



Service Center Informational Packet

*UPDATED 2019 - REPLACING ALL PREVIOUS VERSIONS

12039 SMITH AVE
SANTA FE SPRINGS, CA 90670
TEL: (877) 338-0999
WWW.CHAMPIONPOWEREQUIPMENT.COM



Welcome to the Champion family of authorized service centers. We are here to serve your business needs with a commitment to timely and the utmost professional support to provide our customers and service centers the best service possible. The process in providing this support is done by the following:

Up-to-Date Information

Included in this packet is a Warranty Claim Form and Flat Rate Charts that provides a breakdown of hourly repair rates based on service procedures most commonly required. Each chart is specific to the type of product that is being repaired and the unit's engine displacement (cc). Other helpful documentation such as complete owner manuals, illustrated parts lists, technical bulletins, and wiring schematics are obtainable via our company website at www.championpowerequipment.com.

Toll-Free Priority Assistance

Our trained customer service product specialists are available to field all technical inquiries and assist with troubleshooting over the phone. Our customer service line is available between the hours of 9:30AM-8PM Eastern Time, Monday-Friday at [877-338-0999](tel:877-338-0999). Champion's staff is also available to answer questions and offer support via email at SUPPORT@CPEAUTO.COM

Parts Department

There are currently two warehouse facilities that provide parts for service. Champion's primary warehouse is located in Santa Fe Springs, California, while our secondary warehouse is in Burlington, Ontario. Both locations stock a complete line of replacement parts and accessories for all models, styles, and makes of Champion Power Equipment products.

Order Fulfillment

Orders are picked, packed and shipped from 7am-3:30pm during warehouse operating hours. After these hours orders placed the same day will be carried over to the following work day and will be fulfilled then. Order fulfillment depends on several factors including, carrier, location of part availability, time of order and shipping method. In situations where parts may not be available when ordered ETA's (estimated time of arrivals) will be given for requested part so that customers will have a time frame of when their parts will be available to be shipped.

Account Management

Warranty claims properly submitted with all the required information including customer proof of purchase before 12PM ET on Tuesdays are processed by Friday of the same week.

For service centers in California or Tennessee please attach a copy of Resale Certification for tax purposes.

Additionally, we require W9 Forms to be completed and returned to us at WarrantyClaims@cpeauto.com for the initial repair.

Warranty claims older than 6 months will not be processed.

Exceptions may occur due to possible storms resulting in high number of repairs.

Warranty Claims Policy

All claims for warranty service must include the customers original or copy of their proof of purchase. Any claims for service without proof of purchase will be denied unless otherwise pre-approved by a Champion Power Equipment representative. Please document and/or obtain approval for all claims performed and submitted. Most engine, electrical, or mechanical issues should be diagnosed within the diagnosis time flat rate of 0.2 - 0.5 hours. Any diagnosis exceeding that time must be pre-approved by a Champion Power Equipment representative. Please refer to the Flat Rate Charts for more information.

Repair / Replacement Policies

Champion Power Equipment warrants to the original purchaser that the mechanical and electrical components will be free of defects in material and workmanship for a period of 3 years (parts and labor) from the original date of purchase and 270 days (parts and labor) for commercial and industrial use. Transportation charges on product submitted for repair or replacement under this warranty are the sole responsibility of the purchaser. This warranty only applies to the original purchaser and is not transferable.

Labor Rate Change

Champion Power Equipment will review one labor rate change request per service center per year. If you wish to change the labor rate on file at Champion Power Equipment you can contact us through our toll-free number 877-338-0999. You can also send a written request to the following address:

Champion Power Equipment
Attn: Warranty Claims Department
12039 Smith Ave.
Santa Fe Springs, CA 90670

Champion Power Equipment Contact Information

Champion Power Equipment
12039 Smith Avenue
Santa Fe Springs, CA
Fax: (562) 236-9429
WarrantyClaims@cpeauto.com

Champion Power Equipment
5530 Harvester Road
Burlington, ON L7L 5V4
WarrantyClaims@cpeauto.com

Service Center Information

Company Name: _____

Contact Name: _____

Billing Address: _____

City/Town: _____ State/Province: _____ Zip/Postal Code: _____

Phone Number: _____ Fax Number: _____

Email Address: _____

Posted Shop Rate: _____

GST/Reseller: _____

Shipping Address: (If same as billing, leave blank)

Contact Name: _____

Shipping Address: _____

City/Town: _____ State/Province: _____ Zip/Postal Code: _____

Phone Number: _____

Please mark services you can provide below: (Check all that apply)

- | | | | |
|---|--------------------------------------|--|-------------------------------|
| ☐ Generator: | ☐ Manual only | ☐ Electrical only | ☐ Both |
| ☐ Inverters: | ☐ Manual only | ☐ Electrical only | ☐ Both |
| ☐ Winches (4500-12,000 lbs.) | | | |
| ☐ Log Splitter | | | |
| ☐ Transfer Pumps | | | |
| ☐ Rototiller | | | |
| ☐ Chipper-Shredder | | | |

- ☐ I am also interested in information about becoming a Home Standby Dealer. Please feel free to email me or have someone contact me with more information.

