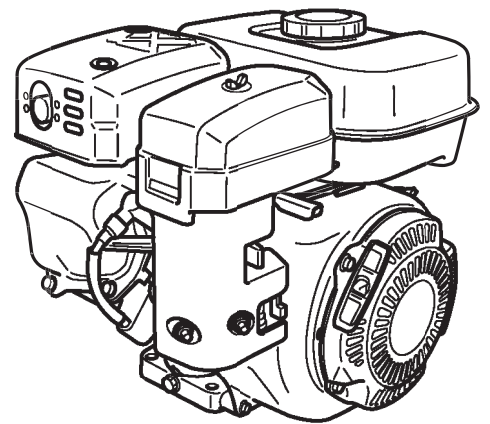


# Robin Engine



**Super Performance**  
**With Lasting Service**



Effective September 1.2008

# WARRANTY MANUAL

**NOTE**

THIS WARRANTY MANUAL FOR FUJI HEAVY'S ROBIN ENGINES CONTAINS UP-DATED WARRANTY POLICY, PROCEDURES AND NECESSARY INFORMATION. UPON RECEIPT OF THIS NEW WARRANTY MANUAL, PLEASE DISPOSE OF WARRANTY MANUAL PREVIOUSLY ISSUED FOR FUJI HEAVY'S ROBIN ENGINES.

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# **A. SERVICE POLICY for DISTRIBUTOR, OEM and PURCHASER**

All Robin Engines are manufactured from the finest materials with the latest engineering techniques and the most advanced methods of quality control. In addition, each engine is thoroughly tested and proven to be functioning before being delivered to the Distributors.

However, while the machine is still in the possession of the Distributor or while the Owner is using it, trouble with the engine may develop.

Against this, the following are prepared for the purpose of clearing responsibility between Distributors and Fuji Heavy Industries Ltd. (hereinafter referred to as "Company") about warranties and after-sales services for engines of the Company, and making a continuous and profitable relationship among the purchaser, the Distributor and the Company.

## **Maintenance Service**

To provide a prompt and efficient maintenance service for the engines manufactured by the Company, the Distributor shall establish a service network, including service personnel, garages, facilities, tools and parts.

## **New Engine Preparation**

The Distributor, upon receipt of new engines from the Company, shall make a thorough inspection for the presence of anything unusual.

The Distributor shall deliver all new engines to purchasers only after thoroughly inspecting, adjusting and confirming its completeness, and after giving him instructions concerning its maintenance in accordance with the Company's instructions.

## **Limited Warranty**

The Distributor shall undertake the repairs, replacements and the other necessary services to warrant the engine to the purchasers on behalf of the Company within the limited warranty of the Company, and shall report to the Company as provided for herein.

The Distributor shall be reimbursed for the costs of warranty service carried out for the Company in accordance with the Company's regulations for payment.

## **Limited Warranty Period**

The limited warranty period for engines shall be ;

- \* Twenty-four (24) months after the date of sale to the original purchaser, or
- \* Thirty (30) months after the date of shipment from Japan whichever is sooner to expire.

## **Explanation of Purchaser's Warranty Rights**

It is important that the purchaser's warranty rights shall be explained to the purchaser when he takes delivery of a new engine. The purchaser shall understand thoroughly what is covered by the limited warranty.

## **Three (3) - Year Warranty**

The engines which meet the following requirements can be applied 3-year warranty.

Model: EX\* series and EH\*\* series engines.

\*Excluding the engines made in foreign countries other than Japan.

\*\*Including the engines made by RMI and FCR, but excluding EH025 and EH035 engines.

Exception: (a) Except for the applications of engines which have heavy vibration such as rammers, plate compactors, concrete cutters and so on, but not limited to the application which is judged to be applicable through our matching test.

(b) Except for warranty problems which is attributed to Carburetors, Ignition Coils and Clutches, because those parts are difficult to judge whether or not it is covered by warranty.

Period: The period for the Engines shall be; Thirty-six (36) months after the date of sale to the original purchaser or Forty-two (42) months after the date shipment from Japan, whichever is sooner to expire.

Execution: Effective from the engines to be shipped from Japan on and after the beginning of April 2008.

## **B. LIMITED WARRANTY**

### **SECTION 1. NEW ENGINE LIMITED WARRANTY**

The Company warrants each new engine Supplied, under the following conditions.

