

SANYO



SANYO FISHER COMPANY

CONSUMER ELECTRONICS

AND

HOME APPLIANCE

AUTHORIZED SERVICE CENTER

POLICIES & PROCEDURES

**CONSUMER ELECTRONICS (CE) AND HOME APPLIANCE (HA)
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SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
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10-17-00
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07-12-99

REPLACEMENT PARTS & ACCESSORIES ORDERING PROCEDURE

Sanyo Fisher Company Original Replacement Parts and Accessories may be ordered through the methods listed. A part purchase order may be sent to a Sanyo Fisher Company Parts Center via mail, FAX, Telephone, or the SFC Internet Web site. Please address part orders to the attention of the **PARTS DEPARTMENT** with the following information.

1. Sanyo Fisher Company Account Number
2. Bill-to Address
3. Ship-to Address (if different from Bill-To)
4. P.O. No. or the name authorizing the purchase
5. Quantity
6. Sanyo Fisher Company Part Number
7. Description of the part
8. Model Number

A. PARTS ORDERS VIA SANYO FISHER COMPANY “SERVICE WEBSITE”:

Parts and accessories may be ordered through the “SFC Website”. (Refer to “Service Website”)

B. FAX ORDERS:

Sanyo Fisher Company requests that the Parts Order FAX line be utilized as much as possible including emergency part orders. This FAX line is open 24 hours a day seven days a week for the support of your business.

Sanyo Fisher Company Nationwide Toll Free FAX Line 800/437-3638

C. TELEPHONE ORDERS:

The Nationwide Toll Free Phone Line for part orders only, is limited to a maximum of two (2) line items per phone order for Sanyo Fisher Company Open Account Holders. By doing this, we will be able to maintain an efficient level of phone service.

Sanyo Fisher Company Nationwide Toll Free Phone Line 800/433-1746

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PG-002
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02-13-04
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01-01-01

FREIGHT POLICY - CE/HA OPEN ACCOUNTS

A. SHIPPING CHARGES:

1. The actual freight cost will be charged to the account as a “Shipping Charge”*. All shipments will be via UPS ground. The original freight charge will cover all back orders for the original order.

2. Special Freight arrangements are available by request.
The actual freight cost will be charged to the account as a “Shipping Charge”
 - UPS Red “Overnight”
 - UPS Blue “2nd Day”

B. SHORT SHIPMENTS:

1. A short shipment of parts and/or accessories discovered in comparison with a Sanyo Fisher Company Packing Slip/Invoice must be reported to the Sanyo Fisher Company Parts Center within ten (10) working days upon receipt of the shipment.

2. The amount of the items that were short shipped will be credited to your account by the Credit Department.

3. All Sanyo Fisher Company invoices must be paid in full within your payment terms. Sanyo Fisher Company does not permit customer deductions from remittances. Unauthorized payment deductions could lead to past due status and any future orders will be subject to “Credit Hold.”

* Sanyo Fisher Company defines all Shipping Charges to be FOB point of Origin.

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PG-001
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12-01-01
Supersedes
12-01-96

PARTS & ACCESSORIES RETURN POLICY - CE & HA

A. NEW UNUSED PARTS AND ACCESSORIES RETURN FOR CREDIT:

1. Sanyo Fisher Company only accepts "NEW UNUSED" parts and accessories for credit returns with prior approval from the Parts Department.
2. "NEW UNUSED" parts and accessories must have been purchased directly from Sanyo Fisher Company and within sixty (60) days of Sanyo Fisher Company Parts Invoice. Sanyo Fisher Company will not accept parts and/or accessories for credit returns, if such parts and/or accessories are more than sixty (60) days old.
3. PCB's, CRT's, Service Tools, e.g., cosmetic parts, bulk items, video tapes, computer media, etc., and service literature are not returnable.
4. All items must be returned with the original label or labeled with the correct part number. A copy of the Packing Slip/Invoice and a copy of the Return Authorization letter must accompany all parts returns. All credit returns must be shipped to Sanyo Fisher Company within thirty (30) days from the date of credit return authorization.
5. Parts and accessories authorized for credit return must be shipped freight prepaid and returned to the SFC Parts Center. Sanyo Fisher Company will not accept **COD** or freight collect returns.
6. All items are subject to a quality inspection and a fifteen percent (15%) restocking charge may be assessed due to customer errors.
7. Sanyo Fisher Company reserves the right to approve or refuse any requests for credit returns.

B. DEFECTIVE REPLACEMENT PARTS RETURN FOR CREDIT:

1. All Sanyo Fisher Company replacement parts and accessories carry ninety (90) day manufacturer's warranty from the date of invoice.
2. Replacement parts and accessories that were purchased from Sanyo Fisher Company and received defective may be returned to Sanyo Fisher Company for **FULL CREDIT** with a Return Authorization from the SFC Parts Department. If necessary, issue a new purchase order to replace the defective part.
3. All Parts and accessories returned for Credit must be shipped freight prepaid to the designated SFC Parts Center. Sanyo Fisher Company will not accept **COD** or freight collect returns.
4. All parts and accessories must be returned with the original label or labeled with the correct part number. A copy of the Packing Slip/Invoice and the Return Authorization Number must accompany all returns. All returns for credit must be shipped to Sanyo Fisher Company within thirty (30) days from the Return Authorization Date.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PG-005
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06/25/99
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02/20/96

PARTS PAYMENT

1. **All part invoices must be paid in full within the established credit terms based on the “Date of Invoice”.**

Deductions by the Customer from the remittance are not permitted. Continual abuse and/or failure to repay any inhibited unauthorized deduction will ultimately place the account in a past due condition and future orders will be considered for credit hold.

2. All remittances must be directed to the following address:

**SANYO FISHER Company
Administrative Headquarters
Credit Department
21605 Plummer Street
Chatsworth, CA. 91311**

3. Any discrepancies should be reported immediately to the Credit Department for resolution.
4. The account balance must be current, as well as within credit limit, to insure uninterrupted credit approval of orders. In order to keep you account in good standing, Sanyo Fisher Service reserves the right to apply any warranty reimbursement to clear the past due balance of your parts account.
5. **If your account is past due, it will be placed on “Credit Hold” and part orders will remain in a “Credit Hold” state until the account is brought into a current condition.**
6. All orders, without exception, must be approved by the Credit Department.
7. **All part orders not released within thirty (30) days will be canceled by the Credit Department.**

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PGV-003
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02-01-03
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05-15-95

"PAST DUE" - CREDIT HOLD

1. Your account is considered past due when an invoice is beyond the established terms, **Net thirty (30) days.**
2. The Sanyo Fisher Company computer system is designed to automatically place these accounts on a "Credit Hold" status; thus preventing the shipments of future parts orders until the past due invoice(s) is paid.
3. The Sanyo Fisher Company Credit Department adheres to the following "Credit Hold" procedures:
 - a. The parts order will be released to the Parts Department for immediate shipment, if either of the following two criteria are met.
 - Accounting Department has received a check to cover the past due balance.
 - Warranty Department has processed sufficient warranty claims to cover the past due balance.
 - b. The Credit Department will cancel all parts orders not released within thirty (30) days.
4. All "Credit Hold" inquiries should be directed to the Field Service Department. For any additional information, please contact the Sanyo Fisher Company Credit Representatives.

