

(cont.) The testing is done with a hand-held digital voltmeter at the regulator with all connections to it plugged in. The wires in the black regulator connector are checked for voltage with the key off, the key on, with the engine running at idle, and then running at high idle. You will also check the ohm reading on the ground connection and test the regulator by doing a full-field test. Tests for the PX-7000 regulator-equipped 2009-up Fords are specific to that regulator and aren't interchangeable with the PX-4000/5000/6000 tests.

If the tests show a problem that requires parts be replaced, we can send those replacement parts right away. We cover free ground shipment in all warranty repairs. You can get the parts overnight or by 2-day air shipment if you agree to have the shipping cost difference from UPS Ground charges taken out of your labor reimbursement payment. The labor payment is calculated using a standard PennTex labor allowance and your shop labor rate. We never charge a COD shipping fee. The replacement parts will include a Returned Goods Authorization (RGA) Number and pre-paid UPS return shipping. All Warranty parts are shipped from the Ft. Worth, Texas manufacturing plant.

When the repair is complete, put the old parts back in the replacement parts shipping box along with copies of the Warranty Claim Form and your labor invoice. Put the UPS shipping tag on the top of the box, call 1-800-742-5877 to schedule a pickup. Follow the menu instructions: (1) Send a package, (2) Schedule a pickup, (3) Prepaid return. (4) Give them the Tracking Number from our Return Label, and continue as instructed. UPS will come pick up the parts. This prepaid UPS return shipping label and information is attached to the pink copy of the PennTex packing list. If for some reason you don't use our prepaid parts return label, don't send parts to the PennTex address in Pennsylvania. They will refuse delivery and send the parts back to you. Only send parts to the Ft. Worth, TX address.

When your returned parts arrive back at PennTex in Texas, a Failure Analysis Report will be done. Then your Warranty claim is forwarded to our corporate office in Pennsylvania for final authorization and processing of any labor reimbursement payments. We won't issue a labor payment without a labor invoice. (If your paperwork isn't complete when returning the parts, fax the labor invoice to 817-590-0398 as soon as possible.) Payments are made either to the repair facility, or to the customer. This depends on whether the vehicle owner had to pay the shop bill before the vehicle was released, or the shop is billing PennTex directly. Final reimbursement payments take an average of two weeks to process once received.

PennTex Industries, Inc provides Labor Reimbursement Assistance for ordinary and customary charges to help offset the overall charges a customer may encounter when warranty work is being performed. This assistance is limited and may not cover all your charges to the customer. When invoicing for Labor Assistance Reimbursement regarding warranty work, please be advised to not include any towing, shop supplies, parts, sales tax, freight charges or any other miscellaneous charges as such items will not be paid. Should you have any questions regarding our Labor Reimbursement Assistance, please contact PennTex with those questions before any warranty work begins.

The PennTex Industries Corporate Office in Manchester, PA sends out a invoice on every Warranty shipment for the amount of the replacement parts and the cost of shipping. This invoice is billed and addressed to the parts shipping address. If the old parts are not returned to PennTex, this is the amount the repair facility or customer will be billed. You're welcome to call us at 877-590-7366, fax us at 817-590-0398, or email us at [tech@penntexusa.com](mailto:tech@penntexusa.com) if we can answer any other questions.

## ***PERFORMANCE, ENDURANCE AND SATISFACTION***

**PennTex**  
**INDUSTRIES, INC.**

**Manufacturers of**  
**High Efficiency Alternators and**  
**Mobile Electronic Devices.**

**Corporate:**

202 Plaza Drive  
Manchester, PA 17345  
Ph: 717/266-8762  
Fax: 717/266-7803

[www.penntexusa.com](http://www.penntexusa.com)

email: [sales@penntexusa.com](mailto:sales@penntexusa.com)

**Manufacturing:**

7620 Flagstone Drive  
Fort Worth, TX 76118  
Ph: 817/590-2818  
Toll Free: 877/590-7366  
Fax: 817/590-0505



(cont.) The testing is done with a hand-held digital voltmeter at the regulator with all connections to it plugged in. The wires in the black regulator connector are checked for voltage with the key off, the key on, with the engine running at idle and then running at high idle. You will also check the ohm reading on the ground connection and test the regulator by doing a full-field test.

