



ROADS MUST BE BUILT. WORLDS MUST BE CONNECTED.

Sakai Warranty Training (Technician)





- **Information needed from Technicians**
- **Sakai Warranty Team Meeting**

Warranty Information from the Technician





Confirm the Machine

Record Serial Number of the machine and engine.

All Sakai machines have an engine warranty that supersedes the Sakai warranty. Engine warranty repairs must be performed by a licensed engine dealer during this time.

Note the service address for consideration of mileage and travel time reimbursement. Travel time should be recorded separately from diagnostic and repair times.

Pictures of the Serial Number Plate and Hour Meter.



Complaint

Descriptions of actions that must be performed to produce the issues.

Is this an intermittent issue?

Was this a machine down complaint?

When did the first occurrence of the issue occur?

Pictures or video of the complaint if available are recommended and taken into consideration during the processing of all claims.



Diagnostic Actions Taken

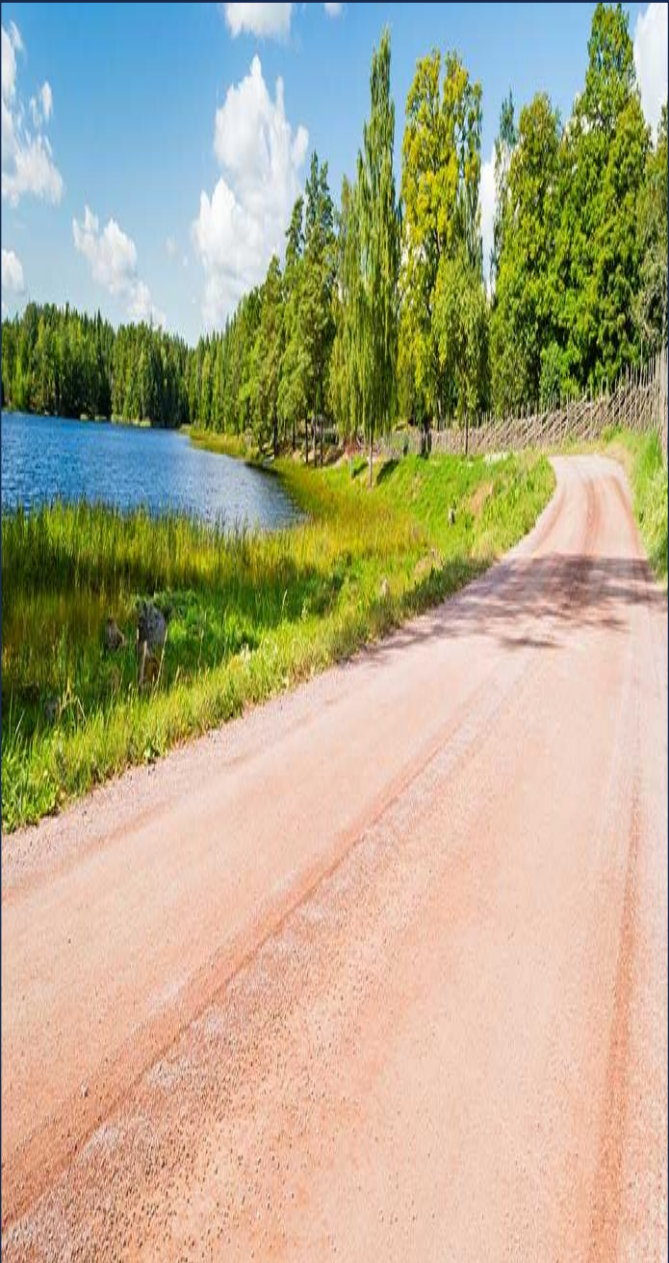
Detailed description of actions taken during diagnostic. Include any readings you take I.E. multimeter, battery load test, hydraulic pressure, and computer readings.

If diagnostic is not coming along within 2 hours please call Sakai Product Support so we may help you through the process.

Diagnostic time over 2 hours without a phone call recorded could result in lost time.

Diagnostic Time should be recorded separate from travel and repair time.

Take pictures of any damaged areas of the machine or area components are installed in. Provide pictures of the damaged/faulty component when diagnostic is complete.



Repairs Performed

List all steps taken to complete the repair. If additional components are needing to be removed to get in an area, list all items removed.

List all torque specifications used when reassembling a machine. Mark when Loctite is used.

Sakai does not recommend using butt connectors for electrical repairs. Solder and heat shrink is the recommended repair procedure.

Record new readings when permitted.

Pictures of the new components or repair are mandatory for consideration for warranty coverage.

