



Kohler Warranty Information

1. Warranty claims must be processed within 30 days of repair.
2. All shortblocks, miniblocks, and engine replacements must be pre-authorized by a Central Distributor or a Service Distributor.
3. A Kohler Certified Technician, employed by a Kohler Expert dealer can authorize shortblock, miniblock, and engine replacements for that dealership.
4. The person who authorizes the replacement must sign the warranty claim with their assigned id number (if they have one). The claim is not to be sent to Kohler directly.
5. Policy adjustments can only be authorized by the Central Distributor. Pre-authorization must be obtained before doing the repair.
6. Policy adjustments will be authorized only if the customer has dated proof of purchase (receipt)
7. Policy adjustments are for parts, shortblocks, miniblocks, or engine replacements. No labor, service items or freight.
8. Policy adjustments listed in #7 will be sent no charge, however, freight will be billed to your account. All information needed to complete a warranty claim will be given to the person authorizing the policy adjustment.
9. If the engine serial number dates the engine beyond the normal warranty period, a dated proof of purchase (receipt) will be required.
10. Freight or shipping charges will not be paid unless a copy of the billing is sent along with claim. Freight will only be paid for shortblock, miniblock, and engine replacements. Not on parts.
11. Before calling for authorization, all testing, troubleshooting, and teardowns must be completed to determine the cause of failure.
12. All portions of the claim form must be completed. Claims not fully and correctly filled out will be returned to the dealer for corrections.
13. Box 9 of the claim must contain; the defective/failed part number. Not the shortblock or engine.
14. Box 11 of the claim must contain; the condition found and what caused the failure.
15. Box 12 of the claim must contain; all labor performed.
16. Box 14 of the claim must contain; the job numbers and labor in hours and tenths.
17. All information needed to complete a warranty claim is found in the "Policy and Procedure Manual", part # TP-2303-F.

