



SERVICE BULLETIN NO. 1

SEC. VIII, DIV. A
SUPERSEDES AUGUST 1975
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WARRANTY Service Procedure Clinton PRODUCTS (Authorized CLINTON Accounts)

CLINTON ENGINES CORPORATION • MAQUOKETA, IOWA

WARRANTY

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE PRODUCT DESCRIPTION EXCEPTING ONLY THAT EACH PRODUCT SOLD HEREUNDER IS WARRANTED AS FOLLOWS:

ONE YEAR LIMITED WARRANTY

FOR ONE YEAR FROM PURCHASE, CLINTON ENGINES CORPORATION, WILL REPLACE FOR THE ORIGINAL PURCHASERS, FREE OF CHARGE, ANY PART OR PARTS, FOUND UPON EXAMINATION BY ANY FACTORY AUTHORIZED SERVICE ACCOUNT, OR BY FACTORY AT MAQUOKETA, IOWA, TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP OR BOTH. ALL TRANSPORTATION CHARGES ON PARTS SUBMITTED FOR REPLACEMENT UNDER THIS WARRANTY MUST BE BORNE BY PURCHASER.

THERE IS NO OTHER EXPRESS WARRANTY. IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR FROM PURCHASE AND TO THE EXTENT PERMITTED BY LAW ANY AND ALL IMPLIED WARRANTIES ARE EXCLUDED. THIS IS THE EXCLUSIVE REMEDY AND LIABILITY FOR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES ARE EXCLUDED TO THE EXTENT EXCLUSION IS PERMITTED BY LAW.



1. Engines Governed ----- One Year
2. Outboard - J-K Series ----- One Year
3. Engines ---- Used on Mini Bikes ---- 90 Days
4. Engines - Non-governed and Chainsaws - 45 Days
5. Engines ---- Used on Karts ---- No Warranty

Clinton Engines Corporation

CLINTON WARRANTY CONDITIONS

To avoid misunderstandings which may arise between engine owners and our Service Account, and to eliminate delays in repair where warranty is questioned, we list causes of engine failures where repair or replacement under warranty is not justified.

NORMAL WEAR - EXCLUDED FROM WARRANTY: Where normal wear has exhausted the life of a part or engine, warranty does not apply. Mechanical equipment of all types need periodic parts replacement and maintenance service to operate for the normal service life of the unit.

ABUSE OR NEGLECT - EXCLUDED FROM WARRANTY

1. Failure due to lack of lubrication, improper weight, type of oil or insufficient oil.
2. Improper fuel or fuel mixture. Stale fuel can cause gum deposits in the fuel system.
3. Bent crankshafts. This is the result of the cutter blade striking a solid object. Clinton assumes no responsibility or liability for bent crankshafts or engines where an attempt has been made to straighten crankshaft.
4. Operating the engine at speeds above factory specifications or overloading above factory rated horsepower.
5. Damage caused by overheating because cooling fins are allowed to become plugged with dirt, grass or debris, or when an engine is operated in a confined area without sufficient ventilation.
6. Damage due to excessive tensions, loose or unbalanced blades and/or adaptors or improper assembly of accessories.
7. Broken parts due to excessive vibration caused by loose engine mounting.
8. In the event inspection by Clinton Authorized Service Agency reveals that the unit air cleaner has been improperly maintained and dirt allowed to get into the engine, repair of damage will not be covered under warranty.
9. Use of other than original Clinton parts.
10. Repairs by a non-authorized account or owner modification.
11. Minor carburetor readjustment due to difference in altitude or climate. (These minor adjustments are covered in the Owner's Operation and Maintenance Instructions Manual.)
12. Accident.

The following will be the procedure for handling parts, credits and labor allowances on Clinton products found defective in material and workmanship within the Warranty periods.

I. HANDLING A WARRANTY REPAIR

Customer requesting Warranty service must present Warranty registration, Bill of Sale or proper proof of purchase date to enable Service Account to determine if request falls within Warranty period.

SERVICE ACCOUNT WILL:

1. Inspect and repair the Clinton Engine, Chainsaw, or Outboard.
2. Replace, No Charge, all parts found to be defective and labor connected with such replacement in accordance to Flat Rate Schedule Pages 5, 6 & 7 (See Accessory Items procedure Pages 2 & 3), thus submitting complete Warranty Claim Report for factory crediting.
3. Charge the customer for Labor and the replacement of Parts which are not included under Warranty.
4. In cases where an engine owner insists on Warranty Repair which DOES NOT APPEAR justified, it is suggested that repair be completed and the owner charged. A Warranty Claim with full details should be forwarded to the factory for decision. If Warranty is not in order, the factory will advise engine owner accordingly.

II. WARRANTY REPLACEMENT OF SHORT BLOCKS, IMPULSE STARTERS, OR COMPLETE UNITS. THE WARRANTY ON THAT ASSEMBLY OR REPLACEMENT UNIT WILL BE TO THE COMPLETION OF THE ORIGINAL UNIT OR ASSEMBLY WARRANTY ONLY.