For U.S. service centers (provided you are not a corporation or located in Puerto Rico) please fill out the W9 form below. It is required to be filled out by the first repair and returned to us via (ENTER SPECIFIED EMAIL) or faxed to (562) 236-9429.

Form **W-9**
(Massachusetts Substitute W-9 Form)
Rev. April 2009

Request for Taxpayer Identification Number and Certification

Completed form should be given to the
requesting department or the department
you are currently doing business with.

Name (List legal name, if joint names, list first & circle the name of the person whose TIN you enter in Part I-See **Specific Instruction** on page 2)

Business name, if different from above. (See **Specific Instruction** on page 2)

Check the appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶-----

Legal Address: number, street, and apt. or suite no.

Remittance Address: if different from legal address number, street, and apt. or suite no.

City, state and ZIP code

City, state and ZIP code

Phone # ()

Fax # ()

Email address:

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). **However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instruction on page 2.** For other entities, it is your employer identification number (EIN). If you do not have a number, see **How to get a TIN** on page 2.

Social security number

DD DD DD DD

OR

Employer identification number

DD-DDDDDDDD

Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), **and**
- I am not subject to backup withholding because: **(a)** I am exempt from backup withholding, or **(b)** I have not been notified by the Internal Revenue Services (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified me that I am no longer subject to backup withholding, **and**
- I am an U.S. person (including an U.S. resident alien).
- I am currently a Commonwealth of Massachusetts's state employee: (check one): No ____ Yes ____ If yes, **in compliance with** the State Ethics Commission **requirements**.

Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply.

**Sign
Here**

Purpose of Form

A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify you are not subject to backup withholding

If you are a foreign person, use the appropriate Form W-8. See **Pub 515**, Withholding of Tax on Nonresident Aliens and Foreign Corporations.

What is backup withholding? Persons making certain payments to you must withhold a designated percentage, currently 28% and pay to the IRS of such payments under certain

conditions. This is called "backup withholding."

Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. **Payments you receive will be subject to backup withholding if:**

- You do not furnish your TIN to the requester, or
- You do not certify your TIN when required (see the Part II instructions on page 2 for details), or
- The IRS tells the requester that you furnished an incorrect TIN, or
- The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the Part II instructions on page 2.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.



Flat Rate Chart for Champion Power Equipment Generators

This warranty does not apply to generators used for prime power in place of a utility

Service Procedure	Generators				
	80cc 1200-1800w	196-224cc 2800-4750w	270-338cc 4800-6500w	389cc 6500-7500w	439-459cc 7000-11500w
Carburetor R&R or Replacement	0.4*	0.4	0.5	0.5	0.5
Choke Assembly Repair/Replace			0.3	0.3	0.3
Air Cleaner ¹	0.1	0.1	0.1	0.1	0.1
Fuel Cock Replacement ¹	0.1	0.1	0.1	0.1	0.1
Gas Tank Replacement	0.1	0.1	0.1	0.1	0.1
AVR Replacement ¹		0.2	0.2	0.2	0.2
Brush Replacement ¹		0.2	0.2	0.2	0.2
Engine Replacement		1.3*	1.5*	1.6*	1.6*
Crankshaft Oil Seal (Recoil Side)	0.1	0.3	0.3	0.3	0.3
Crankcase Gasket / Oil Seal (Output)		1.0*	1.2*	1.2*	1.2*
Crankshaft Replacement		1.7*	1.9*	2.0*	2.0*
Recoil Replacement ¹	0.1	0.1	0.1	0.1	0.1
Generator Replacement	0.4*	1.0	1.5	1.5	1.5
Stator/Rotor Replacement	0.6*	1.0	1.5	1.5	1.5
Circuit Breaker / Module Replacement ¹	0.2	0.2	0.2	0.2	0.2
Receptacle Replacement	0.2	0.2	0.2	0.2	0.2
Valve Clearance Adjustment	0.2*	0.2	0.2	0.2	0.2
Valve Collar Replacement	0.3*	0.3	0.3	0.3	0.3
Head Replacement	0.7	1.4	1.4	1.4	1.4
Head Cover Gasket Replacement ¹	0.1	0.1	0.1	0.1	0.1
Muffler Replacement	0.2	0.2	0.2	0.2	0.2
Generator End Cover Replacement	0.4*	1.0	1.0	1.0	1.0
Engine Mount Replacement ¹	0.1	0.1	0.1	0.1	0.1
Ignition Coil Replacement	0.2*	0.2	0.2	0.2	0.2
Electric Start Solenoid Replacement					
Electric Start Motor Replacement		0.3	0.3	0.3	0.3
Pump Disassembly, Repair, Assembly					
Diagnose Engine	0.4	0.4	0.4	0.4	0.4
Diagnose Electrical	0.5	0.5	0.5	0.5	0.5
Diagnose Pump					

