



Warranty Policy

(Dealer & Service Center)

Power Gear & Kwikiee Products

Effective 02/01/2010 (rev. C)

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Power Gear
1217 East 7th Street
Mishawaka, IN 46544

www.powergearus.com

Warranty Period

Vehicle manufacturer installed components:

Power Gear warrants its Power Gear and Kwikiee brand products to be free of material and workmanship defects for two (2) years from the date of the original sale of the vehicle. This warranty is transferable to subsequent owners. Proof of original date of sale, and if applicable, subsequent owner's proof of purchase is required.

Replacement parts:

Replacement parts are warranted to be free of material and workmanship defects for the longer of ninety (90) days from the date of purchase or the remainder of the vehicle's two (2) year warranty. Warranty coverage for replacement parts purchased after the expiration of the vehicle's warranty period includes replacement of part only with no coverage for labor costs. Proof of part purchase date is required.

Warranty Procedure

1. Verify vehicle, or replacement part, is still within the warranty period. Obtain required documentation to be sent in with the warranty claim (see warranty period).
2. Contact Power Gear Technical Support at our dealer dedicated line to confirm diagnosis of system failure, verify replacement part(s) required, obtain a warranty claim form and Warranty Parts Replacement Verification number to order warranty replacement part(s).
3. Fully complete sections A & B of the warranty claim form and return to our warranty department to order replacement part(s) at no cost. Proof of purchase documentation must be sent with form. Form can be sent by fax: 574- 256-1249 or email: warranty@pwrsysa.com. You will receive a sales order acknowledgement confirming approximate ship and delivery date. All parts are sent UPS ground. Expedited shipping is made only at the request and cost of the dealer.
4. You must complete all warranty repairs that are the subject of each warranty claim form no later than 90 days following the day you receive parts from Power Gear. After completing repairs, provide labor hours and bill rate information by completing section C of the warranty claim form. Return the completed form to our warranty department no later than 90 days after your receipt of the parts. If you do not complete the

Warranty Procedure (continued)

repair and return the warranty claim form (with section C completed) within 90 days, you alone will be responsible for purchasing the parts from Power Gear and will be invoiced for the cost of the parts provided and your warranty claim will be cancelled. This will not be the responsibility of your customer.

5. Following the completion of repairs, submitted warranty claim forms will be reviewed, warranty labor to be paid confirmed and the form returned to you with an assigned Warranty Claim number to reference for any future follow-up on the claim status. This communication will also include whether the replaced part(s) must be returned to Power Gear.
6. If the replaced part(s) needs to be returned, Power Gear will schedule UPS to pick up of the part(s) within two (2) days of the date that the notification of requirement to return part(s) was provided. When shipping, a copy of the warranty claim form should be put in the box with the part(s), and the warranty claim number should be clearly written on the outside of the box. Labor credit will be paid after the returned parts are inspected and tested. Warranty labor claims, on vehicles within their two (2) year warranty, for any replaced part that tests good or shows evidence of abuse or failure to properly maintain in good working condition will be denied. Warranty replacement part claims, for replacement parts on non-warranted vehicles, that test good or show evidence of abuse or failure to properly maintain in good working condition will be denied, and the dealer will be invoiced for the cost of the replacement part that was provided at no cost. Warranty labor payments are made within 60 days of warranty claim approval, or receipt of returned part(s) if applicable.

Warranty Labor Rates

- Labor charges must be in adherence with our Standard Repair Time Guidelines which include time for the diagnosis, removal, replacement and claim processing of system components covered under warranty (see repair time guidelines).
- Repairs not listed in the Standard Labor Time Guidelines will be compensated at a reasonable labor time allowance as determined by Power Gear.
- Labor will be paid at the servicing center's published hourly labor rate as long as the rate is within the maximum hourly labor rate paid by Power Gear.

Limited / Non-Warranty Items

1. Normal maintenance and preventive maintenance repairs are not covered by warranty. These items include, but are not limited to:
 - Checking and maintain proper fluid level on hydraulic systems.
 - Replacement of fuses.
 - Checking and adjustment of fittings
2. Replacement parts for malfunctioning systems under warranty are replaced at the component level. Entire systems are not replaced unless either the faulty component is not replaceable or all components comprising the system are defective.
3. The cost of specific tools required to complete the installation of Power Gear products is not covered under warranty.

