




ROADS MUST BE BUILT. WORLDS MUST BE CONNECTED.



Warranty Registration



Dealer Administration Training/Guide

- The Warranty Registration Screen will show all the Sakai Machines that have been added to the Dealers inventory.
- You are able to search through the columns by using the search bars at the top of each column.
- You can also sort the Machines by the current Status the Registration is in and download an Excel file of the dealership registrations.
- You are also able to see the Delivery Date of the machine to the dealership. This is important when it comes to the mandatory warranty start date of all Sakai machines.

Warranty Registration 

Serial Number	Make	Model	Warranty Details				Delivery Date	Status	Action
			Dealer	Package	Start Date	End Date			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				<input type="text"/>	
3SW79-40318	Sakai America	SW884ND	SAKAI-Sakai America Inventory		1/23/2024	1/22/2027	5/10/2024	Completed	
3SW79-40321	Sakai America	SW884						In-Process	

- Color indicators help to simplify views.

3SW79-40318	Sakai America	SW884ND
3SW79-40317	Sakai America	SW884ND

-Green Text indicates the Machine has a completed registration.

-Red Text indicates the Machine registration has not been submitted or approved.

In-Process

-In Process indicates the Machine is still needing its registration submitted.

Submitted

-Submitted shows the Dealer has submitted the registration and it is waiting on Sakai America’s approval.

Completed

-Completed shows the Dealer has submitted the registration and it has been approved by Sakai America’s.

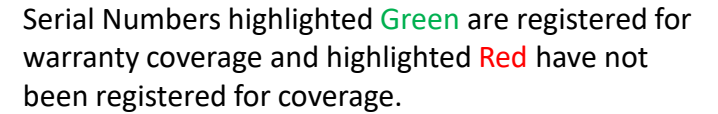
Policy #	Policy (Additional policies found in section 5 of the Sakai Warranty Manual)
5.2	These policies apply to all SAI Heavy Equipment machines. These machines include models SV, SW, TW, GW, and R2 manufactured and shipped through SAI.
5.4	Dealers and Distributors are responsible for accurately documenting and submitting their Delivery Date in a timely manner. Submissions over 15 days may result in a registration hold or claim denial if applicable.
5.5	Warranty begins on the date the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. If ownership of the Machine is transferred, only the remaining portion of the warranty period will be transferred.
5.6	Warranty coverage for all Heavy Machines will start six (6) months from the invoice date issued by SAI.
5.9	Submitted registrations will be reviewed by the SAI Product Support Department for accuracy and compliance with these policies. Registration processing will be conducted weekly and any additional information will be requested from the Dealer in writing before approval is provided. Failure to provide any information requested can delay the registration process.

Policy #	Policy (Additional policies found in section 7 of the Sakai Warranty Manual)
7.2	These policies apply to all SAI Light Equipment machines. These machines include models CR, PC, HS, and RS manufactured and shipped through SAI.
7.4	Dealers and Distributors are responsible for accurately documenting and submitting their Delivery Date in a timely manner. Submissions over 15 days may result in a registration hold or claim denial if applicable.
7.5	Warranty begins on the date the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. If ownership of the Machine is transferred, only the remaining portion of the warranty period will be transferred. Warranty coverage for all Light Machines will start three (3) months from the invoice date issued by SAI.
7.3	These policies apply to all SAI-Authorized Dealers and Distributors.
7.8	Submitted registrations will be reviewed by the SAI Product Support Department for accuracy and compliance with these policies. Registration processing will be conducted weekly and any additional information will be requested from the Dealer in writing before approval is provided. Failure to provide the required information or any additional information requested can delay the registration process.

- Open Sakai Warranty System website.
 - <https://sakaiamericawarranty.com/>
 - Login

☒ Remember Me[Forgot Password?](#)

- ## Notes



- Sakai Warranty Policy states “With no contact from the dealer the warranty will begin six months after invoice date for Heavy Equipment and three months for Light Equipment”.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

- Warranty Registration

SerialNumber OR VIN *
3SW79-40321

Product Detail





Serial Number
3SW79-40321

Make
Sakai America

Delivery Date

Model
SW884

Model Year
2024

- | Warranty Details | |
|--|--|
| Dealer * | Sales Person |
| <input type="text" value="DLR0161-A & A RENTALS & SALES, INC."/>  | <input type="text"/> |
| Sales Date * | Hour Meter Reading * |
| <input type="text"/>  | <input type="text"/>  |
| Warranty Package * | |
| <input type="text" value="3 Year, 3000 Hour"/>  | |

All machines purchased by a Dealer are registered to the same Dealer Code. Branches of the Dealership can all see the machines that are registered to that Dealer.

Delivery Dates displayed represent the date the machine was shipped from Sakai to the dealer location. This marks the start date for the 6-month mandatory registration date for heavy equipment and the 3-month mandatory registration date for light equipment.

