



3070 Wilson Avenue  
Leavenworth, Kansas 66048

## DEALER WARRANTY PROCEDURE

For units delivered within the past 12 months, report any warranty problems needing repair to our Product support department. Have information ready regarding:

1. Henke unit model and serial number,
2. Model of equipment Henke unit is attached to (prime mover)
3. Description of the problem and any helpful information by the end user. (Photos are always helpful).

Measurements or photos may be requested by Henke engineering for any issues regarding prime mover proximity and clearance, or any other unique considerations of fit and adaptability. These may be necessary for a proper repair recommendation and procedure.

Henke will respond with a written labor hour allowance for Henke participation on a faxed claim form and will ship any required replacement parts. If necessary, a repair procedure will be included on the claim form. A parts invoice will be generated to confirm shipment of the replacement parts.

If defective parts are needed for analysis, Henke will request their return.

Any such returned items are to be labeled with the claim number and returned to:

Henke Manufacturing Corp  
ATTN:Product support  
3070 Wilson Av  
Leavenworth, Ks. 66048  
RGA# \_\_\_\_\_

The dealer should perform repairs as agreed on a dealer warranty repair order. Return the claim form with a copy of the dealer warranty repair order and service report. Credit as agreed will be issued to the dealer upon receipt of the dealer warranty repair order invoice (Pro-forma invoice), and upon receipt, inspection and warranty confirmation of the returned parts if any.

### Parts & Service Assistance

Parts and service assistance is available between the hours of 8:00 AM and 5:00 PM, Central time, Monday through Friday. Call 913-682-9000.

Our web site, [www.henkemfg.com](http://www.henkemfg.com), is a quick source for parts pricing and many common parts diagrams

Parts purchase orders may be faxed in at any time to 913-682-0300. Faxed orders are encouraged, as they help insure order accuracy and follow up. Include any special instructions, such as drop ship addresses on your order.