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
IM-005
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04-01-08
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12-07-00

HOW TO READ THE PARTS INVOICE

SANYO Fisher Company A Division of Sanyo North America Corporation Chatsworth, CA (818) 998-7322 ext.244										70 71
										0400 Page 1
S O L D T O	1				S H I P T O	2				6
PRODUCT REPLACEMENTS WARRANTY ONLY 21605 PLUMMER STREET CHATSWORTH CA 91311					SANYO SOLAR 970 E 236TH ST CARSON CA 90745					
ACCOUNT - SHIP TO NO.		CUSTOMER P.O. NO.		P.O. DATE	DEPT. NO.	STORE NO.	REPLS SHIP TO WRITING	W/H	INV/CR NO.	
186849-00000		HAFW-08-78		5/29/08			393 393	S	2530506	
DATE SHIPPED		FREIGHT		REMARKS	TAX RATE	STATE	SHIPPED VIA		DATE	
5/30/08		FRT PREPAID ADD				CA	FDXG		5/30/08	
RGN	TRM-CD	11 TERMS			SPECIAL INSTRUCTIONS					12 SHIPPER NO.
9	01	AU NET 30 DAYS								5466923-00
ORDERED	BACK ORD.	SHIPPED	DESCRIPTION		CLS	CM	PC	UNIT PRICE	TOTAL	
1		1	EM-S9515W			00	10	164.06	164.06	
13		14	15					16	17	
1.	Bill to Address.									
2.	Ship to Address.									
3.	Account Number.									
4.	Customer P.O. Number.									
5.	P.O. Date.									
6.	Invoice Number.									
7.	Ship Date.									
8.	Freight Type.									
9.	Shipping Method.									
10.	Date.									
11.	Terms.									
12.	Shipper Order Number.									
13.	Quantity of Parts Ordered.									
14.	Quantity of Parts Shipped.									
15.	Part Number Ordered.									
16.	Unit Price.									
17.	Total Line Item Price.									
18.	Sub Total.									
19.	Freight Shipping Charge.									
20.	Sales Tax.									
21.	Total Amount Due.		Sub-Total.....				18		164.06	
22.	Remittance Address.		Freight.....				19		7.01	
23.	Remittance Due Date.		Sales Tax.....				20		.00	
			Miscellaneous:							
MAIL PAYMENT AND REMITTANCE ADVICE TO:					TOTAL AMOUNT DUE ▶		21		171.07	
SANYO Fisher Company c/o PNC Bank Lock Box #773279 Solutions Center Chicago, IL. 60677-3279					22		23			
							Due date 07/14/2008			
							Amount		171.07	
CLAIMS FOR SHORTAGES MUST BE MADE IMMEDIATELY ON RECEIPT OF THIS SHIPMENT. WE ARE NOT RESPONSIBLE FOR DAMAGE TO GOODS IN TRANSIT. OUR RESPONSIBILITY CEASES WHEN GOODS ARE DELIVERED TO CARRIER AND RECEIPTED FOR IN GOOD ORDER.										
NO MATERIAL ACCEPTED FOR RETURN OR EXCHANGE WITHOUT PRIOR WRITTEN AUTHORIZATION.										
PLEASE INCLUDE YOUR SANYO Fisher Company ACCOUNT NUMBER										
ORIGINAL										

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
IM-001
Current Rev.
04-01-08
Supersedes
12-07-00

HOW TO READ PARTS STATEMENT

S A N Y O F I S H E R C O M P A N Y									
STATEMENT OF ACCOUNT									
1								2	
CUSTOMER NO. 180284-950								AS OF 6/02/08	
3		4							
NATIONAL FIELD SERVICE WARRANTY 21605 PLUMMER ST CHATSWORTH CA 91311		PLEASE REMIT TO: SANYO FISHER COMPANY C/O PNC BANK LOCK BOX #773279 SOLUTIONS CENTER CHICAGO, IL 60677-3279							
5	6	7	8	9	10	11	12	13	
Our Ref. #	Ref. Date	Your Ref. #	Type	T/R	Due Date	Amount	Ag Cd	Remarks	

2528921	5-22-08		Invoice	01	07-21-08	154.61	1-		
2528922	5-22-08		Invoice	01	07-21-08	6.57	1-		
2528923	5-22-08		Invoice	01	07-21-08	118.95	1-		
2529260	5-23-08		Invoice	01	07-22-08	303.36	1-		
2529261	5-23-08		Invoice	01	07-22-08	6.57	1-		
2529531	5-27-08		Invoice	01	07-26-08	63.83	1-		
2530155	5-29-08		Invoice	01	07-28-08	154.90	1-		
2530156	5-29-08		Invoice	01	07-28-08	27.43	1-		
2530157	5-29-08		Invoice	01	07-28-08	151.87	1-		
2530526	5-30-08		Invoice	01	07-29-08	441.61	1-		
2530527	5-30-08		Invoice	01	07-29-08	200.69	1-		
2530528	5-30-08		Invoice	01	07-29-08	65.82	1-		
2530529	5-30-08		Invoice	01	07-29-08	154.79	1-		

						7,888.64			
8537255	5-14-08		Return	93	06-12-08	134.14-	0	INV 32544	

						134.14-			

Run Total:						7,754.50	14		
1. Account Number.									
2. Statement Date.									
3. Bill to Address.									
4. Remittance Address.									
5. SFC Reference Number.									
6. Reference Date.									
7. Account Reference Number.									
8. Type of Transaction.									
9. Transaction Type.									
10. Due Date.									
11. Amount of Transaction.									
12. Aging Code.									
13. Remarks.									
14. Running Amount Due.									
15. Open Amount Due.									
16. Total Amount Due.									
17. Current Amount.									
						Financed Amt Due : .00			
						Open Amount Due : 7,754.50			
						Total Amount Due : 7,754.50			
						Current Amount : 1,380.94			
						30-Days Past Due: .00			
						60-Days Past Due: .00			
						90-Days Past Due: .00			
						120-Days Past Due: .00			
						Future Amount : 6,373.56			
18. 30 Days Past Due.									
19. 60 Days Past Due.									
20. 90 Days Past Due.									
21. 120 Days Past Due.									
22. Future Amount.									

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PG-004
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05-15-95
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02-07-90

REQUEST FOR PROOF OF DELIVERY

1. All requests for proof of delivery for Sanyo Fisher Company shipments will be subject to a charge of twenty-five (\$25.00) dollars.
2. Charges will be applied to the account when proof of delivery is documented by the carrier that the particular shipment was delivered to the correct address.
3. No charge will be applied if the carrier is unable to provide proper proof of delivery.
4. Sanyo Fisher Company will refuse any requests for proof of delivery of which the particular shipment was more than six (6) months old.
5. Before requesting proof of delivery, please review your receiving records thoroughly. Most proof of deliveries are unnecessary; as the response from the carriers indicates that the shipments were delivered to the correct address.

SANYO FISHER COMPANY POLICIES & PROCEDURES

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PG-003
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05-15-95
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02-07-90

LOST OR DAMAGED FREIGHT PROCEDURES

The liability of both the common carrier and shipper is set forth by law in interstate commerce. *

When shipments are released to a carrier in proper manner, it is required that they be transported with reasonable dispatch to their destination in the same condition as received from the shipper.

A consignee has the duty to accept damaged shipments from the carrier, unless the shipments are considered worthless. (1) Do not refuse the shipment, (2) Do not return the goods to Sanyo Fisher Company. Please use the following procedures:

A. Receipt of Damaged Goods:

1. Inspect all cartons before carrier leaves.
2. Make note of damage on delivery receipt.
3. File a freight claim with carrier in writing within 15 days.
4. Set cartons aside for carrier's inspection.
5. Determination to repair or replace is made by consignee and carrier.