[illegible]

- Input the following information
 - Sales Person = Dealers Sales Person (Not Mandatory)
 - Sales Date = the date the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. (Mandatory)
 - Hour Meter Reading = Hours on the machine at time of Sales Date. (Mandatory)
 - Select the Warranty Package. (Mandatory)
 - Any additional Remarks you would like to record (Not Mandatory)

Warranty Details

Dealer *

DLR0161-A & A RENTALS & SALES, INC.

Sales Date *

Warranty Package *

3 Year, 3000 Hour

Warranty Start Date *

Remarks

Sales Person

Hour Meter Reading *

Warranty End Date *

OEM Comment

Submit

Save

Cancel

- Based on the Sales Date and Warranty Package selected the Warranty Start Date and Warranty End Date will auto populate.

Additional Notes


The standard manufacturer warranty package is 3 Year/ 3,000 Hour for Heavy Equipment and 1 Year/ 1,000 Hour for Light Equipment. If an extended warranty package is selected please attach a copy of the invoice that it was purchased on.

[illegible]

- Register your End User/Dealer Customer

- | Registered Customer | | | | | | | + Add New | |
|---|---------------|-----------|------|-------|---------------|--------|---------------------------|--|
| CustomerID | Customer Name | Address 1 | City | State | Purchase Date | Action | | |
| No records available. | | | | | | | | |
| <div> ◀ ◀ 0 ▶ ▶ </div> <div> <input type="text" value="20"/> items per page </div> <div> No items to display ↻ </div> | | | | | | | | |

- Select New Customer or Existing Customer

☐ New Customer ☒ Existing Customer 

- If Existing Customer click Magnifying Glass icon
- Search through created customer information created by your dealership, click the + box under the action column of the correct customer information.

Select Customer

Customer

Search

Clear Search

Code	Customer Name	Customer Type	City	State	Zip	Telephone	Email	Action
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Customer List are registered to the Dealership and set only for the Dealer and Sakai America's visibility.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

- If New Customer information must be added
 1. Purchase Date = Sales Date
 2. Customer Type = Retail or Rental
 3. Dealer = Select your Dealership from the drop-down menu
 4. Customer Name = End-User/Company Name
 5. Address, City, Country, State, Zip = End-User/ Customer's Business Address
 6. Email and Telephone = End-User/ Customer's contact information
 7. Remarks can be used for any additional information you would like to store about the customer
- Click SAVE and the customer has been created

☒ New Customer ☐ Existing Customer

1

Purchase Date *

2

CustomerID *

3

Dealer

6

Email *

6

Telephone *

5

Address 2

5

City *

5

Country *

5

State *

5

Zip *

2

Customer Type *

4

Customer Name *

Address 1 *

7

Remarks

Save

Cancel

Additional Notes

Customer information is not disclosed to any other dealers. Customer information is used only for market research and to help better our product for the Dealer and End-Users.

Customer List are registered to the Dealership and set only for the Dealer and Sakai America's visibility.





If unit is going to be used as rental equipment the customer name should be the Dealership's and all information should be associated with the dealer.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

- 7 Attachments are required for Warranty Registration

- 6 pictures
 - Serial Number Plate
 - Hour Meter Reading
 - Front Side Photo showing the whole machine
 - Right Side Photo showing the whole machine
 - Rear Side Photo showing the whole machine
 - Left Side Photos showing the whole machine

- Sakai PDI Form completed and signed

Attachment 			
Title	Description	File Size	Action
PDI		586.5 kB	  
AttachedOn 8/5/2024			

Pictures must be in a picture format. PDF or Word Documents are not accepted. All photos can be highlighted and uploaded at one time.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.



MODEL SW504

CHASSIS No. 1SW74 - 30393

SAKAI HEAVY INDUSTRIES, LTD.
TOKYO, JAPAN

Signed PDI Form



<h1 style="margin: 0;">SAKAI</h1>																																																																																																																																																															
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Dealer <u>Humble, GA</u> Salesperson <u>Saki, Hiroshi</u> Dealer Name <u>Dealer Name</u>	Vehicle <u>Exotic car</u> Dealer address <u>123 Main St</u> Dealer phone <u>555-123-4567</u>																																																																																																																																																														
Date Delivered to End User <u>2024-01-15</u> VIN <u>1G1YY2G3333 12345 67890</u>	Mileage <u>100</u> Date of Report <u>2024-01-15</u>																																																																																																																																																														
<p style="text-align: center; font-size: small;">NOTE: Dealer is the owner related to the operation and lubrication of this unit and is to be provided a Pre-Delivery Report for the machine Operator's Manual and all items on this report.</p>																																																																																																																																																															
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Check Service	Check service history	<input checked="" type="checkbox"/>	Service System	Check service history																																																																																																																																																											
	Check service records	<input checked="" type="checkbox"/>	Check service records	<input checked="" type="checkbox"/>																																																																																																																																																											
	Check service manual	<input checked="" type="checkbox"/>	Check service manual	<input checked="" type="checkbox"/>																																																																																																																																																											
	Check service parts	<input checked="" type="checkbox"/>	Check service parts	<input checked="" type="checkbox"/>																																																																																																																																																											
<p style="text-align: center;">Signature: <u>Saki, Hiroshi</u> Date: <u>2024-01-15</u></p>																																																																																																																																																															

Additional pictures are recommended but not required. Picture of the operator's manual installed in the manual box, a picture of the seat, and a picture of the articulation lock pin.