III. ACCESSORY WARRANTY (ENGINE)

1. Rockford Manual Clutch-Warranty on this factory installed clutch is the responsibility of the Rockford Clutch Division, Borg Warner Corp., Rockford, Illinois, and is handled through the Rockford Franchised Industrial Distributors and their dealers.
2. Bosch Starter-Warranty service on this factory installed starter is the responsibility of the American Bosch Division (American Bosch Arma Corp.) and is handled through Authorized Warranty Stations.
3. Delco-Remy Starter-Generator-Warranty service is the responsibility of the Authorized Delco-Remy Warranty Station of the United Motor Service.
4. Centrifugal Clutches-Warranty is the responsibility of the respective Manufacturer and should be referred to the respective clutch manufacturer. (This does not apply to chainsaw clutches.)
5. Zenith LP Gas Regulator - Warranty service should be referred to Zenith authorized service account in your area.

XIII. CREDITING PROCEDURE - PARTS & LABOR


1. Payment for warranty work will be made by factory Warranty Credit Voucher. This Voucher will be created from the information shown on each Warranty Claim Report, Form S-1229, submitted.
2. The Clinton code number assigned to your firm which must be entered on every Warranty Claim has been assigned so that work can be performed on electronic machines and expedite your Credit Voucher back for claims submitted.
3. Clinton Engines Corporation will attempt to issue Credit Voucher on completed warranty requests within 30 days of receipt of warranty report at the factory. Your Voucher should be submitted to your source of supply for credit within fifteen (15) days of receipt. Voucher is void ninety (90) days after date of issue.
4. Clinton will process Warranty Claims and allow labor at \$11.00 per hour according to the Flat Rate Schedule, parts at the servicing account cost, plus 20% mark up will be given on all C, P, and non prefix parts. Prices will be figured at the published list price in the Clinton Master Price book or supplement.
5. Handling Credit Voucher.
 - A. Take the Voucher to your Clinton source of supply. Your source of supply will credit you the total value of the Warranty Credit Voucher as it applies to your classification of service.
 - B. As this Voucher passes thru the various distribution steps, each is to tear off and retain his designated copy for tax and record keeping purposes and pass on all of the remaining copies.
 - C. Parts that must be returned to source of supply before Voucher can be honored are checked in 2nd column with symbol * (See Sample Voucher).
 - D. The parts replaced under warranty are to be held until the factory asks for the parts or the Voucher concerning claim is received from the factory at which time you may scrap parts other than parts checked for return with Voucher to your source of supply.
6. Sample of Credit Voucher.

CLINTON ENGINES CORPORATION
 MAQUOKETA, IOWA

WARRANTY CREDIT VOUCHER NO. **Sample**

CREDIT ISSUED TO: **Maquoketa Electric Company**

PART OR MODEL NUMBER	*	DESCRIPTION	QUANTITY	CREDIT AMOUNT
403-0000-0111		Claim No. Sample	Labor	\$ 3.00
94-172-990		Seal, oil	1	.90
93-107		Gasket, base	1	.40
		20% for servicing		.26



↑ ITEMS MARKED BY * TO BE FORWARDED WITH VOUCHER

LEGEND			
ACCOUNT IDENTIFICATION	REF-D	REF-C	TOTAL CREDIT
16 0121 18200	\$2.75	\$2.56	\$ 4.56

CLINTON ENGINES CORPORATION NO. **Sample**
 MAQUOKETA, IOWA

VOID 90 DAYS AFTER ISSUANCE DATE ISSUE DATE **4/15/68**

ACCOUNT IDENTIFICATION	REF-D	REF-C	CREDIT AMOUNT
16 0121 18200	\$2.75	\$2.56	\$ 4.50

CREDIT ISSUED TO: **Maquoketa Electric Company**
 306 Olive Street
 Maquoketa, Iowa

WARRANTY CREDIT VOUCHER NON-NEGOTIABLE

THE CLINTON AUTHORIZED SERVICE DEALER AGREEMENT RESPONSIBILITIES

The Clinton authorized Service outlet agrees to provide prompt service under the terms of Clinton's warranty policy. Such service is to be provided without prejudice or regard to make of equipment being powered.

The Clinton authorized Service outlet further agrees to extend warranty on an unbiased, fair, and efficient basis regardless who the customer may be. This will improve both Clinton's and the service agency's business. Failure to meet this service responsibility is in violation of Clinton's service center franchise and will be cause for a recommendation to cancel the agreement.

Clinton's warranty policy is designed to be a fair and equitable arrangement between Clinton and its authorized service outlet. A profit on parts is accompanied by a liberal flat rate reimbursement.

REMEMBER: ALL CUSTOMERS OF CLINTON ARE TOLD:

"The Clinton Authorized Service Accounts are rated among the top service organizations in the nation and warranty is handled in a prompt and courteous manner as rapidly as it can be fitted into their work schedule."