



**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@keiproducs.com](mailto:doug@keiproducs.com)  
Email: [david@keiproducs.com](mailto:david@keiproducs.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@keiproducs.com](mailto:doug@keiproducs.com)**

**or Call David 1.214.630.382 or email : [david@keiproducs.com](mailto:david@keiproducs.com)**



## Warranty Claim Form

2350 W. Commerce  
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 Email: [doug@keiproducts.com](mailto:doug@keiproducts.com)

### 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	
------	--

<b>WC#</b> (Assigned by K.E.I.)
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K.E.I. Assigned Warranty Claim (WC)
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<u>Description of Problem:</u>
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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 Via (UPS)   
 (FedEx)

Ship To:	
Attn:	
Street	
City	
State / Zip	

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](mailto:doug@keiproducts.com) or Fax to 1.214.630.6777

# External Regulator Test



Revision Date: 4 Nov 2015

Doug Arnold

Ph: 1.682.715.3772

Company \_\_\_\_\_

Ph #2 : 1.214.630.3820

Testers Name: \_\_\_\_\_

Email: [doug@keiproducts.com](mailto:doug@keiproducts.com)

Phone: \_\_\_\_\_

And [david@keiproducts.com](mailto:david@keiproducts.com)

Email: \_\_\_\_\_

Fax# 1.214.630.6777

Alternator Model # \_\_\_\_\_

WC# \_\_\_\_\_

If Possible (Alt Serial #) \_\_\_\_\_ Regulator Model \_\_\_\_\_

Locate the **External Regulator**, making sure that everything is properly connected, that the **Black Wire** is going to **Ground** and complete the **Chart** below using a **Digital Volt Meter**.

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

Test each wire at Regulator	<b>Test # 1</b> Ignition Off	<b>Test # 2</b> Ignition on Engine Off	<b>Test # 3</b> Engine Running At Idle	<b>Test # 4</b> Engine at High Idle If capable
<b>I</b> Ignition Wire <b>Brown Wire</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>
<b>A</b> Battery Sense Wire <b>Red Wire</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>
<b>S</b> Stator Wire <b>Orange</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>
<b>F</b> Field Wire <b>Blue Wire</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>
Battery Voltage	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>	_____ <b>Volts</b>
<b>Amp Clamp</b> <b>( If possible)</b> Close to Alternator	_____ <b>Amps</b>	_____ <b>Amps</b>	_____ <b>Amps</b>	_____ <b>Amps</b>