type="checkbox"/> Industrial <input type="checkbox"/> Residential/Commercial	Check One: <input type="checkbox"/> Stationary <input type="checkbox"/> Mobile	Check One: <input type="checkbox"/> Prime <input type="checkbox"/> Standby <input type="checkbox"/> Rental

SENECA Representative (Print)			
SENECA Representative Signature and Date			
Signature	Month	Day	Year

Owner's Representative (Print)			
Owner's Representative Signature and Date			
	Month	Day	Year

Figure 1-2 – Startup Check List



STARTUP NOTIFICATION

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							
Y	N/A	#	ITEM	Y	N/A	#	ITEM
<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"/>	25	Is there an exhaust line condensate trap with a drain installed?
<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"/>	26	Is the specified silencer installed and are the hanger and mounting hardware tightened?
<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"/>	27	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"/>	4	Is there adequate heating for the equipment room or outdoor weather housing?	<input type="checkbox"/>	<input type="checkbox"/>	28	Is the exhaust line free of excessive bends and restrictions? Is the backpressure within specifications?
<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"/>	29	Is the exhaust line installed with a downward pitch toward the outside of the building?
<input type="checkbox"/>	<input type="checkbox"/>	6	Is the equipment room protected with a fire protection system?	<input type="checkbox"/>	<input type="checkbox"/>	30	Is the exhaust line protected from entry by rain, snow, and animals?
ENGINE AND MOUNTING				<input type="checkbox"/>	<input type="checkbox"/>	31	Does the exhaust system outlet location prevent entry of exhaust gases into buildings or structures?
<input type="checkbox"/>	<input type="checkbox"/>	7	Is the mounting surface(s) properly constructed and leveled?	<input type="checkbox"/>	<input type="checkbox"/>	32	Are individuals protected from exposure to high temperature exhaust parts and are hot parts safety decals present?
<input type="checkbox"/>	<input type="checkbox"/>	8	Is the mounting surface made from non-combustible material?	AC ELECTRICAL SYSTEM			
<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"/>	33	Does the nameplate voltage/frequency of the generator set and transfer switch match normal/utility source ratings?
LUBRICATION				<input type="checkbox"/>	<input type="checkbox"/>	34	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"/>	10	Is the engine crankcase filled with the specified oil? Cooling and Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	35	Are the load conductors, engine starting cables, battery charger cables, and remote annunciator leads installed in separate conduits?
COOLING AND VENTILATION				<input type="checkbox"/>	<input type="checkbox"/>	36	Is the battery charger AC circuit connected to the corresponding voltage?
<input type="checkbox"/>	<input type="checkbox"/>	11	Is the cooling system filled with the manufacturer's specified coolant/antifreeze and purged of air?	TRANSFER SWITCH, REMOTE CONTROL SYSTEM, ACCESSORIES			
<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"/>	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"/>	13	Is the radiator duct properly sized and connected to the air vent or louver?	<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"/>	14	Are flexible sections installed in the cooling water lines?	<input type="checkbox"/>	<input type="checkbox"/>	39	Is there a UPS system? If yes, is the UPS installation checklist filled out?
FUEL				<input type="checkbox"/>	<input type="checkbox"/>	40	Is all other wiring connected, as required? Batteries and DC Electrical System
<input type="checkbox"/>	<input type="checkbox"/>	15	Is there an adequate/dedicated fuel supply?	BATTERIES AND DC ELECTRICAL SYSTEM			
<input type="checkbox"/>	<input type="checkbox"/>	16	Are the fuel filters installed?	<input type="checkbox"/>	<input type="checkbox"/>	41	Does the battery(ies) have the specified CCA rating and voltage?
<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"/>	42	Is the battery(ies) filled with electrolyte and connected to the battery charger?
<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"/>	43	Are the engine starting cables connected to the battery(ies)?
<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"/>	44	Do the engine starting cables have adequate length and gauge?
<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"/>	45	Is the battery(ies) installed with adequate air ventilation?
<input type="checkbox"/>	<input type="checkbox"/>	21	Is the specified gas pressure available at the fuel regulator inlet?	SPECIAL REQUIREMENTS			
<input type="checkbox"/>	<input type="checkbox"/>	22	Does the gas solenoid valve function?	<input type="checkbox"/>	<input type="checkbox"/>	46	Is the earthquake protection adequate for the equipment and support systems?
<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?	<input type="checkbox"/>	<input type="checkbox"/>	47	Is the equipment protected from lightning damage?
EXHAUST							
<input type="checkbox"/>	<input type="checkbox"/>	24	Is the exhaust line sized per guidelines and does it have flexible connector(s)? Is the flexible connector(s) straight?				



STARTUP NOTIFICATION

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.

