



HOW A REPAIR IS DONE UNDER PENNTEX WARRANTY

PennTex Warranty Quick Info List:

- 1) Don't take any parts off before you do the Warranty Charging System Tests available at www.penntexusa.com/tests or by calling PennTex Tech Help toll-free at 877-590-7366. (NOTE: if the failure is mechanical in nature, such as noise, no voltage tests are required. Only the Warranty Claim Form needs to be sent in, with notations detailing the mechanical problem.)
- 2) Locate the external Voltage Regulator (see photos below) and do the PennTex Voltage & Full-Field Tests.
- 3) Send the Tests to PennTex for evaluation at fax number 817-590-0398 or email to tech@penntexusa.com. A completed Warranty Claim Form is required.
- 4) Warranty replacement parts are shipped to you from Ft. Worth, TX. by prepaid UPS Ground. (Faster shipping is available.)
- 5) PennTex Labor Assistance Flat Rates are listed on the testing paperwork.
- 6) A prepaid return label or Call Tag is included with the replacement parts to send the old parts back to us for evaluation.
- 7) The old parts are tested by PennTex and paperwork is filed with PennTex Corporate for claim resolution.

WARRANTY PERIOD SCHEDULE

<u>Component Model</u>	<u>New OEM Installation</u>	<u>New Aftermarket Replacement</u>
Model PX-2 Series	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles
Model PX-3 Series	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles
Model PX-4 Series	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles
Model PX-5 Series	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles
Model PX-6 Series	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles
Model PX-7 Series	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles
Model PX-8 Series	Twenty-four (24) Months/Unlimited miles	Twelve (12) Months/Unlimited miles
High Idler and CSM	Eighteen (18) Months or 75,000 miles	Twelve (12) Months/Unlimited miles

All PennTex Charging Systems Use External Voltage Regulators



You may have a sticker under the hood like the one below. Our alternator has a tag riveted to it with our name, alternator model number and serial number on it. The Voltage Regulators also have Model and Serial Numbers on them.

This vehicle is equipped with a PENNTEX High Amperage Alternator and External Regulator. For Tech Help call 877-590-7366 or go to www.penntexusa.com

Don't take any charging system parts off until you've spoken to us. Please contact us directly about Warranty repairs and testing. When we deal directly with the customer or shop doing the Warranty repair work it cuts down the number of people involved and speeds everything up. Replacement parts are almost always shipped directly from our Ft. Worth, TX plant in a Warranty repair.

Call us toll-free at 877-590-7366 with your vehicle information such as year, make, and engine size. Give us your fax number and we'll send all of the paperwork needed to complete a PennTex Warranty including voltage tests, wiring schematics, and a Warranty Claim Form.

Warranty paperwork can also be downloaded from our web site at www.penntexusa.com/tests. PX-4000, PX-5000 & PX-6000 regulated systems all use the same test. Some 2009-up Fords have their own test with the PX-7000 Regulator and the tests don't interchange. Do both the 4-Stage Voltage Test and the Full-Field Test with either regulator. (continued on Page 2)

NOTE: If your charging system problem is mechanical in nature, such as a noise, no voltage testing is required. Only the Warranty Claim Form needs to be sent. The testing is done with a hand-held digital voltmeter at the regulator with all charging system connections plugged in. The wires in the black regulator connector are checked for voltage with the key off, the key on, with the engine running at idle, and then running at high idle. You will also check the ohm reading on the ground connection and bypass the regulator by doing a Full-Field Test as per the instructions for your specific Voltage Regulator. These tests must be performed as per the instructions. For accuracy, PennTex reserves the right to ask that testing to be redone as many times as necessary. Accurate test information equals correct parts shipment and speeds up the warranty process. PennTex Industries, Inc. will not be held responsible for inaccurate voltage test information.

When the tests have been completed, fax them to 817-590-0398 or email them to tech@penntexusa.com along with a copy of the Warranty Claim Form so we have your vehicle and shipping information. We will contact you as soon as possible. If the tests show a problem that requires parts be replaced, we will send those replacement parts right away. We provide free UPS Ground shipment for most warranty repairs. You can get the parts overnight or by 2-day air shipment if you agree to have the overall difference in shipping cost above the UPS Ground amount taken out of your reimbursement payment, or if all labor is traded for shipping. PennTex Labor Assistance uses only labor allowances noted on the voltage test paperwork, paid at your Commercial labor rate. Return of test information to PennTex acknowledges that you will use those labor amounts. We cover no additional labor, towing or tax. PennTex Industries, Inc. provides Labor Reimbursement Assistance for ordinary and customary charges to help offset the overall charges encountered when warranty work is being performed. This assistance is limited and may not cover all charges. When invoicing for Labor Assistance Reimbursement regarding warranty work, please do not include any additional labor, towing, shop supplies, parts, sales tax, freight charges or any other miscellaneous charges, as such items will not be paid. Should you have any questions regarding our Labor Reimbursement Assistance, please contact PennTex with those questions before any work begins.

Warranty replacement parts are shipped from the Ft. Worth, Texas manufacturing plant. The replacement parts will include a Returned Goods Authorization (RGA) Number and a pre-paid UPS ground return shipping tag or call tag to send back the old parts. Please note on your paperwork whether or not UPS makes daily pickups at your location. No daily UPS pickups requires us to send a special Call Tag instead of a return tag. If parts were purchased prior to contacting PennTex about a Warranty repair, it will be up to PennTex Corporate as to whether restitution will be made, and what type of restitution it will be. PennTex Warranties are handled very quickly and contacting us first is always the best policy.

When the repair is complete, put the old parts back in the replacement parts shipping box along with copies of the Warranty Claim Form and your numbered labor invoice. Put the UPS shipping tag on the top of the box, call 1-800-742-5877 to schedule a pickup. Follow the menu instructions: (1) Send a package, (2) Schedule a pickup, (3) Prepaid return. (4) Give them the Tracking Number from our Return Label, and continue as instructed. UPS will come pick up the parts. This prepaid UPS return shipping label and information is attached to the pink copy of the PennTex packing list. Only return parts to the Ft. Worth, TX address.

When your returned parts arrive back at PennTex in Texas, a Failure Analysis Report will be done. Then your Warranty claim is forwarded to our Corporate Office in Pennsylvania for final authorization and processing of any labor reimbursement payments. We won't issue a labor payment without a completed, numbered labor invoice. (If your paperwork isn't complete when returning the parts, fax or email the invoice as soon as possible.) Payments are made either to the repair facility, or to the customer. This depends on whether the vehicle owner had to pay the shop bill before the vehicle was released, or the shop is billing PennTex directly. Reimbursement payments take an average of two weeks to process once paperwork is received.

The PennTex Industries Corporate Office in Manchester, PA sends a Shipper copy of every Warranty shipment noting the cost of the replacement parts and the cost of shipping. It is billed and addressed to the parts shipping address. If the old parts are not returned to PennTex, a real invoice for all parts and shipping costs will be issued. You are welcome to call us at 877-590-7366, fax us at 817-590-0398, or email us at tech@penntexusa.com if we can answer any other questions.

PERFORMANCE, ENDURANCE AND SATISFACTION

PennTex
INDUSTRIES, INC.

**Manufacturers of
High Efficiency Alternators and
Mobile Electronic Devices.**

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