



## CUSTOMER WARRANTY INSTRUCTIONS

This document is to help customers understand the H-E Parts Engine Solutions warranty process. **Failure to follow the outlined instructions below will void any engine warranty consideration.**

At the time of engine installation complete the Engine Warranty Registration form and fax or email it to H-E Parts Engine Solutions so it can be filed with all other engine records. The initial 250 Hour Valve Lash Settings form must also be completed and sent back to H-E at the time of the first PM. Record all valve lash measurements before adjustments are made, then record the final adjusted lash settings in the appropriate areas on the form.

1. The “Engine Warranty Registration” form which is attached to the engine in the packing slip, or can be downloaded from H-E’s web site at [bandgmachine.com](http://bandgmachine.com) is required at time of installation. Fill out form and E-mail to [warrantysupport@bandgmachine.com](mailto:warrantysupport@bandgmachine.com) or fax to 206-621-8805.
2. For warranty consideration and / or repair initiation during regular business hours between (6:30am to 3:00pm Monday thru Friday) call, H-E Parts Engine Solutions, Assembly Shop Manager at 206-767-3130. Afterhours between (3:00pm to 6:30am and weekends) call the H-E Parts Engine Solutions, **Emergency Afterhours Hot Line at 206-280-7907** with the following information:

- **Unit Number - (required)**
- **Complaint Details - (required)**
- **Warranty / Repair P.O. Number - (required)**
- **Installation Date - (required)**
- **Current Engine Hours - (required)**

H-E Parts Engine Solutions will initiate repairs after the above information is provided by the customer.

Once the above information has been received H-E Parts Engine Solutions will initiate repairs so equipment can get back in service as soon as possible. Any repairs performed by anyone other than H-E personnel must first be approved, arranged through and controlled by H-E Parts Engine Solutions before any work commences. Overtime hours must first be approved by H-E Parts Engine Solutions. Warranty consideration will be decided after the returned parts have been inspected and the failure analysis completed. ECM downloads, oil sample reports and customer work order information may also be required to help determine the root cause of failure, as well as informative discussions, so all vital information can be evaluated.

Items not covered by H-E’s warranty will be billed through the customer issued P.O. number.

**Again any future engine warranty consideration will be denied if the above procedures are not followed.**