Y	N/A	#	ITEM	Y	N/A	#	ITEM
<input type="checkbox"/>	<input type="checkbox"/>	1	Verify that the engine is filled with oil and the cooling system is filled with coolant/antifreeze.	<input type="checkbox"/>	<input type="checkbox"/>	27	Disconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	2	Prime the fuel system.	<input type="checkbox"/>	<input type="checkbox"/>	28	Manually transfer the load to the emergency source.
<input type="checkbox"/>	<input type="checkbox"/>	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.	<input type="checkbox"/>	<input type="checkbox"/>	29	Close the normal source circuit breaker or replace fuses to the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	4	Place the generator set master switch in the OFF/RESET position. Observe Not-in-Auto lamp and alarm, if equipped, on the controller.	<input type="checkbox"/>	<input type="checkbox"/>	30	Check the normal source voltage, frequency, and phase sequence on three-phase models. The normal source must match the load.
<input type="checkbox"/>	<input type="checkbox"/>	5	Press the lamp test, if equipped on controller. Do all the alarm lamps on the panel illuminate?	<input type="checkbox"/>	<input type="checkbox"/>	31	Open the normal source circuit breaker or remove fuses to the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	6	Open the main line circuit breakers, open the safeguard breaker, and/or remove fuses connected to the generator set output leads.	<input type="checkbox"/>	<input type="checkbox"/>	32	Manually transfer the load to the normal source.
<input type="checkbox"/>	<input type="checkbox"/>	7	Turn down the speed control (electronic governor) or speed screw (mechanical governor).*	<input type="checkbox"/>	<input type="checkbox"/>	33	Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	8	Verify the presence of lube oil in the turbocharger, if equipped. See the engine and/or generator set operation manual.	<input type="checkbox"/>	<input type="checkbox"/>	34	Place the generator set master switch in the RUN position.
<input type="checkbox"/>	<input type="checkbox"/>	9	Place the generator set master switch in the RUN position. Allow the engine to start and run for several seconds.	<input type="checkbox"/>	<input type="checkbox"/>	35	Check the generator set voltage, frequency, and phase sequence on three-phase models. The generator set must match normal source and load.
<input type="checkbox"/>	<input type="checkbox"/>	10	Verify that the day tank, if equipped, is energized.	<input type="checkbox"/>	<input type="checkbox"/>	36	Place the generator set master switch in the OFF/RESET position.
<input type="checkbox"/>	<input type="checkbox"/>	11	Place the generator set master switch in the OFF/RESET position. Check for oil, coolant, and exhaust leaks.	<input type="checkbox"/>	<input type="checkbox"/>	37	Open the generator set main line circuit breakers, open the safeguard breaker, and/or remove the fuses connected to the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	12	Turn on the water/oil heaters and fuel lift pumps.	<input type="checkbox"/>	<input type="checkbox"/>	38	Reconnect the power switching device and logic controller wire harness at the inline disconnect plug at the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	13	Check the battery charger ammeter for battery charging indication.	<input type="checkbox"/>	<input type="checkbox"/>	39	Close the normal source circuit breaker or replace fuses to the transfer switch. Place the generator set master switch to the AUTO position.
<input type="checkbox"/>	<input type="checkbox"/>	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.	<input type="checkbox"/>	<input type="checkbox"/>	40	Close the generator set main line circuit breakers, close the safeguard breaker, and/or replace the fuses connected to the transfer switch.
<input type="checkbox"/>	<input type="checkbox"/>	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.*	<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	16	If the speed is unstable, adjust according to the appropriate engine and/or governor manual.*	<input type="checkbox"/>	<input type="checkbox"/>	42	Readjust frequency to 50 or 60 Hz with total building loads.*
<input type="checkbox"/>	<input type="checkbox"/>	17	Adjust the AC output voltage to match the load voltage using the voltage adjusting control. See the generator set/controller operation manual.	<input type="checkbox"/>	<input type="checkbox"/>	43	Verify that the current phase is balanced for three phase systems.
<input type="checkbox"/>	<input type="checkbox"/>	18	Allow the engine to reach normal operating coolant temperature.	<input type="checkbox"/>	<input type="checkbox"/>	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).
<input type="checkbox"/>	<input type="checkbox"/>	19	Check the operating temperature on city water-cooled models and adjust the thermostatic valve as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	45	Allow the generator set to run and shut down automatically after the appropriate cool down time delay(s).
<input type="checkbox"/>	<input type="checkbox"/>	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.*	<input type="checkbox"/>	<input type="checkbox"/>	46	Set the plant exerciser to the customer's required exercise period, if equipped.
<input type="checkbox"/>	<input type="checkbox"/>	21	Check the coolant level, add coolant as necessary, and replace the radiator cap. Verify that all hose clamps are tight and secure.	<input type="checkbox"/>	<input type="checkbox"/>	47	Verify that all options on the transfer switch are adjusted and functional for the customer's requirements.
<input type="checkbox"/>	<input type="checkbox"/>	22	Place the generator set master switch in the RUN position.	<input type="checkbox"/>	<input type="checkbox"/>	48	If possible, run the building loads on the generator set for several hours or perform the load bank test if required.
<input type="checkbox"/>	<input type="checkbox"/>	23	Verify the engine low oil pressure and high coolant temperature shutdowns.*	<input type="checkbox"/>	<input type="checkbox"/>	49	Verify that all the wire connections from the generator set to the transfer switch and optional accessories are tight and secure.
<input type="checkbox"/>	<input type="checkbox"/>	24	Check the overcrank shutdown.*	<input type="checkbox"/>	<input type="checkbox"/>	50	If there is a UPS system, fill out the UPS prestart checklist and UPS startup checklist.
<input type="checkbox"/>	<input type="checkbox"/>	25	Place the generator set master switch in the OFF/RESET position.	<input type="checkbox"/>	<input type="checkbox"/>	51	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.
<input type="checkbox"/>	<input type="checkbox"/>	26	Open the normal source circuit breaker or remove fuses to the transfer switch.	<input type="checkbox"/>	<input type="checkbox"/>	52	Fill out the startup notification at this time and send to the Generator Warranty Dept. Include the warranty form if applicable.