Note: If damage was concealed and discovered later, follow the same freight claim procedures. However, you will have to satisfy the carrier's inspector that the damage was not caused after receipt of merchandise.

B. Short Shipments or Missing Cartons:

1. All SFC Shipments are accompanied by a packing slip/invoice.
2. Compare this packing slip/invoice with the carrier's delivery receipt.
3. Note shortage on delivery receipt.
4. Notify SFC Parts Department in writing, providing a copy of the carrier's delivery receipt and model/product number of missing item(s).
5. Sanyo Fisher Company will initiate a tracer.

* Sanyo Fisher Company lost or damaged freight procedures are based on transportation law and national motor freight classification "Principles and Practices for Investigation and Disposition of Freight Claims" and Miller's Law of Freight Loss and Damage Claims, 4th edition page 206.

(Continued)

C. Receipt of Opened or Resealed Cartons:

1. Inspect carton with packing slip/invoice for proper content and/or damage.
2. Make note of damage or missing units on carrier's delivery receipt.
3. File a freight claim with carrier in writing within 15 days.
4. Set cartons aside for carrier's inspection.

D. Mis-shipments:

1. All cartons in question should be set aside if merchandise received is other than the items listed on the packing slip/invoice.
2. Notify the SFC Parts Department.
3. SFC will arrange for merchandise to be returned or reshipped and your original order corrected.

E. Duplicate Shipments - Cancelled Orders:

1. Merchandise should be refused upon attempted delivery.
2. Merchandise, once accepted, becomes the responsibility of the consignee.

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PG-007
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12-01-01
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05-15-95

REPLACEMENT PARTS & ACCESSORIES WARRANTY PERIOD

Sanyo Fisher Company warrants all replacement parts and accessories purchased from Sanyo Fisher Company Parts Center or Authorized Parts Distributor for **a period of ninety (90) days from the date of invoice, unless otherwise specified.**

Please refer to "Parts & Accessories Return Policy - CE/HA", Paragraph B. "Defective Replacement Parts Return For Credit."

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PGV-002
Current Rev.
02-01-03
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05-15-95

CREDIT APPLICATION - AUTHORIZED SERVICE CENTER

1. All customers are required to complete a credit application and an account profile.
2. All requested information should be supplied by the applicant:
 - a. Correct legal name of business.
 - b. At least three trade references, including complete addresses and phone numbers.
 - c. At least two bank references, including complete addresses and phone number.
 - d. Name of Accounts Payable manager and phone number.
 - e. Completion of trial balance sheet and financial data is essential in establishing credit lines. Obtaining this information at the time the credit application is completed will facilitate the processing time, and improve customer services.
 - f. Signature, Title and Date are required on the credit application form.
 - g. W-9
 - h. Multijurisdictional Tax form with all ship to States completed.
3. Credit Line:

The credit line (limit) of this open account will be established by utilizing financial information and payment history of each applicant.
4. Terms and Conditions:
 - a. The credit terms for all new accounts are Net 30 days.
 - b. All invoices are due and payable to Sanyo Fisher Company sixty (60) days from the date of invoice.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
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5-15-95
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2-07-90

SANYO FISHER SERVICE CENTER NETWORK

LISTED AUTHORIZED INDEPENDENT SERVICE CENTER (AC):

A Listed Authorized Independent Service Center is an organization who agrees to provide in-warranty service for any customer, dealer, etc. These service centers are listed on the Sanyo Fisher Company Web Referral System.

UNLISTED AUTHORIZED INDEPENDENT SERVICE CENTER (AX):

An Unlisted Authorized Independent Service Center is an organization who agrees to provide in-warranty service for a specified dealer **only** and is appointed by a specific request from the dealer. These service centers are not listed on the Sanyo Fisher Company Web Referral System.

UNLISTED AUTHORIZED SELF SERVICING DEALER (AD):

An Unlisted Authorized Self Servicing Dealer is one who is authorized to provide in-warranty service for his own customers only and the product categories which he sells. This service center is not listed on the Sanyo Fisher Company Web Referral System.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PG-006
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04-01-05
Supersedes
01-01-04

WARRANTY SERVICE

A. IN-WARRANTY SERVICE:

IN-WARRANTY SERVICE constitutes a repair, which is performed on a product warranted by a manufacturer against manufacturing defects in material and workmanship, and is subject to obligations and exclusions for a specified period in each category.

Warranty repairs specifically do not include “check out” or “set up”, routine maintenance and cleaning, conversions or modifications, removal or replacement in special enclosures or installations, all of which shall be paid for by the customer without any liability to Sanyo Fisher Company.

Note: * “**MAJOR REPAIR**” is defined as significant trouble-shooting, disassembly, or parts replacements.

“**MINOR REPAIR**” is defined as requiring adjustments only, loose connections, customer education, simple plug-in component repairs, cleaning and lubrication (where authorized), soldering, and “No Fault Found” (checked OK) repairs.

B. OUT-OF-WARRANTY SERVICE:

OUT-OF-WARRANTY SERVICE refers to service on equipment or product that for whatever reason is not entitled to "In-Warranty service". Out-of-warranty service shall be provided only at the expense of the customer.

C. DEALER STOCK REPAIR:

DEALER STOCK REPAIR is defined as any warranty repair on current dealer stock inventory. Any product dropped out of the sales price list for a period of more than twenty-four (24) months are considered ineligible for warranty repair as dealer stock. Please verify the status of these stock repairs with your Field Service Representative prior to the repair work if the product is questionable for eligibility. It may become necessary for the dealer or servicer to forward copies of the applicable Sanyo Fisher (USA) Corporation “SFC” invoices to the Sanyo Fisher Company Warranty Department together with warranty claims, to verify Dealer Stock Repair entitlements.

Note:** Dealer Stock Repair Exclusion “No Fault Found” (NFF), Adjustment only, Cleaning and Lubrication, Check OK, Installation and Set Up do not apply to Dealer Stock units.

A defective remote control and/or accessories must be returned for warranty claim reimbursement.

Only one stock repair per unit per service center will be covered by this policy. The servicer must guarantee warranty repairs on dealer stock for the period of thirty (30) days from the date the dealer accepts delivery.

Please advise dealers of the exclusions and limitations of this program, as Sanyo Fisher Company will not assume liability of the second stock repair.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PG-009
Current Rev.
5-15-95
Supersedes
2-07-90

PROOF OF PURCHASE

1. Servicers are required to verify the purchase date of the customer's proof of purchase. In some cases, SFC may request a copy of the proof of purchase from the servicer, therefore, a copy of the customer proof of purchase and/or customer validation check, e.g., international warranty card, etc., must be retained by the service center.
2. In some instances, the customer is unable to provide a formal proof of purchase document, i.e., a receipt from the retail dealer, to the authorized servicer.

In order to insure that all Sanyo and Fisher customers obtain warranty service entitlements, as provided by the applicable Limited Warranty Program, the following additional guidelines have been established.

Mail Order Purchases:

Servicers may accept one of the following documents as proof of purchase:

- a. The freight bill proving delivery of the unit to the customer. The delivery date listed on the freight bill represents the first day of warranty coverage.
- b. A credit card monthly billing statement showing the first partial payment for the product. The date of the statement represents the first day of warranty coverage.