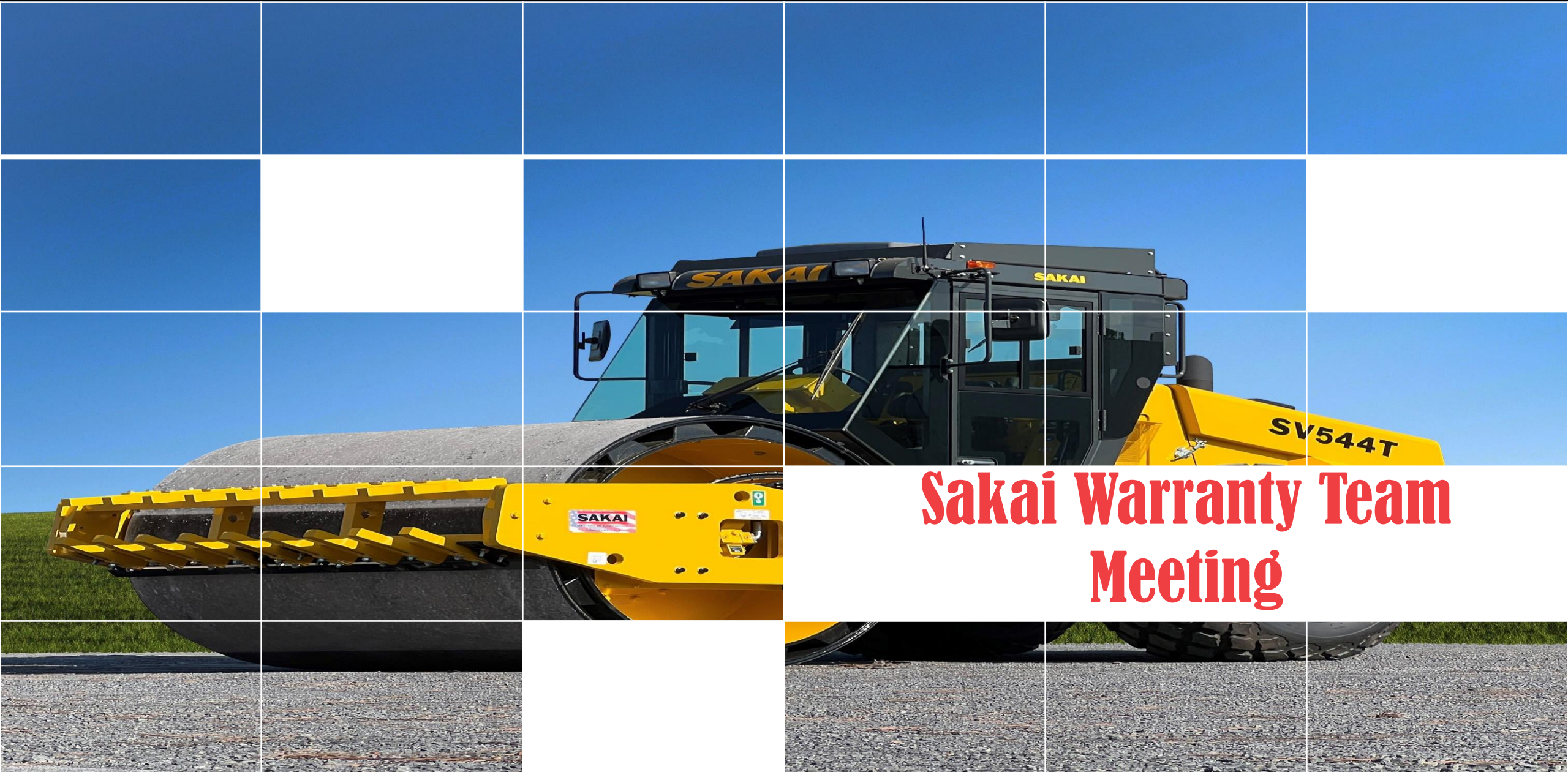
Pictures of hydraulic pressure readings when available.



Summary

It's the power of the pen. The more information provided the more consideration can be given during the claim process.

The more pictures that are provided the better.



Sakai Warranty Team Meeting

Warranty Team consist of multiple departments and mindsets to help improve our quality. Warranty Team Meetings are held bi-weekly.



Warranty





Quality Control

Warranty

Product Support

Production

Quality Control

Warranty

Product Support

Engineering



Technical Support

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Service and Warranty

Chris Atkinson
(770) 877-9433 ext. 213

Warranty@SakaiAmerica.com

Parts Support

Parts@SakaiAmerica.com

(770) 877-9886

Thank you. Questions?

SakaiAmerica.com

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