* Some models with electronic engine controls may limit or prohibit adjusting the engine speed or testing shutdowns.

2 Generator Set Warranty



Standard 18 month 2000 hour warranty

Your Seneca product has been assembled in Canada for our Canadian climate. Our highly experienced generator technicians have inspected your generator with the highest level of care and attention to detail as possible. The Seneca team and management strongly believe that your new generator is free from defects in materials and workmanship, that we have introduced the best standard warranty in the industry! Repair, replacement or appropriate fine-tuning will be provided at Seneca's expense. The Seneca product must have been properly installed, maintained and operated in accordance with Seneca instruction manuals. An authorized Seneca representative must perform startup. This warranty will become null and void if malfunction is caused by, damage, unreasonable use, misuse, repair or service by unauthorized person and or normal wear and tear.

- **Standby** **18 months or 2000 hours (whichever occurs first)**
- **Prime Power** **18 months or 2000 hours (whichever occurs first)**

Your Seneca warranty shall commence the day of the authorized start-up, by an authorized Seneca technician.

The following will not be covered by Seneca warranty;

- *Damage caused by accident, improper installation, faulty repairs performed by unauthorized service representative, or improper storage.*
- *Original installation charges and startup.*
- *Damage caused by neglect.*
- *Rental of equipment during product failure*
- *Engine fluids*
- *Expenses incurred in investigation performance complaints.*
- *Maintenance items.*
- *Non authorized Seneca parts*
- *Shop supplies*
- *Telephone and transportation charges.*

To obtain warranty service to your Seneca product call 1-877-436-7368. Please have your model and serial number available. .



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3 Extended Warranty and Warranty Program Features

3.1 Extended Warranty

3.1.1 Introduction

In lieu of the 18 Month Standard warranty, Seneca 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

The warranties apply only to the generator set and the optional equipment provided by Seneca. Upgrades to existing extended warranties are also available. Contact Seneca for detailed information on extended warranties.

Note: Seneca does not offer extended warranties on units used in agricultural, industrial trailer mounted, or rental applications.

3.1.2 Start Date

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

3.1.3 Prices

There is a one-time charge for extended warranties. Contact your Seneca representative for pricing.

3.1.4 Purchase Policies

The distributor must purchase an extended warranty from Seneca 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.

3.1.5 Requirements

The distributor must submit the following documents:

- A completed Seneca startup notification form to validate the extended warranty registration. See Figure 1-1.
- A completed extended warranty registration/upgrade form. See Figure 6-1.
- A copy of the original Seneca 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 3.1.6, Registration Procedure, for additional information and the mailing address of the warranty department.

3.1.6 Registration Procedure

Distributor Responsibilities

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

- 1) Complete a Seneca startup notification form if you haven't already done so, to validate the extended warranty registration. See Figure 1-1. Submit the notification form to the following address:

Seneca Power Generation
Warranty Department
25 Gifford Street
Nepean, ON K2E 7S3
Canada
warranty@senecapowergeneration.com
Fax: 613-225-4690
- 2) Complete the extended warranty registration/ upgrade form. See Figure 6-1. Submit, to the address above, the warranty registration form along with a copy of the original Seneca 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.

3.1.7 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. 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:
 - The extended warranty upgrade fee.
 - The part number, description, and price for the upgraded extended warranty.
 - The part number, description, and credit for the existing extended warranty.
- 3) Attach a copy of the original extended warranty invoice.
- 4) See Section 3.1.6 for the mailing address of the warranty department.

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

WARRANTY POLICY

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.

3.2 Warranty Program Features

3.2.1 Industrial Generator Set

		Extended				
		2-Year		5-Year		10-Year Major Components
18 Month Standard		Basic	Prime	Basic	Comprehensive	
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	18 Months 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)*	300 km	300 km	300 km	300 km (through 2 nd year only)	300 km	300 km (through 2 nd year only)
Deductibles	None	None	None	None	None	None
* Applies to CDN installations only. Contact the warranty administrator for information on international installations.						

4 Service Parts Warranty

4.1 Warranty Period

Seneca warrants all service parts for 90 days following installation regardless of the warranty status of the product in which they are installed. Seneca warrants service parts against defects in material or workmanship when an authorized Seneca generator set service outlet installs the parts on a Seneca generator set, automatic transfer switch, or switchgear. Seneca 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-Seneca dealer do not carry a Seneca warranty.

If you find a new part from your stock defective in material or workmanship, file a warranty claim using the Seneca Warranty Claim form. See Figure 8-1.

4.2 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.