Gifts

Customer receives product as a gift and a proof of purchase document is not available, the authorized servicer may accept the product in for warranty service and instruct the customer of the following:

- a. The customer must call the SFC Customer Relations Department (800-421-5013) and request a Sanyo Fisher Service Warranty Verification Letter be sent to the customer.
- b. The Warranty Verification Letter will be mailed to the customer within three (3) working days from the initial contact with the Sanyo Fisher Company Customer Relations Department.
- c. Upon receipt, the customer must present the letter to the authorized servicer to receive warranty coverage.

(Continued)

Dealer Stock:

- a. Sanyo Fisher Company does not require proof of purchase documents to be furnished with warranty claims submitted for dealer stock repairs. However, Sanyo Fisher Company reserves the right to request proof of purchase to be furnished during the processing of warranty claims and at a Sanyo Fisher Company Warranty Audit.
- b. Sanyo Fisher Company does require that the dealer keep SANYO FISHER Company invoices on file.
- c. Indicate the dealer's work order number as a reference number at the bottom of the claim form.
- d. Identify if dealer stock is due to a customer exchange unit.

Miscellaneous:

In the event the customer is unable to provide a proof of purchase document to the authorized servicer, the authorized servicer may contact the Field Service Department for consideration of warranty repair authorization approval on behalf of the customer.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PGV-007
Current Rev.
9-01-97
Supersedes
5-15-95

WARRANTY GUIDELINES FOR RENTAL UNITS

1. The rental unit is entitled to applicable warranty provisions of the Sanyo/Fisher "Limited Warranty" program.
2. All exclusions listed in the "Limited Warranty" and current Sanyo Fisher Company Policies and Procedures are applicable to all rental units, however, the "Dealer Stock Repair" provision does not apply to the rental units.
3. When submitting warranty claims, you must fill out the "DATE OF PURCHASE" which is required on all claims.
4. The "DATE OF PURCHASE" is defined as the time when the first rental agreement is issued on a rental unit (This can be determined by the date shown on the original rental agreement) or if a unit has not been rented, use the invoice date that the rental company actually purchased the unit from SANYO FISHER Company. **Once a Date of purchase is registered into the database of the SANYO FISHER Company, through a claim submittal, it will be kept as the permanent date of purchase for the unit.**
5. All warranty repairs performed by an Authorized Servicer must be warranted for a period of not less than thirty (30) days.

Note: All freight damaged units are the sole responsibility of the carrier; therefore, any freight damage claims must be submitted to the carrier and not to Sanyo Fisher Company.

SANYO FISHER COMPANY

No:
PGV-005

POLICIES & PROCEDURES

Current Rev.

01-01-01

Supersedes

07-12-99

LABOR AND/OR PARTS WARRANTY REIMBURSEMENT PROCEDURE

- A.** Sanyo Fisher Company accepts the universal NARDA or NESDA claim form for warranty reimbursement. Your In-Warranty labor and/or parts reimbursement requests must be transcribed on a NARDA or NESDA form.
1. Submit only the original white copy and copy #1 of the NARDA or NESDA form for warranty claim reimbursement within thirty (30) days after customer pickup to:

SANYO FISHER CLAIMS DEPARTMENT
C/O ServicePower, Inc.
1503 Southcoast Drive Suite 320
Costa Mesa, CA 92626
 2. The service information must be legibly typed or printed on the claim form. Failure to adhere to the warranty claim procedures will result in a delay of warranty claim processing and rejection of these claims. Please refer to the "INSTRUCTION FOR THE PREPARATION OF SFC WARRANTY CLAIMS" which is enclosed in this instruction booklet.
- B.** Sanyo Fisher Company accepts Warranty Claims submitted electronically through ServicePower Inc.
1. Please see "ELECTRONIC WARRANTY CLAIMS PROCESSING" which is enclosed in this Policy and Procedure booklet.

SANYO FISHER Company offers a Shipping & Handling charge on parts (SANYO FISHER Company will reimburse for the cost of the parts plus 10% for CRT's and compressors. Reimbursement for other parts will be 10% of the parts cost up to a maximum of \$50.00).

Please do not add this handling charge to the claim. It will be computed automatically by the system. Please enter only the basic part information - Quantity, Part Number, Description and Price.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PG-014
Current Rev.
12-01-96
Supersedes

WARRANTY REIMBURSEMENT FOR STANDARD VALUE COMPONENTS

Fuses, Resistors & Capacitors

Standard value fuses, resistors and capacitors must be designated on the warranty claim form or electronic claim processing in accordance with the following procedure:

1. Part Number Designation:

<u>Parts Description</u>	<u>Part Number</u>
Fuse	Fuse
Resistor	Resistor
Capacitor	Capacitor

2. Explanation of Service Performed Section of the Claim Form:

The explanation of "Service Performed" section must include the following information.

Fuses 1) Schematic Ref. Location 2) Current Rating

Resistor 1) Schematic Ref. Location 2) Resistance value and Power Rating

Capacitor 1) Schematic Ref. Location 3) Capacitance Value and Voltage Rating

3. Each of the following Standard Value Components will be reimbursed to the Service Center.

1. Fuses \$.50 per item

2. Resistors \$.50 per item

3. Capacitors \$.50 per item

Note: These Standard Value Component parts may be purchased from any parts suppliers.

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PGV-006
Current Rev.
01-01-01
Supersedes
05-15-95

MILEAGE ALLOWANCE FOR IN-HOME SERVICE

For In-Home service calls Sanyo Fisher Company will reimburse the servicer \$ 0.40 cents per mile after the first 40 miles of the total mileage with prior authorization only.

Servicer must indicate total mileage on the claim form, including the first 40 miles. Sanyo Fisher Company will calculate the amount due to the servicer for the mileage.

The Field Service Representative within your region will assist you if further clarification is needed.

SANYO FISHER COMPANY
BULLETIN

No:
BH-005
Current Rev.
5-15-95
Supersedes
7-01-91

MICROWAVE OVEN RADIATION LEAKAGE METER READING

Please be advised that, effective immediately, a **Radiation Leakage Meter Reading** must be indicated on the In-Warranty labor and/or parts reimbursement claim form when a microwave oven is being serviced.

This leakage reading must be clearly written or typed, right above the technician's signature in the parts area of the **NARDA** or **NESDA** form.

For Instructions, please refer to Document No. IM-002, the "Instructions for the Preparation of Sanyo Fisher Service Warranty Claims".

IMPORTANT:

Specific exclusions to the Limited Warranty on Sanyo Microwave Ovens are: temperature probe, bottom tray, shelf, stirrer cover, plastic items and any damage initiated by spark fires caused by using anything metal inside the oven, except for those approved parts provided by Sanyo.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PG-008
Current Rev.
5-15-95
Supersedes
2-07-90

WARRANTY PARTS RETAINING PROCEDURE

1. All In-Warranty defective parts are not required to be returned to Sanyo Fisher Company; however, these are to be held by the servicer for a period of not less than **ninety (90) days** from the date of claim submission, or until the Field Service Representative inspects or gives instructions for the return of the defective parts to Sanyo Fisher Company; whichever comes first.
2. All in-warranty defective parts must be stored with a copy of the original warranty claim.
3. After the ninety (90) day retaining period, the servicer may, at his discretion, dispose of the defective part(s).
4. Defective parts not retained for the **ninety (90) day period**, as indicated above, will be charged back to the servicer including labor charge.