1. Each new Robin engine supplied by the Company is warranted against defects in material and workmanship, under normal use and service, to the original retail purchaser by an authorized Distributor. During the warranty period, if defects in material or workmanship are found in the component parts of the new engine and are recognized by the Company, the Distributor's service shop shall repair or replace such defective parts free of charge.
2. THE LIMITED WARRANTY DOES NOT APPLY
  - a ) In case the repair or replacement is performed outside of the authorized Distributor's service shop and the causes of defects arise from it.
  - b ) In case the defect is due to use of parts which are not the Company's genuine parts.
  - c ) If major remodeling which in any way affects the performance or reliability of the engine has been made without any prior approval of the Company.
  - d ) In case the damage is due to accident, abuse, misuse, negligence or improper maintenance without observing proper handling, operation, maintenance as described in the Company's instruction manuals.
  - e ) In case the defect is due to the unauthorized attachments or accessories to the engine or due to troubles caused by attachments or accessories to the engine.
  - f ) In case of natural calamity.
  - g ) In case of ordinary wear and tear.
  - h ) The following parts are expendable (not durable), so the limited warranty is inapplicable.  
Expendable parts including but not limited to :  
Spark plugs, packings, gaskets, rubber materials, washers, nuts, V-belt, engine fuel, engine oil, grease, paper elements, brake shoes
  - i ) In case the engine is employed for powering an equipment to be operated in the aviation.
  - j ) In case the engine is operated for racing purpose or other competitive activities.
  - k ) In case, without any prior approval of the Company, the engine is employed for powering an equipment to be operated on/in the water and is located where it gets easily exposed to water.
3. The Company's liability is limited to the terms of the limited warranty and the limited warranty shall not be applied to consequential damages or accidental liabilities; nor to the fitness of any engine for any particular purpose.

## **SECTION 2. GENERAL DESCRIPTION**

### **1. Reimbursement of Claim**

When a claim is honored, the Company shall compensate the Distributor for the price at (F.O.B. Japan) x (coefficient) of the parts on which the claim was filed and the labor charge directly involved in the replacement of such parts. except labor charge for removal and reinstallation of the engine. "Coefficient" shall be separately fixed, considering transportation charge, etc.

In case of parts supplied upon request of the Distributor, the Company will bear the freight costs to the international port or the destination country.

Other expenses afterwards such as the import tax and clearing charge shall be borne by the Distributor.

Generally, the remittance for the claim settlements shall be made after obtaining permission from Government of Japan.

### **2. Calculation of Expenses of Parts and Labor**

The reimbursement of expenses covered by a claim shall be calculated according to the agreed rates on labor and parts to be determined separately by the company.

The calculation is based on "Flat Rate Time Schedule " and "Parts Price List" issued by the Company.

### **3. Handling of Claim Parts**

Defective parts must be retained until approval of the claim. At the request of the Company, the parts must be exhibited or shipped from the Distributor.

In the latter case, transportation charges shall be borne by the Company. Parts sent to the Company will not be returned to the Distributor whether they are approved by the Company or not.

### **4. Judgement of Claim**

The final judgement in all cases of claims rests with the Company.

# **C. CLAIM PROCEDURES**

## **SECTION 1. PREPARATION of CLAIM FORM**

### **1. Introduction and General Comments**

The claim form is to be used by the Distributor to request reimbursement from the Company for qualified warranty repairs. To qualify for reimbursement, warranty repairs must be carried out free of charge and in accordance with all applicable terms and conditions as set forth in this manual.

It is Distributor's responsibility to assure himself that every claim form submitted to the Company contains full and valid information throughout, that the claim form is completely and accurately prepared, and that it is legible and understandable.

### **2. Effective Period for Submitting Claims**

It is the Distributor's further responsibility to assure that the claim form is submitted to the Company promptly upon completion of repairs and that it is received by the claim processing unit within 45 days from the date of completion of repairs.

### **3. General Claim Preparation Instruction**

Only one engine shall be listed on a claim form.

### **4. Detailed Steps in Claim Preparation**

#### **1. PAGE NO. PER ONE SET**

Since one claim form will be ordinarily prepared for one claim, it shall be shown as 1/1.

If a claim form or claim forms are used (continued) with an ordinary claim form for identical repairs, it shall be filled in as follows :

Serial No. of each page /Total No. of pages.

#### **2. CLAIM NO.**

Show the serial No. of the specific Distributor in order to check and correspond with each other between the Distributor and the Company if necessary.