4.3 Warranty Claims for Service Parts

To file a service parts warranty claim, refer to the warranty claim form shown in Figure 8-1 and follow the directions below:

- 1) Enter the word Parts in the box marked Model on the claim form.
- 2) Enter the in service 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.

5 Engine Warranties

Seneca distributors/dealers are authorized to service the following generator set engines (only when part of a Seneca generator set):

- Doosan/Daewoo
- FPT/Iveco
- Mitsubishi
- General Motors (PSI)*
- John Deere*

Seneca 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 Seneca 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.

Use the following procedure if a Seneca 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 Seneca warranty period:

- 1) Arrange the repair with a local authorized dealer. File a claim with Seneca. Attach a copy of your invoice/bill for the engine repair to the claim.

OR

- 2) Contact Seneca for preapproval to perform the repair. Seneca reviews requests on an individual basis.

* Distributors/dealers are authorized to service John Deere and GM (PSI) generator set engines only if they have factory training and a dealer number from the engine manufacturer.

6 Warranty Reimbursement Policy

Upon approval of the warranty claim, Seneca will issue the credit as outlined in this section.

6.1 Seneca Parts

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

Note: Reimbursement with profit applies only to distributor/dealer-inventoried Seneca parts.

6.1.1 Reimbursement for Warranty Repairs

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

6.2 Repair Cost Limits

If the estimated repair costs (parts and labor), including short block or engine replacement, exceed 50% of the product’s original net value, the dealer should contact the distributor for instructions and/or authorization. Distributors should contact the Seneca Power Generation Warranty Department for an authorization number. Seneca 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 Seneca Power Generation Warranty Department for authorization prior to the start of the repair.

6.3 Labor Rates

Use the retail labor rate registered at Seneca to determine the labor credit. All labor rates and labor rate increases are subject to Seneca approval, and increases must not exceed 10% in a 12-month period. Seneca 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: Seneca requires dealers and distributors to register their retail labor rates. To register and change labor rates, an email must be sent to warranty@senecapowergeneration.com.

6.4 Travel

Seneca pays travel time and mileage for warranty repair parts as follows:

Repair Total Flat Rate Time	Travel Time and Mileage
0-6 Hours	One Round Trip
6+ Hours	Maximum of 2 Round Trips

Seneca 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	500KM*
Industrial Mobile	250KM*
* Applies to CDN installations. Contact the generator set warranty administrator for international installations.	

Seneca pays travel time at your retail labor rate as registered at Seneca and reimburses travel time at a travel rate of 70km per hour plus an operating expense of 50 cents per KM.

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

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

Exclusions

- Seneca issues travel credit for one person only. Seneca does not accept expenses for supervisory personnel.
- Seneca 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.
- Seneca does not allow travel time for problems detected during initial startup. Include startup travel time in the job startup cost.

6.5 Freight Charges

Write freight charges on the claim and attach a copy of the freight bill. The Seneca warranty covers ground freight only.

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

Note: The warranty does not cover emergency order charges on service parts.

Note: Seneca does not cover freight charges incurred for non-Seneca parts purchased or ordered to replace failed Seneca parts.

6.6 International Duties/SpecialCharges

Seneca reimburses for duties and special charges at the Seneca-approved, registered rate.

6.7 Generator Set or ATS Replacement

If the distributor/dealer replaces a complete generator set or ATS under warranty with a unit from stock (requires Seneca authorization), Seneca reimburses the distributor/dealer 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. Seneca reimburses the distributor/dealer 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. Non-Seneca Parts field of the warranty claim form (see Section 8.2) and submit a copy of the Seneca generator set or ATS invoice with the claim. Seneca 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 8-1, Warranty Claim Form

Note: Section 6.7 does not apply to Seneca Rental Power applications.

Note: Seneca does not issue credit without a copy of the invoice attached to the warranty claim.

7 Warranty Submittal Procedure

To submit a warranty claim, use the following procedure:

1. Use the Seneca Warranty Claim form 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 8-1 for the sample claim form and refer to the instructions in Section 8.2, Warranty Claim Form.

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

2. Send a completed copy of the form to:

Seneca Power Generation
Warranty Department
25 Gifford Street
Nepean, ON K2E 7S3 Canada
warranty@senecapowergeneration.com

The distributor or dealer must send all claims within 30 days (45 days internationally) after repairs. Seneca reserves the right to refuse a claim received after the expiration date.

Note: Seneca requires dealers and distributors to register their retail labor rates. To register and change labor rates via email as per 6.3.

3. Hold defective parts for 90 days from the date of the claim payment by Seneca in case the factory service/warranty department requests the parts.

8 Warranty Claim Form

8.1 Warranty Claim Information

Seneca issues credit only for correctly completed warranty claims. Obtain claim forms free of charge from your Seneca supplier. Include the flat rate number and the failure code on all warranty claims. Seneca may deny and return warranty claims lacking these numbers/codes. Fill out the warranty claim form according to the instructions in Section 8.2.

Note: For defective service parts stock, refer to Section 4.3, Warranty Claims for Service Parts.