SAKAI

Pre-Delivery Report

NAME OF COUNTRY USA		Pre-Delivery Report			DATE OF REPORT		
LOCATION					REPORT NO.		
CUSTOMER'S NAME			ADDRESS				
DISTRIBUTOR			ADDRESS				
DELIVERY DATE		MODEL	SERIAL NO. OF MACHINE	ENG. MODEL & SERIAL NO.	HOURS		
<p>NOTE: Below are the items related to the operation and lubrication of this unit to be serviced at Pre-Delivery</p> <p>The specific machine Operation & Maintenance Manual details all items on this inspection.</p>							
Item	Check Point	Check	Item	Check Point	Check		
Body and Framework	Visual Check (damage, loose bolts, rust & leakage)		Travel System Check Travel System by operation and inspection	Check Auto Speed function, SW884 & 994			
	Legible decals			Drum Gearbox oil level			
	Paint			Axle gear oil level (see Op. Manual)			
Engine	Oil Level			Roll, Tire, 20 PSI			
	Coolant Level			Low / High speed control			
	Belt tension						
	Air Cleaner		Vibe system Best vibe test is by measuring the vibe shaft speed*	Oil level			
	Idle speed/Maximum governed speed			Check all Vibration controls			
	Exhaust smoke			Measure shaft speed			
	Throttle control cable or switch			Get shaft speed from Op. Manual			
	Oil filter		Electrical System	Battery			
	Fuel filter			Starter motor			
	Radiator			Alternator			
Turbocharger		Warning lamp (OK monitor)					
AC compressor		Lights & blinkers					
Power Distributor (GW only)	Coupling		Water Spray System	Water pump			
	Oil Level			Water tank			
Check Hydraulic System by operation and inspection	Oil level (hydraulic oil tank)				Water filter		
	Pumps (traction, vibration, steering)				Timer		
	Motors (traction, vibration)				Spray nozzle		
	Pipes and Hoses			Scraper blade			
	Filters		Brake System	Test brake operation on a slight slope			
	Unloader valve, insure its closed			Should barely roll, brake off			
	Oil cooler			Should stop instantly, brake on			
		Verify foot brake operation					
Check Steering System by operation and inspection	Steering orbitrol		Other	Exact Compact Meter (Asphalt mach)			
	Power cylinder			Blade			
	Center pin, Lubrication			ROPS (Torque bolts)			
	Hoses			Review Operator & Safety manuals			

Comment:

* To check, get correct spec and measure using a non-contact Reed Tach. Recommend the Treysit Sirometer, easy to find on web.

This machine has been serviced and is in satisfactory condition. Adequate information has been given on its operation, care, maintenance, safe operation procedures. The Operation & Maintenance manual has been received.

CUSTOMER'S

SERVICEMAN'S

SIGNATURE

SIGNATURE

- After all required documents have been uploaded. The registration is ready to be submitted.
- Scroll up to the Warranty Detail section.
- Click Save and click Submit.

Warranty Details

Dealer *

DLR0161-A & A RENTALS & SALES, INC.

Sales Date *

Warranty Package *

3 Year, 3000 Hour

Warranty Start Date *

Remarks

Sales Person

Hour Meter Reading *

Warranty End Date *

OEM Comment

Submit

Save

Cancel

Additional Notes

This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is a vertical margin line on the left side, creating a narrow left margin. The paper appears to be from a notebook or a standard ruled sheet of paper.

- Registering for machine warranty should be completed when the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. This information should be provided by your Dealerships Sales Department
- In Sakai America's Warranty system
 - Login
 - Hover over Product from the top tab
 - Select Warranty Registration from the drop-down menu.
 - Search or Select the unit you are registering warranty on.
 - Verify Serial Number and Model Information
 - Verify correct Dealer has been selected
 - Input Warranty Detail information
 - Sales Date, Sold Warranty Package (Warranty Start and End Date will auto-populate), Sales Person, and Hour Meter Reading
 - The Remarks section can be used for any additional information you would like to add. You can add additional attachments if you would like.
 - Register End-User/Customer
 - Add required Attachments (7 Total)
 - Pictures of the Serial Number Plate, Hour Meter, Front, Right, Rear, and Left side pictures. Profile pictures should show the whole side of the machine. (6)
 - Completed and signed Sakai PDI Form (1)
 - Click Save and Click Submit

[illegible]

Questions?

SakaiAmerica.com

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