

Requirements for Claim Submission

- Travel, Diagnostic, and Repair Time must be recorded separately.
- Record Service Address.
- Verify machine serial number and hour meter reading. (Pictures Mandatory)
- Record description of complaint and actions needed to replicate complaint.
- List all steps taken for diagnostic. If not coming along in 2 hours contact Sakai Technical Support (770-877-9433 ext. 214). Record any readings taken during the diagnostic inspection.
- Pictures of faulty parts or defect areas are mandatory. (1 up-close picture and 1 wide-view picture required for claim submission)
- List all steps taken during the repair of faulty parts or defects. Record new readings of installed parts were applicable. (Pictures are mandatory of repair and newly installed parts)

Note:

- Engine Repairs must be completed by a certified dealer for the engine manufacturer during its warranty coverage. Typical time of 2 Years/2,000 Hours. Emissions coverage for 5 Years/ 3,000 Hours.
- Sakai does not reimburse for time spent sourcing or obtaining parts by the technician.
- Disassembly of factory-sealed components can result in denied claim coverage. Request permission from Sakai Technical Support before disassembling components such as engine long block assemblies, hydraulic pumps, propulsion motors, vibration motors, rear drive axles, reduction gearboxes, and hydraulic valves.
- Any permissions given by Sakai request in writing. Such as an email confirmation. Provide the approval at the time of claim submission.

Pictures required for all claim submissions:

- Serial Number Plate and Hour Meter Reading
- 2 pictures of the faulty part or defect. (One up close of the part or defect and One of a wide-view to see the surrounding area of the faulty part or defect)
- 1 picture of the newly installed part or repair of the defect.

Note:

- All pictures should be clear and easy to view.
- All pictures if leaks should clear show the leak, if needed point our leak in photos.