WARRANTY POLICY

Figure 8-1: 9.C.b)WarrantyClaimForm-Seneca

SENECA POWER GENERATION Warranty Claim. 25 Gifford St., Nepean, ON K2E 7S3. This claim is subject to rejection if not received within 30 days from date of repair (45 days for International). No credit will be issued unless this form is filled out in accordance to **SENECA POWER GENERATION** Warranty Policies & Procedures.

DATE: 5/21/2010 **UNIT SERIAL NUMBER:** **CLAIM NUMBER:**

AUTHORIZED **SENECA** SERVICE CENTER

COMPANY NAME:
 ADDRESS: CITY: PROV/STATE: POSTAL/ZIP: PHONE NUMBER (include area code):

OWNER INFORMATION

NAME: ADDRESS:
 CITY: PROV/STATE: POSTAL/ZIP:

UNIT INFORMATION

MODEL#: HOURS ON UNIT: ENGINE MODEL#: ENGINE SERIAL#:
 IN-SERVICE DATE: REPAIR DATE: FAILURE DATE:

CHECK THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET:

- | | | | | | | | |
|----------------------------------|---|---|----------------------------------|----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|
| INDUSTRIAL | CONSUMER MOBILE | MARINE | ATS | SWITCHGEAR | RESIDENTIAL COMMERCIAL | UPS | AFTER MARKET SERVICE PARTS |
| <input type="checkbox"/> Stock | <input type="checkbox"/> Stock | <input type="checkbox"/> Stock | <input type="checkbox"/> Stock | <input type="checkbox"/> Stock | <input type="checkbox"/> Stock | <input type="checkbox"/> Stock | <input type="checkbox"/> Repair Parts |
| <input type="checkbox"/> Standby | <input type="checkbox"/> Private Home Owner | <input type="checkbox"/> Pleasure Craft | <input type="checkbox"/> Standby | <input type="checkbox"/> Standby | <input type="checkbox"/> Stock | <input type="checkbox"/> Standby | |
| <input type="checkbox"/> Prime | <input type="checkbox"/> Comm/Ind | <input type="checkbox"/> Comm/Ind | <input type="checkbox"/> Mobile | <input type="checkbox"/> Prime | <input type="checkbox"/> Home Standby | | |
| <input type="checkbox"/> Mobile | <input type="checkbox"/> Marathon | <input type="checkbox"/> Rental | | | | | |
| <input type="checkbox"/> Rental | | | | | | | |

TRAVEL TIME: MILEAGE: MISC LABOR: TOTAL LABOR HOURS (not including travel time):
 MISC PARTS \$(copy of vendor's invoice required): FREIGHT CHARGES(copy of freight bill required):

PRIMARY FAILED PART NUMBER: **FAILURE CODE:**

QTY	PART NUMBER	DESCRIPTION	FLAT RATE HOURS	ACTUAL HOURS

COMPLAINT

CAUSE

CORRECTION

Figure 8-2: 9.C.b)WarrantyClaimForm-Seneca

SENECA POWER GENERATION Warranty Claim. 25 Gifford St., Nepean, ON K2E 7S3. This claim is subject to rejection if not received within 30 days from date of repair (45 days for International). No credit will be issued unless this form is filled out in accordance to **SENECA POWER GENERATION** Warranty Policies & Procedures.

DATE: 5/21/2010 UNIT SERIAL NUMBER: 1234567 CLAIM NUMBER: BS12345

AUTHORIZED SENECA SERVICE CENTER

COMPANY NAME: ABC COMPANY PROV/STATE: ON POSTAL/ZIP: L1L 1L1 PHONE NUMBER (include area code): 905-123-1234
 ADDRESS: 1234 WHEREVER CITY: NO WHERE

OWNER INFORMATION

NAME: XYZ COMPANY ADDRESS: 1234 RIGHT HERE
 CITY: SOMEWHERE PROV/STATE: ON POSTAL/ZIP: L1L 1L1

UNIT INFORMATION

MODEL#: 300DDSN HOURS ON UNIT: 123.7 ENGINE MODEL#: DOOSAN 1234 ENGINE SERIAL#: 1234567-1342
 IN-SERVICE DATE: 5/21/2010 REPAIR DATE: 5/22/2010 FAILURE DATE: 5/22/2010

CHECK THE APPLICATION TYPE UNDER THE APPROPRIATE MARKET:

- | | | | | | | | |
|--|---|--|---|---|--|--|--|
| INDUSTRIAL
<input type="checkbox"/> Stock
<input checked="" type="checkbox"/> Standby
<input type="checkbox"/> Prime
<input type="checkbox"/> Mobile
<input type="checkbox"/> Rental | CONSUMER MOBILE
<input type="checkbox"/> Stock
<input type="checkbox"/> Private Home Owner
<input type="checkbox"/> Comm/Ind
<input type="checkbox"/> Marathon | MARINE
<input type="checkbox"/> Stock
<input type="checkbox"/> Pleasure Craft
<input type="checkbox"/> Comm/Ind
<input type="checkbox"/> Rental | ATS
<input type="checkbox"/> Stock
<input type="checkbox"/> Standby
<input type="checkbox"/> Mobile | SWITCHGEAR
<input type="checkbox"/> Stock
<input type="checkbox"/> Standby
<input type="checkbox"/> Prime | RESIDENTIAL COMMERCIAL
<input type="checkbox"/> Stock
<input type="checkbox"/> Home Standby | UPS
<input type="checkbox"/> Stock
<input type="checkbox"/> Standby | AFTER MARKET SERVICE PARTS
<input type="checkbox"/> Repair Parts |
|--|---|--|---|---|--|--|--|