#### **3. DATE**

Show the date of application.

#### **4. DISTRIBUTOR'S NAME and ADDRESS**

Show the name and address of the Distributor.

#### **5. DEALER'S OR OEM'S NAME and ADDRESS**

Show the full name, city and country of the Dealer or the OEM.

#### **6. OWNER'S NAME and ADDRESS**

Show the owner's full name and address.

#### **7. MODEL AND SERIAL NO. OF ROBIN PRODUCT**

Show the model and serial number such as EY20D-2605001

#### **8. APPLICATION OF ENGINE**

Show the application of engine (for example coupled with pump, generator etc.) when engine was found to be defective.

**9. DATE OF SALE**

Show the date of sale of the engine to the original owner.

**10. DATE OF TROUBLE**

Show the date when trouble happened.

**11. WORKING HOURS**

Show No.or working hours when engine was found to be defective.

**12. FREQUENCY OF TROUBLE**

Show the frequency or the trouble for a certain period.

**13. WHERE TROUBLE HAPPENED**

Show the place where trouble happened.

**14. DATE OF COMPLETION OF REPAIR**

Show the date on which the repairs were actually completed.

**15. TECHNICAL INFORMATION**

The following items shall be clearly stated. If possible, attach photos or sketches to warranty claim.

- a. The customer's complaint.
- b. Description of the trouble or exact cause. General terms such as defective, inoperative, broken etc. are inadequate.
- c. Corrective works done to remedy the trouble.

If sufficient information is not given upon which to make a decision, the claim will be returned to the Distributor.

**16. COEFFICIENT FOR. PART UNIT PRICE**

**17. WARRANTY LABOR RATE**

Show the hourly Warranty Labor Rate approved by the Company for the Distributor.

**18. PART NAME**

Show the correct parts name as listed in the latest parts catalog from which parts orders are prepared.

**19. PART NUMBER**

Show the correct part No. as listed in the latest parts catalog from which parts orders are prepared. Part numbers shall be checked to make sure that they are complete and accurate, and that they apply to the unit being repaired.

**20. QUANTITY**

Show the quantity of each part replaced and for which credit requested.

**21. UNIT PRICE (F.O.B. x coefficient)**

Show the price as found in the latest edition or revision of the applicable price list.

**22. AMOUNT**

Multiply the "Unit Price" column by the "Q'ty" column and show the resulting amount in the "Amount" column.

**23. TOTAL PARTS**

Add the amount appearing in the "Amount" column and show the total in the "Total Parts."

**24. DESCRIPTION OF WORK**

Show the work, classifying the specific work scheduled in the "Flat Rate Time Schedule" of the Company.

**25. OPERATION NUMBER.**

**26. SCHEDULED TIME**

Show the applicable "Operation Number" as given in the latest edition of the "Flat Rate Time Schedule" for the engine being repaired, and show its corresponding time allowance in the "Scheduled Time" column.

If a labor operation is not published to cover the repairs performed, show the word "None" in the "Oper. No." column and the actual time worked in the "Scheduled Time" column.

**27. LABOR AMOUNT**

Multiply the "Scheduled Time" column by the distributor's approved hourly "Warranty Labor Rate" and show the resulting amount in the "Labor Amount" column. All labor costs must be shown in U.S. dollar.

**28. TOTAL LABOR**

Show the total of the amount appearing in the "Labor Amount" column.

**29. GRAND TOTAL**

Add the amount appearing in the "Total Parts" and the "Total Labor" boxes and show the total amount in the "Grand Total" box.

**30. 31. 32. 33.**

Do not fill these columns. These columns to be used by the Company.

**34. SIGNATURE OF DISTRIBUTOR**

The signature of the manager or director of the Distributor authorized by the Company.

## **SECTION 2. GENERAL CLAIM SUBMISSION INSTRUCTIONS**

### **1. Disposition of Claim Form**

One set of "Claim Form" is composed of 3 copies as follows.

Copy ①~④ company copy - Accounting, Engineering

Copy ⑤ credit advice to Distributor

Copy ⑥ Distributor Copy to Follow-up

The first 2 copies of "Claim Form" shall be sent to the Company.

Copy ⑥ shall be retained in the distributor's follow-up file for six months.

### **2. Mailing The Claim to The Company**

The claim shall be mailed to the Company as soon as possible after repairs are completed and must be received by the Claims Processing Unit within 45 days from the date of completion of repairs.

