



Revision Date: 2 August 2106

2350 W. Commerce
Dallas, TX 75212
Phone #1: 1.682.715.3772
Phone #2: 1.214.630.3820
Fax: 1.214.630.6777
Email: doug@keipproducts.com
Email: david@keipproducts.com

“PLEASE READ THIS PAGE PRIOR TO FILLING OUT THE WARRANTY FORMS”

1. All sections must be filled out as much as possible.
2. Leaving information requested “blank” can/will cause delays in the warranty process.
3. Make sure your batteries are charged (12.6 volts) prior to testing.
4. Inspect all cables for corrosion, and tightness of connection.
5. Make sure all positive cables have been upgraded to a minimum size according to the installation paperwork.
Normally 2/0 cables. Again from the positive post to every battery, you must have the same size cable. Failure to do this, will cause continued alternator/battery issues.
6. Make sure the ground cable coming off the alternator has the same size cable as the positive cable. Not having the exact same size cable as the positive, causes resistance, which causes charging issues, and possible alternator failure. Do NOT trust the OEM engine ground to chassis, this is a constant issue.
7. Disconnect the wires going to the alternator, and reconnect, first inspecting connections/wires for corrosion.

Important message:

K.E.I. does not claim that every alternator we build, won't fail prematurely, we just know that 90% of the alternators we get back for warranty validation, work perfectly. When this happens, K.E.I. will **not** reimburse for 2 hours of labor at a maximum of \$75.00 per hour. K.E.I. also **reserves the right** to invoice you for the replacement alternator we shipped you in good faith.

8. Now sign this page below, and proceed to the following pages. If you have any questions, we are here to help.
9. A UPS Call Tag will come with the replacement alternator. Send back the Original alternator ASAP for Warranty Validation



Please fill-out as much information as you can. Some areas might not pertain to your vehicle.

The more you fill-out, the quicker a decision is made .

WC # _____

Assigned by K.E.I. Products

Please sign this, verifying that you've read this form.

And fax/email it back with the other documents. _____

Doug Arnold

National Sales Manager & Warranty Administrator

Call Me: 1.682,715.3772 or email : doug@keipproducts.com

or Call David 1.214.630.382 or email : david@keipproducts.com



Warranty Claim Form

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DON'T DELAY YOUR WARRANTY

↙ All sections must be filled out as much as possible. ↘
 The more you fill-out, the quicker a decision is made.

Date	
------	--

WC# (Assigned by K.E.I.)

K.E.I. Assigned Warranty Claim (WC)

<u>Description of Problem:</u>

Alternator Model #	
Alternator Serial #	
Vehicle In-Service Date	
Replacement Alt. Model #	
Replacement Alt. Serial #	
Current Mileage	

Vehicle Make / Year	/
Bus/ Vehicle #	
Body Builder	
Last 8 of Vin#	

Service Center Info

Vehicle Owner

Company Name	
Contact Name	
Contact Phone #	
Contact Email	

Company Name	
Contact Name	
Contact Phone #	
Contact Email	

Shipping Instructions

Ship To:	
Attn:	
Street	
City	
State / Zip	

Ship Via (UPS)
 (FedEx)

Note: K.E.I. Warranty will only pay for UPS-Ground

**Shipment, by any other method ,will require
 Owner/Service Center to Prepay for Shipping Service**

K.E.I. Reserves the Right for Special Consideration.

Fill out document completely, and return via email doug@keiproducts.com or Fax to 1.214.630.6777

Important Note : The replacement of an alternator in warranty , DOES NOT, create a new Warranty. The replacement alternators warranty expires when the original alternators Warranty would Expire.



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WC# _____
 Assigned by K.E.I.

Revision Date: 4 Nov 2015

Initial Technical Worksheet

By filling out all the information, this will help expedite the Warranty

Grey Area To be Filled-Out by Service Center Technician Personnel Only

*******Note: Batteries must be at 12.6 + volts prior to testing.*******

Vehicle Builder: _____

Year Model: _____

1. Check voltage on each battery separately Battery #1 _____ Volts Battery #2 _____ Volts
2. What is the voltage reading on positive post of alternator? _____ Volts
3. What is battery voltage at alternator when engine is running with no load added . _____ Volts
4. Verify that all cables are tightened and corrosion free? Done _____ Not Done _____
5. Disconnect plug at alternator, inspect, and plug back in. Done _____ Not Done _____

# of Batteries	_____
Type of Batteries	
Battery Manufacturer: _____ Model/Part #: _____	Under-Hood : Lead Acid : _____ / Gel Cell : _____ Spiral Cell: _____ / AGM: _____
Battery Manufacturer: _____ Model / Part#: _____	Secondary: Lead acid : _____ / Gel Cell : _____ Spiral Cell: _____ / AGM: _____
Battery Voltage : All Systems Off	Under Hood: _____ Volts Secondary: _____ Volts
Battery Voltage : Ignition on Engine Not Running	Under Hood: _____ Volts Secondary: _____ Volts
Battery Voltage : Engine Running Amps: _____ Engine Running	Under Hood: _____ Volts Secondary: _____ Volts Amps: _____ Amps: _____
Plug Connection	Good _____ / Loose _____ / Corroded _____
Positive Cable Wire Gauge from Alternator to Battery	6GA _____ 4GA _____ 2GA _____ 0/0 _____ 1/0 _____ 2/0 _____ 3/0 _____
Negative Cable Wire Gauge from Alternator to Chassis Ground	6GA _____ 4GA _____ 2GA _____ 0/0 _____ 1/0 _____ 2/0 _____ 3/0 _____
_____ Plug wire voltage into alternator ↑ Color of wire	Key off _____ Key On _____ Engine running _____
_____ Plug wire voltage into alternator ↑ Color of wire	Key off _____ Key On _____ Engine running _____

Internal Regulator Test

Revision Date: 2 august 2016



Doug Arnold

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Ph #2 : 1.214.630.3820

Email: doug@keiproducts.com

Fax# 1.214.630.6777

Company Name: _____

Testers Name: _____

Phone: _____

Email: _____

WC# _____

(Assigned by K.E.I.)

Alternator Model # _____

If Possible (Alt Serial #) _____

Unplug and reconnect OEM Plug back into alternator. Verify that positive cable is properly connected to alternator output post. Complete the **Chart** below using a **Digital Volt Meter**.

Approximate Operating Engine Idle _____ Does vehicle have functioning High Idler: Yes No

Battery #1 Location _____ Battery #2 Location _____

Test each wire at Alternator	Test # 1 Ignition Off	Test # 2 Ignition on Engine Off	Test # 3 Engine Running At Idle	Test # 4 Engine at High Idle If capable
_____ Wire Color #1 At Plug	_____ Volts	_____ Volts	_____ Volts	_____ Volts
_____ Wire Color #2 At Plug	_____ Volts	_____ Volts	_____ Volts	_____ Volts
_____ Wire Color #3 If applicable	_____ Volts	_____ Volts	_____ Volts	_____ Volts
_____ Output Post At Alternator	_____ Volts	_____ Volts	_____ Volts	_____ Volts
_____ Battery #1	_____ Volts	_____ Volts	_____ Volts	_____ Volts
_____ Battery #2	_____ Volts	_____ Volts	_____ Volts	_____ Volts