TRAVEL TIME: 1.6 HRS MILEAGE: 300 MISC LABOR: \$20.00 TOTAL LABOR HOURS (not including travel time): 0.5
 MISC PARTS \$(copy of vendor's invoice required): NONE FREIGHT CHARGES(copy of freight bill required): NONE

PRIMARY FAILED PART NUMBER: 12345 FAILURE CODE: NV

QTY	PART NUMBER	DESCRIPTION	FLAT HOURS	ACTUAL HOURS
1	123456	VOLTAGE REGULATOR	2	2.6
COMPLAINT				
NO VOLTAGE OUTPUT				
CAUSE				
DEFECTIVE VOLTAGE REGULATOR				
CORRECTION				
REPLACED VOLTAGE REGULATOR				

8.1.1 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 4, Service Parts Warranty, for instructions on completing a warranty claim for service parts.

8.1.2 Template

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

Note: Remember to protect your document before e-mailing it to Seneca, or convert to PDF

1. Open MS Word document titled "9.C.b)WarrantyClaimForm-Seneca".
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 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, Seneca 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. Seneca 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 8.2 to fill out the fields on the electronic form. The following additional information is required:
 - Dealer/distributor street address
 - City
 - Province/State
 - Postal Code/Zip code

E-mail the completed warranty claim template to warranty@senecapowergeneration.com. Seneca returns incomplete or incorrect warranty claims.

8.2 Warranty Claim Form Completion

The circled numbers in Figure 8-1 refer to the following numbered steps. Also see Figure 8-2 for an example of a completed claim form.

1. Enter the claim date (the date you fill out the claim form).
2. Enter your own claim number (optional).
3. Enter freight charges for warranty parts and/or generator warranty return freight (please attach the freight invoice).

4. Enter the date the unit failed.
5. Enter the unit model number.
6. Enter the unit serial number.
7. Enter the unit specification number.
8. Enter the total number of operating hours.
9. Enter the engine model number. For warranty work on an engine powering a Seneca generator set, provide the engine model and serial numbers (items 9 and 11).
10. Enter the in service (startup) date.
11. Enter the engine serial number.
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 Seneca
16. Sign the warranty claim.
17. Provide the owner's name and address.
18. Describe the conditions found and work performed, including:
 - Complaint. Be specific; not working or defective is not sufficient information.
 - Cause. Include information that specifies how it was determined the part is defective.
 - Correction. Claim must contain information supporting the replacement or repair of the part.
 - Serial number and date code of required parts (see Section 1.7).
19. Enter the part number of the primary failed part. The Seneca part number is required for the following:
 - Adjusted part. State in the description: Did not replace part.
 - Repaired part rather than replaced part. State in the description: Did not replace part.
 - Replaced Seneca failed part with a non-Seneca purchased part. State in the description: Replaced part with a non-Seneca purchased part.
20. Enter the failure hours of the primary failed part
21. Enter the flat rate hours for each warranty repair made
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, Seneca part numbers, and description of warranty service parts (other than the primary failed part).
24. Enter travel time.
25. Enter mileage. See Section 6.4, Travel.
26. Use this field for non-Seneca parts or for units replaced at the instruction and with the approval of the Seneca. Seneca does not cover freight charges incurred for non-Seneca parts purchased or ordered to replace failed Seneca parts.
 - Enter the dollar amount for miscellaneous/non-Seneca parts or for the Seneca replacement unit. Supply the Seneca part number when you are replacing a Seneca part with a non-Seneca part.
 - Attach a copy of the vendor's/supplier's invoice for non-Seneca parts or the invoice for the Seneca 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).

9 Generator Warranty Return Procedure

9.1 Generator Warranty Return

When Seneca requires the return of a claimed inoperative generator, transfer switch part, switchgear, or failed components, Seneca notifies the servicing distributor or dealer by email or letter. Seneca will issue a Returned Materials Authorization (RMA) for the returning product. The product must be returned to Seneca within 10 days of request and must be clearly marked with the RMA number. If the product is not returned within 10 days, Seneca reserves the right to refuse the claim.

Note: Seneca offers no reimbursement for materials returned without authorization. Seneca reserves the right to return or scrap materials returned without the authorized return label.

Note: Seneca reserves the right to debit the distributor's or dealer'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 or dealer will be billed accordingly.

Note: Hold defective parts for 90 days from the date of the claim payment by Seneca in case the factory service/warranty department requests the parts.

9.2 Freight Charge Reimbursement

Seneca 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. Seneca issues a separate payment to cover the freight costs to return the part. Seneca will not reimburse freight charges for parts returned without authorization.

10 Warranty Claim Payment Appeal Procedure

Seneca 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.