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PG-011
Current Rev.
5-15-95
Supersedes
1-01-92

CUSTOMER COMPLAINT/REPAIR CODING SYSTEM

1. Sanyo Fisher Company has adopted the “**Customer Complaint/Repair Action Codes**” that were developed and formulated by the Electronic Industries Association (EIA).
2. Please refer to the following attachments:
 - A (CE) EIA Quick Reference Guide: Customer Complaint/Repair Action Code.
 - B (HA) EIA Quick Reference Guide: Customer Complaint/Repair Action Code.

EIA CODING SYSTEM - CONSUMER ELECTRONICS (CE)

EIA CONSUMER ELECTRONIC COMPLAINT CODE

CODE	CUSTOMER COMPLAINT	CODE	CUSTOMER COMPLAINT
NONE	No Complaint	DREC	Distorted noisy recording
CDIS	Customer Dissatisfied	REMO	Remote Control Inoperative
DEAD	Dead	INOE	Inoperative with other equipment
INTR	Intermittent operation	NAUD	No audio
TEMP	Fails when hot	DAUD	Distorted/noisy audio
BATT	Battery/charging inoperative	NPLY	No play
FEAT	Feature inoperative	DPLY	Distorted/noisy play
PGRM	Programming inoperative	NPIX	No picture
DISP	Display/indicator inoperative	DPIX	Distorted/noisy picture
TIME	Clock Inoperative	NCOL	No color
CTRL	Control inoperative	DCOL	Distorted/noisy color
TUNE	Tuning inoperative	VTHZ	Vertical/horizontal incorrect
STST	Incorrect start stop	ROTA	No rotation or motor inoperative
FFRW	Fast forward/rewind inoperative	SPEd	Speed incorrect
RCRD	No record	NOIS	Mechanical noise or vibration
LOAD	Doesn't load correctly	PRNT	Prints wrong character
KEYS	Keyboard or Keypad inoperative	ARCS	Arcing

EIA CONSUMER ELECTRONIC WORK PERFORMED CODE

CODE	DESCRIPTION	CODE	DESCRIPTION
EDUC	Customer education, or customer misinterpretation.	CKOK	Checked OK.
PART	Replacement of part(s). Part # and reference # required.	MTTN	Mounting or tightening reference # required.
CLLB	Cleaning and lubrication.	MREP	Mechanical repositioning reference # required.
SOLD	Soldering reference # required.	RECH	Recharging unit repair reference # required.
EADJ	Electrical adjustment reference # required.	MODS	Modifying a unit bulletin # required.
MADJ	Mechanical adjustment reference # required.	CRCK	Bridge/jumped cracked circuit board.
PATH	Alignment of the tape path.	HEAD	Cleaning of the heads.

EIA CODING SYSTEM - HOME APPLIANCE (HA)

EIA HOME APPLIANCE COMPLAINT CODE

CODE	CUSTOMER COMPLAINT	CODE	CUSTOMER COMPLAINT
REMO	Remote inoperative	TIME	Clock or alarm inoperative
NAUD	Unit doesn't ring, beep, or tone	STST	Incorrect start stop
DAUD	Unclear ring, beep, or tone	SPED	Speed varies, fast, or slow
NONE	No complaint	NOIS	Mechanical noise
CDIS	Customer dissatisfied	LOAD	Loads incorrectly
INTR	Intermittent	PRNT	Prints wrong character
TEMP	Fails when hot/cold	ROTA	No rotation or motor inoperative
DEAD	Dead	KEYS	Keys inoperative
BATT	Batteries leak or no recharge	ARCS	Arcing
FEAT	Features inoperative	PSWD	Vacuum/washer/dryer failure
DISP	Malfunction of display	HCKK	Incorrect temperature
PGRM	Programming failure	NPLY	Message will not play
CTRL	Switch/selector failure	LEAK	Water or air leak

EIA HOME APPLIANCE WORK PERFORMED CODE

CODE	DESCRIPTION	CODE	DESCRIPTION
EDUC	Customer education, or customer misinterpretation.	CKOK	Checked OK.
PART	Replacement of part(s). Part # and reference # required.	MTTN	Mounting or tightening.
CLLB	Cleaning and lubrication.	MREP	Mechanical repositioning reference # required.
SOLD	Soldering reference # required.	RECH	Recharge freon reference # required
EADJ	Electrical adjustment reference # required.	MODS	Modifying a unit bulletin # required.
MADJ	Mechanical adjustment reference # required.	CRCK	Bridged/jumped cracked circuit board.
EXSP	Exchange due to service policy.		

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PG-016
Current Rev.
12-01-96
Supersedes

REASONS FOR WARRANTY CLAIM REJECTION

The following is a list of common reasons for rejection. Additional rejections may occur based on Sanyo Fisher policy and consumer audit.

1. Invalid Sanyo Fisher Company Account number.
2. Invalid Part Number.
3. Invalid Model Number. Refer to Model File Listing
4. Missing or invalid serial number.
5. Missing or invalid date of purchase.
6. Missing or invalid date Service requested.
7. Missing or invalid date service completed.
8. 2nd repair within 30 days.
9. 2nd stock repair, model too old for repair, Product sold "As Is", no warranty coverage.
10. Not authorized to fix or Repair Product Category.
11. Exchange Unit Only. Refer to Model File Listing.
12. Part not used in this Model.
13. Missing invoice No. or invoice copy (over \$5.00 per part).
14. Missing Customer Information. Name/Address/City/State/Zip Code/Phone Number.
15. Missing or invalid code and work performed code.
16. Over 30 Days from Customer pick-up or delivery.
17. Not a Warranty Item. Refer to Basic Warranty Terms and Conditions and Items Not Covered.
18. Illegible Claim Information.

Sanyo Fisher may, at its sole discretion, reject authorization or payment if any portion of the claim information or repair is incorrect, incomplete or misrepresented.

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PG-015
Current Rev.
12-01-96
Supersedes

BASIC WARRANTY TERMS AND CONDITIONS AND ITEMS NOT COVERED

1. Customer satisfaction is of the utmost importance to Sanyo Fisher and our dealers. Service stations are expected to provide prompt and courteous attention to legitimate consumer complaints. Sanyo and Fisher products are warranted to the original purchaser by the terms and conditions printed on the warranty card or owner's manual supplied with each product. SFC will not be responsible for repairs if product has been abused, neglected, operated or cleaned improperly, tampered with by unauthorized persons or damaged.
2. Service Centers are not to repair, under warranty, items received in damaged condition. If merchandise is received in damaged condition a report should be filed with the delivering carrier. Physical damage is the responsibility of the dealer or customer and is not covered under warranty.
3. The manufacturer's warranty does not include batteries, antennas, and cosmetic items.
4. All warranty is void by removal or defacement of model or serial number identification labels.
5. The warranty does not include the cost of "set up".
6. The manufacturer's warranty does not cover products sold "AS IS".
7. The manufacturer's warranty does not cover product failures which resulted from power surges or electrical storms.
8. Merchandise with a Carry-In warranty should not be repaired in the home unless the consumer agrees to assume any additional charges. Product applicable for On-Site service and delivered to the service station by the consumer will be reimbursed at the appropriate Carry-In labor rate. Dealers receiving merchandise with missing accessories should contact the Sanyo or Fisher Sales Representative within 30 days of receipt. Consumers receiving merchandise with missing accessories should contact the Sanyo Fisher Customer Relations Department within 30 days of receipt. Product must be current, does not apply to Floor Models or AS IS product. A copy of the original billing invoice is required.
9. The Service Center is responsible for determining the warranty status of each unit received for repair as evidenced by the customer proof of purchase. A copy of the customer proof of purchase and/or customer validation check, e.g., international warranty card, etc., must be retained by the service center.
10. Use the Model File listing to determine warranty terms and service categories.
11. The SFC Customer Relations Department may issue authorization, for current product, in the absence of customer proof of purchase, for product received as a gift, or to extend the normal warranty period. In the event of special warranty conditions, the SFC Customer Relations Department will provide written authorization prior to repair. A copy of this authorization must be attached to the original warranty claim. Claims and/or Authorizations may be disallowed for valid rejection reasons or if information is incorrect, incomplete or misrepresented. Authorizations issued after the claim has been processed and/or rejected will not be accepted.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PG-010
Current Rev.
06/25/99
Supersedes
02/20/96