1. Included in Diagnosis or whichever is greater

2. Warrantable within first month of ownership

*. Requires pre-authorization from Champion – This is for ALL Champion products. (877) 338-0999



Flat Rate Chart for Champion Power Equipment Inverters

This warranty does not apply to generators used for prime power in place of a utility

Service Procedure	Manual Start	Manual Start	Electric/Remote Start
	1600w - 2000w	2800w - 3500w	2800w - 3500w
Remove and Replace Carburetor	0.5	0.6	0.6
Remove and Replace Choke Cable	0.3	0.3	
Fuel Valve Replacement	0.1	0.5	0.5
Gas Tank Replacement	0.3	0.5	0.5
Control Module Replacement	0.9	0.5	0.5
Ignition Coil Replacement	0.2	1.5	1.5
Ignition Trigger Replacement	1.0		
Rotor Replacement	1.0	1.5	1.5
Stator Replacement	1.1	1.8	1.8
Ignition Assembly Replacement	0.4		
Recoil Replacement	0.7	1.5	1.5
Valve Cover Gasket Replacement	0.2	0.2	0.2
Valve Clearance Adjustment ²	0.3	0.5	0.5
Replace Oil Sensor	2.0	2.3	2.3
Replace On/Off Switch	0.5	0.5	0.5
Muffler Replacement	0.6	1.3	1.3
Clean/Replace Spark Arrester	0.3	0.3	0.3
Starter Motor Replacement			1.5
Replace Back Panel	0.3	1.2	1.4
Replace Front Panel	0.8	1.2	1.4
Remote Start Module Replacement			0.8
Diagnose Engine	0.5		
Diagnose Electrical	0.8		
Diagnose Cosmetics	0.3		

1. Included in Diagnosis or whichever is greater

2. Warrantable within first month of ownership

* Requires pre-authorization from Champion (877) 338-0999



Flat Rate Chart for Champion Power Equipment Pressure Washers

This warranty does not apply if Pressure Washer is used commercially

Service Procedure	1600-2400 PSI	2500-2700 PSI	3000-3600 PSI	3800-4200 PSI	Remote	Trigger
Remove and Replace Carburetor	0.5	0.5	0.5	0.5		
Remove and Replace Choke Cable	0.3	0.3	0.3	0.3		
Replace Air Filter Assembly						
Gas Tank Replacement	0.2	0.2	0.2	0.2		
Fuel Valve Replacement	0.1	0.1	0.1	0.1	0.1	0.1
Recoil Replacement						
Ignition Coil Replacement						
Replace Front Panel	0.8	0.08	0.8	0.8		
Replace Back Panel	0.3	0.3	0.3	0.3		
Control Module Replacement						0.4
Replace Main Panel Electric Switch	0.5	0.5	0.5	0.5		
Valve Cover Gasket Replacement	0.2	0.2	0.2	0.2		
Valve Clearance Adjustment	0.3	0.3	0.3	0.3		
Remove and Replace Cylinder Head	1	1	1			
Replace Crankshaft Seal Ignition Side						
Replace Crankshaft Seal Drive Side						
Replace Crankcase Gasket						
R & R Starter Motor						
R & R Starter Motor Solenoid						
Muffler Replacement	0.6	0.6	0.6	0.6		
Replace Flow Nozzle						0.3
Replace Soap Dispenser Tank						
Remove & Replace Pump Assembly	0.5	0.5	0.5	0.5	0.7	0.7
Remove & Replace Pump Hose/Fitting						
Diagnose Engine	0.5	0.5	0.5	0.5	0.5	0.5
Diagnose Electrical	0.4	0.4	0.4	0.4	0.4	0.4
Diagnose Pump *	0.2	0.2	0.2	0.2	0.2	0.2

1. Included in Diagnosis or whichever is greater

2. Warrantable within first month of ownership

* Requires pre-authorization from Champion (877) 338-0999



Flat Rate for Champion Power Equipment Log Splitters

	7-Ton	15-27 Ton	20-27 Ton
Service Procedure	80cc	196-224cc	4800-6500w
Cylinder Replacement	0.6	0.8	1
Cylinder Seal Kit	1	1	1
Slide Wedge Replacement	0.2	0.5	0.5
Hydraulic Hose Replacement	0.2	0.2	0.2
Hydraulic Oil Tank Replacement	0.8	1	1.3
Control Valve Replacement/Test	1	1	1
Beam Replacement*	1	1	1.3
Wheel Repair/Replacement	Include with diagnosis		
Gear Pump	0.5	0.5	0.5
Oil Filter	0.4	0.4	0.5
Diagnosis, Log Splitter	0.4	0.4	0.4
Diagnosis, Engine	0.4	0.4	0.4

* Requires pre-authorization from Champion (877) 338-0999

Attn: Warranty Claims Department
12039 Smith Ave, Santa Fe Springs, CA 90670
FAX: (562) 236-9429
WarrantyClaims@CPEauto.com