Claims must be mailed to the following address :

Customer Service Section.  
Industrial Products Company.  
Fuji Heavy Industries Ltd.  
4-410 Asahi, Kitamoto-shi,  
Saitama, 364-8511, Japan  
Phone +81(48) 593-7896  
Fax +81(48) 593-7965  
Web site <http://www.fhi.co.jp/robin/>

Claims which are not completely or accurately prepared will be returned to the Distributor for necessary additional information or correction.

## SECTION 3. RETURNED or DENIED CLAIMS

### 1. Returned Claims

Occasionally, claims may be returned to the Distributor because they were incorrectly prepared or lacked certain necessary information to permit normal processing by the Company.

Whenever this occurs, a code will be entered in the box titled "CLAIM RETURNED" which appears in the lower part of the Claim Form. This code shall then be matched with the following list of codes to determine what additional information or correction is necessary to permit processing of the claim for credit.

Returned claims shall not be replaced with new claims ; instead, they shall be corrected or completed as indicated by the codes and shall be returned to the Claim Processing Unit with all supporting documents attached within 30 days after being returned to the Distributor.

Upon receipt of corrected or completed claims by the Claim Processing Unit, they will be processed for credit in the normal manner.

The following codes will be used for returning claims :

- R - 1 Distributor's name is missing or incorrect.
- R - 2 Engine Model is missing or incorrect.
- R - 3 Engine serial No. is missing or incorrect.
- R - 4 "application of Engine" is missing or incorrect.
- R - 5 "Date of Sale" is missing or incorrect.
- R - 6 "Date of Completion of Repair" is missing or incorrect.
- R - 7 "Date of Trouble" is missing.
- R - 8 "Where trouble happened" is missing.
- R - 9 "Working hours" is missing or incorrect.
- R - 10 "Description of Work" is missing.
- R - 11 Technical Information is not clear or missing.
- R - 12 Parts Name, Parts No. and/or Q'ty are missing, incorrect or incomplete.
- R - 13 Parts Unit Price and/or Amount are missing or incorrect.  
Parts Prices must be shown in F.O.B. Japan (¥) x Co-efficient  
Recheck Price List.
- R - 14 Parts Price incorrect.
- R - 15 Works are not separated individually - refer to latest edition of applicable "Flat Rate Time Schedule."
- R - 16 "Oper. No. " is missing or incorrect - refer to latest edition of applicable "Flat Rate Time Schedule."
- R - 17 "Warranty Labor Rate" is incorrect.
- R - 18 Parts and/or labor do not correspond to defect as claimed.
- R - 19 Actual time seems excessive.
- R - 20 Repair Order does not correspond with claim.
- R - 21 Claim is received beyond 45 days limit - explain reason.
- R - 22 "Signature of Distributor or OEM" is missing.

## 2. Denied Claim

When an entire claim is denied by the Company, all copies and all supporting documents will be returned to the Distributor. The reason for denial will be indicated by a code which will be entered in the box titled "CLAIM DENIED" which appears in the lower part of the Claim Form.

The following codes will be used for the denial of claims :

- D - 1 Claim is received beyond the time limit.
- D - 2 Duplication of warranty claims.
- D - 3 Duplication of repairs.
- D - 4 Repairs are considered pre-delivery responsibility of Distributor.
- D - 5 Expiration of warranty (out of warranty).
- D - 6 Normal maintenance service is not Company's responsibility.
- D - 7 Shipping or transportation damage (include missing).  
Submit shortage or damage report to carrier or insurer as appropriate.
- D - 8 Claim is not typewritten.
- D - 9 Parts and/or labor not substantiated by repair order.
- D - 10 Normal service life of parts.
- D - 11 Replacement of assemblies is not acceptable.
- D - 12 Deletion parts is not the Company's responsibility.
- D - 13 Improvements are not covered by warranty.
- D - 14 Others

If a claim is rejected in part, the parts which is rejected will be lined out and the remaining balance of the claim will also be rejected.

## **SECTION 4. CREDITING PROCEDURE for APPROVED CLAIMS**

Each claim approved for credit during any one month is listed, by individual claim number, on a Warranty Credit Memo which is issued once a month.

The remittance for the claim settlement shall be made after obtaining necessary permission from Government of Japan.

In case that the reimbursement is made by parts supply, the Company will make a notice to the Distributor by issuing a Shipping Advice.