Limited / Non-Warranty Items (continued)

4. Power Gear assumes no warranty or other liability for the replacement or repair of components on our systems, or any of the vehicle's other components or systems damaged as a result of, but not limited to, the following:
 - Normal wear and tear, accidental damage, deterioration due to environmental conditions, lack of reasonable preventive maintenance, or obvious abuse.
 - Use at incorrect voltage or inappropriate applications of systems.
 - Failures created due to: improper installation, final adjustments, "teaching" or synchronization, incorrect wiring or grounding made by the vehicle manufacturer during the installation of product.
 - Shipping damage incurred during the delivery of the vehicle.
 - Modifications, parts and/or labor costs for repairs done in lieu of replacing faulty components, or damage resulting from such repairs.
 - Non Power Gear systems or property damaged as the result of the malfunction of the Power Gear system.
5. The following miscellaneous costs are not covered under warranty:
 - Mobile service costs for the retraction of extended systems or towing expenses related to the transportation of the vehicle to a repair facility.
 - Living or travel related expenses incurred while the vehicle is being repaired.
6. You agree that, in performing your work pursuant to Power Gear's warranty policy; you will comply with all applicable laws and regulations of federal, state or local governmental bodies or agencies.
7. You are responsible for any claim, action, loss, liability or injury that arises from your work, including your employees and contractors. With respect to such claims, you agree to indemnify and hold harmless Power Gear from all damages and losses, including expenses and attorney's fees. You are also solely responsible for any damage or loss suffered by the customer, as a result of your work, including damage to the customers' vehicle and any other property of the customer.
8. Your relationship with Power Gear is strictly that of supplier and service provider. You are not a representative, agent or employee of Power Gear. As such, you do not have the authority to bind Power Gear or create any obligations on its behalf. Any dispute that may arise between you and your customers is solely your responsibility, including but not limited to disagreements relating to non-warranty repairs and the payment for such repairs.

The terms described in this warranty policy constitute the entire agreement between you and Power Gear. Any disputes between you and Power Gear arising from or relating to your warranty work may only be resolved by a court located in the State of Indiana, and the internal laws of Indiana will control. You will be responsible for the attorney fees and costs incurred by Power Gear in enforcing the terms of this warranty policy. Power Gear reserves the right to change the terms of our warranty policy at any time. For the most current information on product warranty and our warranty claim procedure, visit our website at www.powergearus.com.

Keys Points when Filing a Warranty Claim

- ! Verify that the vehicle or replacement part is under warranty before beginning the warranty claim process.
- ! Filing a claim starts by contacting Power Gear Technical Support to diagnose and order

Keys Points when Filing a Warranty Claim (continued)

replacement parts before making any repairs to the vehicle.

- ! Fully complete each section of the warranty claim form, including your signature, as outlined in the warranty procedure steps listed above. Failure to do so can result in a delayed or denied claim.
- ! Standard labor time guidelines include the diagnosis, replacement and administration time required for warranty repairs.
- ! Keep the defective part that is replaced until receiving confirmation of whether the part must be returned to Power Gear. Failure to do so could result in the claim being denied.
- ! Under no circumstances will Power Gear reimburse the vehicle's owner for repair work done under warranty. By filing a warranty claim, service providers agree that the replacement part(s) will be provided to the vehicle owner at no cost and that the total labor charges for the completion of warranty repairs will be billed and paid in accordance with this policy. Likewise, Power Gear will not seek payment for additional parts or services requested and provided that are not covered under warranty directly from the vehicle owner and payment of all such charges will be the responsibility of the service provider.
- ! If a servicing repair facility has never ordered parts from us before, a copy of the W-9 and business license must accompany the warranty claim form when ordering a warranty replacement part.
- ! The acceptance of warranty claims for repairs done outside of the procedure defined in this policy will be evaluated on a case-by-case basis with no guarantee that warranty part and/or labor benefits will be paid as defined in this policy.
- ! Our Technical Support team is available Monday through Friday from 9am-5pm (est), to provide technical support and answer any warranty related questions.

Standard Labor Time Guidelines

Room Slides

Electric (Power Gear)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
12 VDC Motor (below floor)	0.40	0.60	1.00
12 VDC Motor (above floor)	0.40	0.60	1.00
Breaker Relay Board (14-1098 or 14-1130)	0.25	0.50	0.75
Circuit Breaker	0.25	0.25	0.50
Controller & Reset (full wall)	1.20	0.80	2.00
Current Limit/Sensing Control	0.25	0.50	0.75
Gear Sheer Pin – Drive side	0.10	0.90	1.00
Gear Sheer Pin – Idler side	0.10	0.90	1.00
In / Out Switch	0.25	0.25	0.50
Key Switch	0.25	0.25	0.50

Digi Sync (Kwiikee)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
Encoder	0.30	1.00	1.30
Linear Actuator	0.30	2.00	2.30
Linear Drive Control	0.50	0.30	0.80
Operator Panel	0.50	0.30	0.80

Hydraulic (Power Gear)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
Cable Assembly	0.25	1.00	1.25
Hydraulic Cylinders	0.50	0.50	1.00
Leg Valve Coil	0.50	0.50	1.00
O-ring Seals (pump)	0.50	1.50	2.00
Pump	0.50	0.75	1.25
Pump Motor	0.50	0.50	1.00