10.1 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 Seneca Power Generation, Warranty Department, 25 Gifford Street, Nepean, ON K2E 7S3
2. Fax your appeal to the attention of the Seneca Warranty Administrator at 613-225-4690.
3. E-mail your appeal to warranty@senecapowergeneration.com. The subject line should say Appeal. Seneca will reply within 30 days of receipt of your written appeal request.

10.2 Verify Warranty Coverage in Advance

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

Dealers: If you are uncertain about warranty coverage, contact your distributor for clarification or preapproval before starting the field work.

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

11 Flat Rates and Failure Codes

11.1 Flat Rates

Seneca Power Generation uses Time Regulation Guidelines (TRG) to determine the maximum allowable Flat Rate time for making a specific repair. Seneca established the TRG flat rates using facilities and equipment available to service outlets.

11.2 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 8, Warranty Claim Form.

11.3 Introduction to Failure Codes

The following sections provide flat rates and failure codes for 20-2000 kW generator sets.

If you make a repair which is not listed in the TRG flat rates, please do the following:

- Enter a description of work completed in Description of Work Performed area on the warranty claim form.
- Give the appropriate failure code.
- Enter the actual time in space marked Miscellaneous Labor Hours on the claim form.

If you exceed an allowable TRG flat rate time because of unforeseen circumstances, enter the actual time and the flat rate number with an explanation of the causes in the Description of Work Performed area. *Do not put extra time under Miscellaneous Labor Hours.* If you need additional space for explanation, continue on the back of the form or on a separate sheet. These claims will be reviewed individually and are subject to approval by the Warranty Department.

In addition to the TRG flat rate time, use a failure code. Find the appropriate code in the Failure Codes section. Enter this code on the Seneca warranty claim form in the space marked Failure Code. This failure code applies to the primary failed part and assists us in determining the mode of failure.

Note: Each TRG flat rate time includes troubleshooting, test, and cleanup time.

Note: All engine failure TRG flat rate times will be as per the engine manufacturers guidelines. A current copy of the manufacturers times can be obtained by contacting your Seneca warranty administrator.

Figure 11-1 - Failure Codes

Electrical

EA Electrically Out of Adjustment
EC Connection Defect
EH High Voltage
EL Low Voltage
EO Open
ES Shorted
EU Unstable Voltage
HO High Output
LO Low Output
NV No Voltage
OU No Output
PN Pinched/Crimped
WI Wired Incorrectly from Factory

Mechanical

BD Binding
BT Bent
CD Casting Defect
CK Cracked
LP Loose Parts
MA Assembled Improperly
MB Mechanically Broken
ML Leaking
MN Noisy
MO Out of Adjustment
MV Vibration
NS Not Sealing
PL Plugged
ST Sticking
SZ Seized
TW Twisted

Paint

PA Adhesion
PC Corrosion (Oxidation, Rust)
PE Peeling Paint
PO Overspray
PR Runs, Sags

Packaging

CN Concealed Damage
PM Material

Miscellaneous

FM Foreign Material
IN Intermittent
IP Incorrect Parts Supplied
IS Incorrect Shipment
MP Missing Parts
RE Product Recall *
SB Service/Parts Bulletin *

* When utilizing this failure code, the warranty claim must contain the corresponding number of the service bulletin or product recall.

Figure 11-2 – Flat Rates: Battery Chargers

Flat Rate Description	TRG	Comments
Float/Equalize Battery Charger, 12/24 Volts DC, 10 Amp*		
AC or output cables	1.00	
Ammeter or voltmeter	1.25	
Charger R & R	1.50	For replacement of wall-mounted units
Circuit board	1.50	Main or alarm, includes calibration
Circuit board connector	1.00	
Fuse holder	1.00	Each, AC or DC
Lamps/bulbs	1.00	
Power resistor	1.50	
Replace wiring	1.25	
SCR module	1.50	
Terminal strip	1.25	Each
Transformer	1.75	
Trickle-Type Battery Charger		
AC or DC cord	1.00	
Ammeter	1.25	
Charger R & R	1.25	
Circuit breaker	1.00	
Diodes/resistors	1.50	
Fuse holder	1.00	
Lamp/holder	1.00	
Replace wiring	1.00	
Rheostat	1.50	
Switch	1.25	
Terminal strip	1.00	
Transformer	1.75	
* The float/equalize battery charger 12 volts DC, 6 amp/24 volts DC, 3 amp is not serviceable. Note: R & R means remove and replace.		

Figure 11-3 – Flat Rates: Fuel Tanks

Flat Rate Description	TRG	Comments
Day Tanks*		
Control board	1.50	
Control relay or wiring	1.25	
Float switch	1.25	
Motor or pump	1.50	
Subbase Fuel and Day Tanks*		
Control relay or wiring	1.25	
Float switch	1.25	
Gauge sender	1.25	
Motor or pump	1.50	
* Supply the day tank serial number when filing the warranty. Note: See Engine Fuel System for subbase tank R & R.		