## SECTION 5. HANDLING of CLAIM PARTS


### 1. Identification of Claim Parts to be Held

All claim parts must be cleaned upon removal from the Engine, must be identified with a tag, and must be held at the distributor, in suitable storage space for inspection, approval, and disposition by the Company's Service Engineer.

In territories where the Company's Service Engineer is not available, Claim parts must be held at the distributor until approval of the claim.

Parts that have been instructed approval of the claim, must be scrapped unless the Distributor has been instructed by the Company to hold parts for an additional period.

A warranty claim tag is shown as follows :

	
<b>WARRANTY CLAIM TAG</b>	
<b>FUJI HEAVY INDUSTRIES LTD.</b>	
_____	
NAME & ADDRESS of DISTRIBUTOR	
_____	
NAME & ADDRESS of DEALER or OEM	
_____	
CLAIM NO. _____	DATE _____
ENGINE MODEL and NO.	
DATE of SALE _____	
DATE of TROUBLE _____	
PART NO. _____	
PART NAME _____	

All descriptions shall be shown in the space of a tag.

### 2. Sending Back of Claim Parts

When the Company requests the distributor to return the claim parts, all copies and supporting documents will be returned indicating the letter "R" in a bottom on a Claim Form.

The distributor shall then ship the claim parts and re-submit the same claim along with the supporting documents such as, all identifying information for shipment, including waybill number.

Upon receipt of these, the Company will judge the claim and inform the result to the distributor same as usual. Parts which the distributor has been directed to return must be shipped with tag to :

Customer Service Section.  
Industrial Products Company.  
Fuji Heavy Industries Ltd.  
4-410 Asahi, Kitamoto-shi,  
Saitama, 364-8511, Japan  
Phone +81(48) 593-7896  
Fax +81(48) 593-7965  
Web site <http://www.fhi.co.jp/robin/>

within 30 days after the date of receiving the direction.

If such parts are not shipped within 30 days, the Company will not accept the claim.

Any Expenses incurred in the shipment of part or parts when directed by the Company shall be indicated on the respective claim form. When parts are forwarded on the Distributor's own initiative, the incurred expense will be for his account.

Claim parts must be drained of lubricant, and tagged prior to packing.

Claim parts must be packed to prevent damage during shipment and shipped separately, and no other material shall be included in claim parts shipment.

Claim parts are to be shipped as freight collect.

**WARRANTY CLAIM**

① ~ ④

THIS CLAIM IS SUBJECT TO REJECTION  
IF PARTS PRICES ARE NOT SHOWN WITH  
FOB JAPAN YEN x COEFFICIENT.

4. DISTRIBUTOR'S NAME		ADDRESS			
5. DEALER'S OR OEM'S NAME		ADDRESS			
6. OWNER'S NAME		ADDRESS			
7. MODEL and SERIAL NO. OF ROBIN PRODUCT	8. APPLICATION OF ENGINE	9. DATE OF SALE	10. DATE OF TROUBLE		
11. WORKING HOURS	12. FREQUENCY OF TROUBLE	13. WHERE TROUBLE HAPPENED	14. DATE OF COMPLETION OF REPAIR		
15. TECHNICAL INFORMATION					
* SHOW THE UNIT PRICE WITH FOB JAPAN YEN x COEFFICIENT.					
16. COEFFICIENT FOR PART UNIT PRICE			17. WARRANTY LABOR RATE		
18. PART NAME	19. PART NO.	20. Q'TY	21. UNIT PRICE	22. AMOUNT	23. TOTAL PARTS
			¥	¥	
			¥	¥	
			¥	¥	
			¥	¥	
			¥	¥	¥
24. DESCRIPTION WORK	25. OPER. NO.	26. SCHED TIME	27. LABOR AMOUNT	28. TOTAL LABOR	
30. CLAIM PARTS HAVE TO BE SENT BACK			31. CLAIM APPROVED		
			BY DATE		
32. CLAIM RETURN CODE NO.	33. CLAIM DENIED CODE NO.		CHECKED BY		
WE HEREBY CERTIFY THAT THE INFORMATION MENTIONED ABOVE IS TRUE AND CORRECT JUDGING FROM OUR KNOW- LEDGE AND EXPERIENCE			APPROVED		
			EXPORTER		
34. SIGNATURE OF DISTRIBUTOR OR OEM					