Electric Travel Locks (Kwiikee)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
Limit Switch	0.30	0.20	0.50
LH motor for RH latch	0.50	0.20	0.70
RH motor for LH latch	0.50	0.20	0.70

Leveling

Electric (Power Gear)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
12 VDC Motor	0.40	0.80	1.20
Brake Kit (per jack)	0.25	0.25	0.50
Boot Kit (per jack)	0.00	0.125	0.125
Control Box	0.50	0.50	1.00
Control Panel (touch pad)	0.60	0.40	1.00
Jack Assembly	0.25	0.50	0.75
Jack Pin Kit (per jack)	0.20	1.20	1.40

Hydraulic & Air Hydraulic (Power Gear)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
12 VDC motor Solenoids	0.25	0.50	0.75
Air Control Solenoid	0.50	1.00	1.50
Air & Hydr. Sensors/Controls -firm ware upgrade (4 parts)	0.25	0.75	1.00
Air (fr/r) / Tag Axle Manifold	0.50	1.00	1.50
Check Valve	0.50	0.50	1.00
Control Box	0.50	0.50	1.00
Control Panel (touch pad)	0.50	0.50	1.00
Dump Valve Coil	0.50	0.50	1.00
Float Switch	0.10	0.40	0.50
Fluid Tank	0.25	0.75	1.00
Hose	0.25	1.00	1.25
O-ring Seals (pump)	0.50	1.75	2.25
Pump Motor / Gear Unit	0.50	1.00	1.50
Jack (reseal)	0.20	1.30	1.50
Jack (replace)	0.20	0.80	1.00
Pump	0.50	0.75	1.25
Pump Motor	0.50	0.50	1.00
Springs (front / rear)	0.25	0.50	0.75
Valve Block Assembly	0.50	0.75	1.25
Valve Coil	0.50	0.50	1.00

Standard Labor Time Guidelines (continued)

Steps

Electric (Kwikkee)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
Control Unit	0.30	0.30	0.60
Door Switch	0.30	0.20	0.50
Frame	0.20	0.80	1.00
Gear / Gear Case	0.30	0.50	0.80
Linkage	0.00	0.30	0.30
Motor	0.20	0.40	0.60

Leveling (cont.)

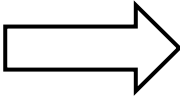
Level Best (Kwikkee)

Part Replacement	Diagnostic Time (hrs)	Repair Time (hrs)	Total Time (hrs)
Cylinder	0.30	0.60	0.90
Control	0.70	0.30	1.00
Hose	0.30	0.70	1.00
Leg	0.00	0.20	0.20
Level Sensor	0.70	0.30	1.00
O-ring	0.30	0.70	1.00
Pump / Manifold / Reservoir	0.60	1.40	2.00
Reed Switch	0.30	0.30	0.60
Solenoid (pump)	0.30	0.50	0.80
Valve (2-way or 4-way)	0.30	0.50	0.80

Warranty Claim Form - Sample

Section A: SERVICING DEALER INFORMATION

Attn: _____

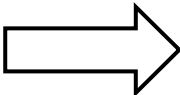


Must be fully completed to order parts

Service Center Name:	Customer Number:
Address:	Email Address:
Fax:	Phone Number:
Coach Manufacturer:	Date of Manufacture:
VIN #:	Owner's Name:
Original Owner's Date of Coach Purchase: (proof required)	Current Mileage:

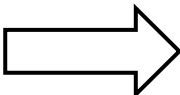
Section B: WARRANTY PARTS ORDER

Must be signed & dated to order parts



Warranty Parts (provided by Power Gear):			Keys to a Successful Warranty Claim <ul style="list-style-type: none"> Standard labor time guidelines include the diagnosis, replacement and administration time required for warranty repairs. Keep the defective part that is replaced until receiving confirmation of whether the part must be returned to Power Gear. If a servicing repair facility has never ordered parts from us before, a copy of the business license and W-9 must accompany the claim form when ordering the part(s). Under no circumstances will Power Gear reimburse the vehicle's owner for covered warranty costs, nor seek payment for costs of additional services or parts. All payments are made directly to (or by) the servicing center in accordance with the coverage outlined in our warranty policy.
PARTS			
<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>	
Expedited Shipping Instructions (costs to be billed):			
I have read and understand the Power Gear warranty policy. I certify that the part(s) ordered will be supplied to the owner at no cost.			
Signature _____		Printed Name _____	Date _____

Section C: WARRANTY LABOR / RETURNED GOODS



Must be completed & returned after completion of repair.

Date of repair:	Warranty Claim Number (provided by Power Gear):			
Description of repair (or attach copy of work order explaining repair):				
Qty.	Part Number	Description	Repair Time (hrs)	Labor Rate (hrly)
I certify that my total charges for the completion of this warranty repair will be billed and paid in accordance with Power Gear's warranty policy, and that I have not charged the owner for these repairs.				
Signature _____		Printed Name _____	Date _____	