

REQUIREMENTS FOR AUTHORIZED SERVICE CENTERS

- A) Maintain a service center to accommodate all maintenance, test equipment, staging and storage space. Area is to be safe and presentable, including adequate lighting and ventilation.
Owner must maintain sufficient insurance to reimburse to the customer the value of any tool which is lost, stolen, or damaged while at the warranty center.
- B) Employ at least one full time competent and experienced repair person (or more as required) in order to provide prompt and timely service.
- C) Utilize only authorized replacement parts as provided by Sunex/ISS and maintain an inventory of frequently used or requested parts to provide prompt and timely service.
- D) Follow generally accepted warranty procedures:
1. Insure that tool is under warranty by obtaining a copy of a valid proof of purchase, showing that the tool is still within the warranty period. Inspect tool for any signs of abuse or misuse and make sure that the instructions for maintenance and use have been followed. If warranty is denied, provide explanation and estimate for a charge repair upon customer request.
 2. Perform warranty repair, including subsequent testing to insure that tool meets factory specifications as outlined in the manual. Tool shall be maintained in its original state without modification or conversion unless authorized by Sunex/ISS.
 3. If performing non-warranty charge repair, consent to repair and payment arrangements are between the warranty center and the party submitting the tool; however, it is expected that the warranty center will guarantee their workmanship for no less than 90 days on a charge repair.
- E) Submit a completed credit application, and notify Sunex/ISS immediately if there are any changes to the information listed.
Owner must have at least one year credit history and maintain the account in good standing. Payment terms are Net 30 Days.
Warranty claims must be filed within 30 days after the repair and are credited to warranty center accounts within 30 days of receipt.

F) Required Equipment

Work bench and vise per mechanic
Set of hand tools per mechanic
Compressor 7.5HP, 175 PSI, 25CFM MIN, 80 GALLON TANK MIN
Parts Washer
Hydraulic Press (20 TON MIN) for air tools
Arbor Press
Pedestal grinder
Bearing Puller set and Gear separator set
Micrometers (0-1", 1"-2") and linear calipers to 6"
Pressure gauges to test PSI at tool

Testing equipment for air tools: Skidmore-Wilhelm Model J w/7/8" test bolt for 1/4-1/2" impact wrenches
Skidmore-Wilhelm Model R w/1-5/8" test bolt for 1/2"-1" impact wrenches
1/2" drive torque wrench for up to 600 ft/lbs
3/4" drive torque wrench for up to 2,000 ft/lbs
Dial indicator for testing runout on spindles

Also recommended but not required: Skidmore-Wilhelm Digital T-2000 for 1/4" - 1/2" impact wrenches
Skidmore-Wilhelm Digital T-3000 for 1/2" - 3/4" impact wrenches

Also recommended for trouble-shooting low RPM problems:
flow meters (2-20 SCFM, 10-100 SCFM, 5-50 SCFM)

For Hydraulics: 50 ton press w/pump and ram and gauge, 4' pipe wrench, strap wrench, vise (6" or larger)