RESEARCH FEE ON PAID WARRANTY CLAIMS

1. The warranty Department will research all disputed or unpaid claim(s) as far back as one (1) year from the date of original payment. Please do not submit any claim(s) that exceeds one (1) year.
2. **A twenty percent (20%) research fee** will be assessed and billed directly to the Servicer's account after documentation has been provided by the Warranty Department.
3. The research fee is based on the total dollar amount found to have been previously paid by Sanyo Fisher Company.
4. **All requests must be submitted in writing with the Servicer's approval for research.** The Warranty Department will not accept verbal requests for research.
5. Warranty claims **less than ninety (90) days old** from the date of claim submission will be excluded from the research.
6. When submitting research requests, please include the following important information:
 - a. Copies of all disputed or unpaid warranty claims. Illegible claims will be returned to the servicer for further clarification.
 - b. Describe the discrepancies in detail for review.
7. These guide lines are designed to eliminate much of the administrative burden created by unnecessary research.
8. Submit all requests for research to the following address:

**SANYO FISHER Company
Warranty Claims Research
21605 Plummer Street
Chatsworth, CA. 91311**

SANYO FISHER COMPANY
BULLETIN

No:
BG-001
Current Rev.
12-01-96
Supersedes
3-15-93

NARDA CLAIM FORMS

NARDA claim forms **NUMBER 515** may be purchased direct through NARDA, INC./ NASD. NARDA Inc. is now offering a smaller quantity package of 100 forms at a minimal charge.

Please direct your orders to the address listed below:

NARDA INC./ NASD
P.O. BOX 717
Mechanicsburg, PA 17055
Phone: (800) 242-8678
Fax: (717) 697-7092

The form number, address and phone information for NARDA is also imprinted at the top of each claim form.

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PE-002
Current Rev.
01-01-01
Supersedes
06-25-99

WARRANTY PERIOD OF CONSUMER ELECTRONICS PRODUCTS
SANYO BRAND ONLY

Please refer to the “SANYO - CE MODEL FILE LISTING”.

1. Sanyo products are warranted against defects in material and workmanship for the item and period stated on the warranty card.
2. Full warranty rights, conditions, exclusions and obligations are specified in the warranty enclosed with each product. No other warranty will be offered nor implied.
3. Should you require the latest “Sanyo - CE Model File Listing”, please contact the Field Service Department, or download the entire Model File List from the SFC Internet Web Site at www.sanyoservice.com

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PE-003
Current Rev.
01/01/01
Supersedes
06/25/99

WARRANTY PERIOD FOR CONSUMER ELECTRONICS PRODUCTS
FISHER BRAND ONLY

Please refer to the “FISHER MODEL FILE LISTING”.

1. Fisher products are warranted against defects in material and workmanship for the items and periods stated on the warranty card.
2. Full warranty rights, conditions, exclusions and obligations are specified in the warranty enclosed with each product. No other warranty will be offered nor implied.
3. Should you require the latest “Fisher Model File Listing”, please contact the Field Service Department, or download the entire Model File List from the SFC Internet Web Site at www.sanyoservice.com

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PH-001
Current Rev.
01/01/01
Supersedes
06/25/99

IN-WARRANTY COVERAGE BY PRODUCT CATEGORY

SANYO BRAND ONLY

Please refer to the "SANYO - HA MODEL FILE LISTING".

Disclaimer Note:

1. Sanyo products are warranted against defects in material and workmanship for the item and period on the warranty card.
2. Full warranty rights, conditions, exclusions and obligations are specified in the warranty enclosed with each product. No other warranty will be offered nor implied.
3. Should you require the latest "Sanyo - HA Model File Listing, please contact the Field Service Department, or download the entire Model File List from the SFC Internet Web Site at www.sanyoservice.com

SANYO FISHER COMPANY

POLICIES & PROCEDURES

Supersedes Sanyo Wal-Mart Policies BE-001, BE-002, BE-003

No:
SM-001
Current Rev.
04-01-06
Supersedes

TERMINATION OF WARRANTY SUPPORT SANYO TELEVISION FOR WALMART

Discontinuance of Parts, Warranty, and Technical Support for Sanyo Color Televisions manufactured by Sanyo Manufacturing Corporation of Forest City, Arkansas.

1. All Warranty and Service Support Functions for Sanyo Televisions manufactured by Sanyo Manufacturing Corporation including Wal-Mart, and Sam's Club will cease as of April 1, 2006.
 - A. Sanyo Fisher Company will not accept nor process any warranty claim reimbursement for any Sanyo Televisions with the following Model number prefixes:
AVM, DS, HT, DP, PDP, CLT
2. All Warranty and Service Support Functions for Sanyo Factory Reconditioned Televisions manufactured by Sanyo Manufacturing Corporation for Distributors, Dealers, and Liquidators will cease as of April 1 2006.
 - A. Sanyo Fisher Company will not accept nor process any warranty claim reimbursement for any Sanyo Televisions with the following Model number prefixes:
AVM, DS, HT, DP, PDP, CLT
 - B. Factory Reconditioned Status can be verified by One or Both of the following methods.
 1. The last position in the Model number is the letter "A". (*Example* DS31590A)
 2. The first digit is an alpha character; the remaining 13 digits are numerical characters. The 5th digit has been replaced by "1" and the 6th digit replaced by "0". (*Example* V1251085227451)
3. All Warranty and Service Support Functions for Sanyo Audio & Video Products manufactured by Sanyo Manufacturing Corporation for Wal-Mart will cease as of April 1 2006.
 - A. Sanyo Fisher Company will not accept nor process any warranty claim reimbursement for any Sanyo Audio or Video Products manufactured by Sanyo Manufacturing Corporation.
 - B. All Sanyo Wal-Mart Audio or Video Model numbers with the following prefixes regardless of the selling dealer are covered under this Policy & Procedure:
AWM, CWM, DWM, VWM, DRW, DVW

4. A complete list of the affected Model numbers can be viewed or downloaded from the “Warranty Data” section in the SFS internet web site, www.sanyoservice.com
5. All questions regarding service support functions including Customer Service, Technical Support, Parts, Service Literature and all aspects of the warranty including warranty claims processing and payments must be directed to:

SANYO Manufacturing Corporation
3333 Sanyo Rd.
Forest City, AR 72335
(870) 633-5030
(870) 633-0650
www.sanyoctv.com

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:

Current Rev.