If the tests show a problem that requires parts be replaced, we can send those replacement parts right away. We cover free ground shipment in all warranty repairs. You can get the parts overnight or by 2-day air shipment if you agree to have the shipping cost difference taken out of your labor reimbursement payment. The labor payment is calculated using a standard PennTex labor allowance. We never charge a COD shipping fee. The replacement parts will include a Returned Goods Authorization (RGA) Number and pre-paid UPS return shipping. All Warranty parts are shipped from the Ft. Worth, Texas manufacturing plant.

When the repair is complete, put the old parts back in the replacement parts shipping box along with the Warranty Claim Form and a copy of your Work Invoice. We must have both of these to issue any labor reimbursement. Put the UPS shipping tag on the top of the box, call 1-800-742-5877 to schedule a pickup. Follow the menu instructions: (1) Send a package, (2) Schedule a pickup, (3) Prepaid return. (4) Give them the Tracking Number from our Return Label, and continue as instructed. The parts will be returned to us. This prepaid UPS return shipping label and information is attached to the pink copy of the PennTex packing list. If for some reason you don't use our prepaid parts return label, don't send parts to the PennTex address in Pennsylvania. They will refuse delivery and send the parts back to you. Only send parts to the Ft. Worth, TX address.

When your returned parts arrive back at PennTex in Texas, a Failure Analysis Report will be done. Then your Warranty claim is forwarded to our corporate office in Pennsylvania for final authorization and processing of any labor reimbursement payments. Payments are made either to the repair facility, or to the customer. This depends on whether the vehicle owner had to pay the shop bill before the vehicle was released, or the shop is billing PennTex directly. Final reimbursement payments take an average of two weeks to process once received.

PennTex Industries, Inc provides Labor Reimbursement Assistance for ordinary and customary charges to help offset the overall charges a customer may encounter when warranty work is being performed. This assistance is limited and may not cover all your charges to the customer. When invoicing for Labor Assistance Reimbursement regarding warranty work, please be advised to not include any towing, shop supplies, parts, sales tax, freight charges or any other miscellaneous charges as such items will not be paid. Should you have any questions regarding our Labor Reimbursement Assistance, please contact PennTex with those questions before any warranty work begins.

The PennTex Industries Corporate Office in Manchester, PA sends out a invoice on every Warranty shipment for the amount of the replacement parts and the cost of shipping. This invoice is billed and addressed to the parts shipping address. If the old parts are not returned to PennTex, the repair facility or customer that the parts were shipped to is liable for that amount. Due to various factors, you might still get this invoice in the mail even if the parts have been returned to us. Should this happen, please call the PennTex Warranty office to check the return status of your parts. If the parts are returned and the repair was approved, the invoice is voided. You're welcome to call us at 877-590-7366, fax us at 817-590-0398, or email us at [tech@penntexusa.com](mailto:tech@penntexusa.com) if we can answer any other questions.

## **PERFORMANCE, ENDURANCE AND SATISFACTION**

**PennTex**  
**INDUSTRIES, INC.**

**Manufacturers of**  
**High Efficiency Alternators and**  
**Mobile Electronic Devices.**

**Corporate:**

202 Plaza Drive  
Manchester, PA 17345  
Ph: 717/266-8762  
Fax: 717/266-7803

[www.penntexusa.com](http://www.penntexusa.com)

Email: [sales@penntexusa.com](mailto:sales@penntexusa.com)

**Manufacturing:**

7620 Flagstone Drive  
Fort Worth, TX 76118  
Ph: 817/590-2818  
Toll Free: 877/590-7366  
Fax: 817/590-0505