Figure 11-4 – Flat Rates: Generators 20-300KW

Flat Rate Description	KW			Comments
	20-60	61-150	151-300	
	TRG			
Accessories				
Generator strip heater	1.50	1.50	1.50	
Rodent guard	0.50	0.50	0.50	
Weather housing front rear/panel	1.00	1.00	3.00	
Weather housing latch	0.75	0.75	0.75	
Weather housing roof	4.00	5.00	12.00	
AC Generator				
Alarm horn components	1.25	1.25	1.25	i.e., relay, switch, circuit board
Circuit breaker	1.75	2.50	3.00	Line or safeguard
Current transformer	1.75	1.75	1.75	One
Current transformer	0.30	0.30	0.30	Each additional
End bearing	2.50	2.50	3.50	
End bracket	2.00	2.00	2.50	
Exciter field	3.00	3.00	3.50	Permanent magnet or wound field exciter
Generator adapter	10.50	12.50	14.50	Includes rotor/stator
Generator fan	10.50	12.50	14.50	Includes rotor/stator
Heat sink assembly	3.50	3.00	3.00	Includes photo board
Junction box	1.00	1.00	1.25	
LED board	1.75	1.75	1.75	Stationary
Photo transistor board	3.50	3.00	3.00	Includes heat sink assembly
Rotor and assembly	10.00	10.00	14.00	Includes stator
Rotor rectifier module	3.00	—	—	
Speed sensor	1.25	1.25	1.25	For crank disconnect
Speed sensor actuator cup	2.00	2.00	2.00	
Stator	8.00	8.00	12.00	
Voltage Regulator	2.00	2.00	2.00	
Controller				
AC interlock board	1.00	1.00	1.00	
Control relays	1.25	1.25	1.25	
Controller, digital	6.00	6.00	6.00	
Controller R & R	1.00	1.00	1.00	
Controller terminal strip	0.50	0.50	0.50	
Cycle crank board	1.25	1.25	1.25	Includes R & R, calibration
Dry contact kit	1.50	1.50	1.50	
Fuse holder or DC circuit breaker	1.25	1.25	1.25	
Fuses	0.50	0.50	0.50	Includes troubleshooting
Gauges/meters	1.25	1.25	1.25	
Hourmeter	1.25	1.25	1.25	
Main control board	1.50	1.50	1.50	
Meter scale/fault lamps	0.50	0.50	0.50	
Overvoltage board	1.00	1.00	1.00	
Panel lights	0.50	0.50	0.50	
Remote annunciator	1.50	1.50	1.50	Assembly or circuit board
Ribbon cable	0.80	0.80	0.80	Between main logic board and LED
Selector switch (volt/amp)	1.75	1.75	1.75	
Start/indicator panel	1.50	1.50	1.50	LED indicator board 5-16 light
Switches	1.25	1.25	1.25	Emergency stop, start/stop, etc.
Tachometer	1.00	1.00	1.00	
Transformer	1.75	1.75	1.75	Battery charging or control
Voltage adjust rheostat	1.00	1.00	1.00	
Wattmeter/transducer	1.50	1.50	1.50	

Note: R&R means remove and replace

Figure 11-5 – Flat Rates: Generators 301-2000KW

Flat Rate Description	KW			Comments
	301-600	601-800	801-2000	
	TRG			
AC Generator				
Bus bar holder	1.25	—	—	
Current transformer	2.00	2.00	2.00	
End bracket	8.00	9.00	10.00	
Exciter armature	6.00	6.00	6.00	
Exciter stator	6.00	6.00	6.00	Exciter field
Junction box	6.00	7.00	8.00	
Line circuit breaker	3.50	3.50	4.00	
Rectifier/diodes	2.50	2.50	2.50	
Rotor bearing	8.00	9.00	10.00	
Rotor/stator	12.00	18.00	22.00	
Safeguard breaker	1.50	1.50	1.50	
Surge suppressor	2.50	2.50	2.50	
Voltage regulator	2.00	2.00	2.00	Includes adjustments
Voltage regulator accessories	2.00	2.00	2.00	Paralleling module, etc.
Controller				
AC interlock board	1.00	1.00	1.00	
Control relays	1.25	1.25	1.25	
Controller, digital	4.00	4.00	4.00	
Controller R & R	1.00	1.00	1.00	
Controller switches	1.25	1.25	1.25	Emergency stop, start/stop, etc.
Controller terminal strip	0.50	0.50	0.50	
Dry contact kit	1.50	1.50	1.50	
Fuse holder or DC circuit breaker	1.25	1.25	1.25	
Fuse R & R	0.50	0.50	0.50	Includes troubleshooting
Gauges/meters	1.25	1.25	1.25	
Hourmeter	1.25	1.25	1.25	
Main control board	1.50	1.50	1.50	
Meter scale/fault lamps	0.50	0.50	0.50	
Overvoltage board	1.00	1.00	1.00	
Panel lights	0.50	0.50	0.50	
Remote annunciator	1.50	1.50	1.50	Assembly or circuit board
Selector switch (volt/amp)	1.75	1.75	1.75	
Start/indicator panel	1.50	1.50	1.50	LED indicator board
Tachometer	1.25	1.25	1.25	Includes R & R, calibration
Voltage adjust rheostat	1.00	1.00	1.00	
Wattmeter/transducer	1.50	1.50	1.50	
Note: R&R means remove and replace				