Supersedes

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PE-006
Current Rev.
7-15-96
Supersedes

FACTORY SERVICE ONLY - SANYO SMALL PORTABLE AUDIO PRODUCTS

Sanyo Small Portable Audio Product For Factory Service Only:

Model No.	Description	Warranty Code	Labor Code	Factory Service Only
MGP-610	Small Portable Audio	A85	B3	Y
MGR-710	Small Portable Audio	A85	B3	Y
MGR-720	Small Portable Audio	A85	B3	Y
MGR-730	Small Portable Audio	A85	B3	Y
MGR-740	Small Portable Audio	A85	B3	Y
M-7015	Small Portable Audio	A88	B1	Y
RM-7014	Clock Radio	B88	B3	Y
RM-7024	Clock Radio	B88	B3	Y
RM-7034	Clock Radio	B88	B3	Y

- A. The customer must take or have product delivered to a **Sanyo Fisher Company Factory Service Representative**. The address may be obtained by calling the toll free number (800) 421-5013.
- B. SFS will, at its option, repair or replace the product, which fails to conform to the manufacturer's warranty.
- C. Repair Charges:
 - 1. **Under Labor & Parts Warranty (within 90 days from the date of purchase with sales receipt):**
The product will be repaired or replaced free, however, the user is responsible for one way freight charge.
 - 2. **Out-Of-Warranty or No Sales Receipt:**
The user is responsible for labor and parts charges for the repair service. Also, the user is responsible for both ways of freight charges.
- D. Rejection Of Warranty Claims:

SFC will reject any warranty claims for the above factory service only model without a special service authorization from the SFC Field Service Department.

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PE-007
Current Rev.
07-12-99
Supersedes
04-01-98

900 MHz PHONES SERVICED AT FACTORY ONLY

Please be advised that the following products are “Factory Service Only”.

1. The following is a list of current models of the 900 MHz Cordless Telephones that are to be Serviced Only at the Factory:

CLT917	CLT927	CLT966
CLT920	CLT937	CLT986
CLT926	CLT947	CLT908
CLT926A	CLT957	CLT918
CLT937A		

- * Please note, only the above listed models apply to this program.

Please instruct your customers to send their 900 MHz Cordless Telephones to the address provided below for service. For product that is covered by the Manufacturers Limited Warranty Service, the customer **must** send a copy of the Proof of Purchase with the unit.

2. Factory Service Center:

CUSTOMER CARE CLINIC
11343 Moorpark Street
Studio City, CA. 91602
Tel (818) 508-0947
Fax (323) 877-1716

- * Please refer to **Policy PE-008** for procedures on “CLTA” 900 MHz Cordless Telephone programs.

SANYO FISHER COMPANY POLICIES & PROCEDURES

No:
PE-008
Current Rev.
05-01-03
Supersedes
07-01-02

FACTORY EXCHANGE ONLY PRODUCT

Please be advised that the warranty for the following products is currently being handled by factory exchange only.

For defective product of these models requiring repair or replacement, please instruct the consumer to send their unit to one of the following **address and department numbers**. For In-Warranty Service, the consumer **must** send a copy of the Proof of Purchase with the unit.

The complete list of all Factory Exchange models can be obtain from the SFC internet web site located at www.sanyoservice.com

A. In-Warranty Service

((for specific Model Warranty information see Model File list on the SFC Web Site)

**SANYO FISHER Company
Department 500
C/O SANYO LOGISTICS CORPORATION
8400 MILLIKEN AVENUE
RANCHO CUCAMONGA, CA 91730**

B. Out-of-Warranty Service

**CUSTOMER CARE CLINIC & GSC INC.
11343 MOORPARK STREET
STUDIO CITY, CA 91602
(818) 508-0947**

Factory Exchange Product List

PE-008-I

02-01-01

The complete up to date list can be downloaded from the SFC internet web site located at,

www.sanyoservice.com

MODEL #	BRAND	MODEL #	BRAND	MODEL #	BRAND	MODEL #	BRAND	MODEL #	BRAND
BPAEC1	S	HPSSG1	H	PCD7650	F	STVS740	F	WSR9658	F
BPA2002	S	HPSS3G	H	PCD7950	F	SVLA10	H	WSR9738	F
BPA3002	S	HRV1E	H	PCD7951	F	SVLA30	H	WSR9808	F
BPA4004	S	HSKKT1	H	PHDS85	F	SVLA30Y	H	WSR9828	F
BPA4804	S	MACA4178	S	PHDS90	F	SWM750	F	WS424	F
CASA900	S	MARA1020	S	PHDS95	F	SWR9805	F		
CDP650	S	MARA3058	S	PHD741	F	SWS740	F		
CDP651	S	MARA3088	S	PHD750	F	SW2000	F		
CDP750	S	MARB1020	S	PHD760	F	SW6100	F		
CLTA901	S	MARB3058	S	PHD761	F	SXD27	S		
CLTA902	S	MARB3088	S	PSNKT10	H	UC22M	H		
CLTA903	S	MAXA4178	S	RHCD7	S	UC30M	H		
CLTA905	S	MCDS732	S	RMCD5	S	UC36M	H		
ECDA8578	S	MCDS733	S	RM7014	S	WSC2000	F		
ECDA8598	S	MCDS735	S	RM7024	S	WSC424	F		
ECDT8578	S	MCDS736	S	RM7034	S	WSC430	F		
ECDT8579	S	MCDS878	S	SCOS110	H	WSC440	F		
ECDT8598	S	MCDS881	S	SKKT2	H	WSC450	F		
ECDT8599	S	MCDS882	S	SKPT2	H	WSC740	F		
ECJAC4E	H	MCDZ101	S	SK7W	H	WSC848	F		
ECJ5104PF	H	MCDZ102	S	SLIM1000	F	WSC9535	F		
ECJ5105PF	H	MCDZ240	S	SLIM1500	F	WSC9538	F		
ECJ5110PF	H	MCDZ241	S	STMDA350L	F	WSC9625	F		
ECJ5205SN	H	MGP610	S	STMDA350R	F	WSC9628	F		
ECJ5210SN	H	MGP611	S	STMDA70	F	WSC9635	F		
EC232	H	MGR710	S	STMS400	F	WSC9638	F		
EC236	H	MGR711	S	STMS450	F	WSC9648	F		
EC503	H	MGR720	S	STMS800L	F	WSC9658	F		
EC505	H	MGR730	S	STMS800R	F	WSC9738	F		
EC510	H	MGR731	S	STM100L	F	WSC9808	F		
EC52	H	MGR740	S	STM100R	F	WSC9828	F		
EX180	S	MGR741	S	STM17	F	WSR2000	F		
EX40	S	M7015	S	STM205	F	WSR420	F		
HDP100	S	M7016	S	STM210	F	WSR424	F		
HDP500	S	NHPCO10	H	STM240	F	WSR430	F		
HDP600	S	NHPFC10	H	STM300	F	WSR440	F		
HDS302	S	NHPGR10	H	STM310	F	WSR450	F		
HDS392	S	NHPHB10	H	STM330	F	WSR47	F		
HDS401	S	NHPSKEK	H	STM330R	F	WSR740	F		
HDS402	S	NHPSP10	H	STM37	F	WSR848	F		
HDS502	S	PCD2100	F	STM40	F	WSR9535	F		
HDS592	S	PCD2100C	F	STM400	F	WSR9538	F		
HDS601	S	PCD2400C	F	STM420R	F	WSR9625	F		
HDS602	S	PCD2450C	F	STM430	F	WSR9628	F		
HDS692	S	PCD7250	F	STM440	F	WSR9635	F		
HDS903	S	PCD7350	F	STM480	F	WSR9638	F		
HDS993	S	PCD7450	F	STVM661B	F	WSR9648	F		

SANYO FISHER COMPANY BULLETIN

No:
BH-003
Current Rev.
5-15-95
Supersedes
2-07-90

PRODUCT CODES FOR SMALL APPLIANCES

SANYO BRAND ONLY

Product Category	Model Designation Code	Product Category	Model Designation Code
Irons	A, ACM,	Rechargeable Vacuum	PC
Kitchen Scale	AKS	Pencil Sharpener	PSN, PSNKTY, PSNP
Humidifiers	CFKH	Air Treatment	RHB, RHD
Calculators	CX, CZ	Portable Super Cooker	RN
Massager	DA	Coffee Maker	SAC
Rice Cookers	EC, ECJ, ECJM, ECW	Bread Maker	SBM
Fans	EF, EFA, EFC, EFD, EFJ, EFW, EFX, EK	Can Opener	SCO, SCOS
Lights	FL	Hand Mixer	SHM, SHMS
Gas Heater	GHR	Mr. Frosty Ice Cream Maker	SIC
Air Cleaners	HAF, HAFA	Toaster & Toaster Oven	SK, SKR
Griddle	HPS	Juicer & Ice Cream Maker	SIC, SJ
Induction Cook-Top	IC, ICW	Food Processor	SKM
Ink Roll	IR	Blender	SM
Food Factory	JBG	Rice Cake Maker	SMT
Foot Warmer	KGR	Shavers	SV, SVE, SVM, SVMW
Meat Grinder	MG	Ladies Shavers	SVL
Flashlight	NL, NLD, NLF, NLS	Tempura Pot	TN
Toothbrush	NTB, NTBS	Car Cleaner	ZC
Kerosene Heater	OHC, OHR, OHRG OHW		

SANYO FISHER COMPANY
POLICIES & PROCEDURES

No:
PM-0002
Current Rev.
02-01-04
Supersedes
11-01-03

NO WARRANTY SUPPORT SANYO MICROWAVE OVENS

1. AFFECTED SANYO MICROWAVE MODELS:

- A. The following Sanyo Microwave Models are not eligible for Warranty Service or Warranty reimbursement by Sanyo Fisher Company.
1. EMC1600
 2. EMC1800
 3. EMC1820
 4. EMD1100
 5. EME1100
 6. EMS1100
- B. All warranty claims submitted to SFC for the above listed Microwave Models will be rejected, and will not be considered for payment.

2. PARTS PROCURMENT AND WARRANTY REIMBURSEMENT:

- A. The company listed below is the sole responsible party for all parts procurement, and warranty claim reimbursements for the above listed Sanyo Microwave Ovens in the United States of America.

ASBURY MANAGEMENT
15712 SW. 41ST STREET Suit 800
Ft. LAUDERDALE, FL 33331
Phone: (954) 202-7419

3. CUSTOMER SERVICE:

- A. All Customer complaints and or questions concerning the above listed Sanyo Microwave Ovens must be directed to the company listed below.

ASBURY MANAGEMENT
15712 SW. 41ST STREET Suit 800
Ft. LAUDERDALE, FL 33331
Phone: (954) 202-7419

SANYO FISHER COMPANY
BULLETIN

No:
BDV-001
Current Rev.
11-01-03
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FISHER / SEARS CAMERACORDER MODEL FVD-C1

1. SEARS EXCLUSIVE FISHER CAMERACORDER FVD-C1:

The Fisher Digital Cameracorder Model FVD-C1 is an exclusive product sold and serviced by Sears Roebuck & Company.

2. IN-WARRANTY SERVICE:

A. Sears Service is the only service company that is Responsible and Authorized by Sanyo Fisher Company for all In-Warranty service on the FVD-C1 Fisher Cameracorder.

1. If a consumer requests service to be performed under warranty please advise the customer to contact Sears utilizing the following methods.
 - a. Call Sears Parts & Repair Center toll free (800) 488-1222
 - b. Contact Sears On-Line at www.sears.com

3. OUT OF WARRANTY PARTS AND SERVICE

A. Parts and service literature for Out of Warranty service can be obtained from Sanyo Fisher Company or one of the Authorized SFC Parts Distributors.

SANYO FISHER COMPANY

POLICIES & PROCEDURES

No:
PG-019
Current Rev.
04-01-02
Supersedes
01-01-01

ELECTRONIC WARRANTY CLAIMS PROCESSING

If you are currently filing your claims electronically to KPI, using a non-KPI software program or the KPI DOS software, for other brands of products, simple reference the KPI new manufacture set up procedures on the KPI web site, and begin to file your claims immediately. In the event you are using KPI *PRO*Claims software and you did not receive a floppy disk containing an updated policy table for Sanyo Fisher, please contact KPI at (714) 428-0010, for immediate assistance.

If you are not filing your claims electronically but are interested in doing so, contact the KPI Service Help Desk at (714) 428-0010 for assistance.

KPI will receive your claims electronically, edit (audit) them for accuracy, completeness and in accordance with Sanyo Fisher warranty policies. On a daily basis, KPI will retransmit all approved claims to Sanyo Fisher for payment. In the unlikely event claims submitted do not pass the KPI edit, the specific reasons will be noted on the KPI provided Claims Status Reports. In such instances, you will have the responsibility to correct and claims with errors and resubmit them to KPI. Please note that KPI will not transmit any claims containing errors to Sanyo Fisher for reimbursement. Therefore, Sanyo Fisher will not have a record of such claim(s) submitted until they are provided to KPI error free.

SANYO FISHER COMPANY BULLETIN

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02-01-03
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07-09-99

Internet Web Access

Due to the ever increasing speed of today's business environment, SFC has developed an Internet Web Site to provide our Authorized Accounts with the information and tools to effectively handle virtually any service problem. Portions of the SFS web site are available to anyone; however The Authorized Service Center Network section is only available to you the Authorized Account. To enter this portion of the SFC web site a PASSWORD is mandatory. (To obtain a password please contact your Field Service Representative.)

- A. Access to the Authorized Service Center Network section of the SFC Web Site is now provided for the following functions.

Parts Order Entry - Place orders directly into the SFC computer system. This will speed delivery of orders by reducing order handling and possible order entry errors. The status of existing orders and past orders is also available.

Parts Pricing - Inquiries into the parts pricing can be obtained by using the Pre Order part selection.

Warranty Data – Warranty Model Listings for all products including serviceable and exchange Models.

Policies and Procedures – Policies and Procedures for all service categories.

Technical Assistance Database - A Database of technical information is available for many current and past products. Bulletins, and other information from the Sanyo Fisher Engineering departments.

Future additions - Many future additions to this section will be added shortly.

SANYO FISHER COMPANY
BULLETIN

No:
BG-007
Current Rev.
02-01-03
Supersedes
07-07-99

WHO TO CONTACT - CE & HA PRODUCTS

A. Parts & Accessories Purchase:

SFS Open Accounts Only: Tel.: 800-433-1746
Fax: 800-437-3638

Parts Research Only: Fax.: 818-437-3638

B. When customer needs assistance for the following:

Product operation
Authorized service center referral
Resolution of service problems

SFS Internet Web Site: www.sanyoservice.com
Call Customer Relations: Tel.: 800-421-5013

C. Dealer Support by Field Service Department: Tel.: 800-354-1094

D. Administrative Headquarters:

Credit Tel: 818-717-2755
Warranty Claims Processing - KPI Tel: 714-428-0010
Fax: 717-428-0040
Warranty Claims Processing - SFS Tel: 818-717-2755

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