

Razer X Multi-Jaw Demolition Tool (GRX 295)

PARTS MANUAL



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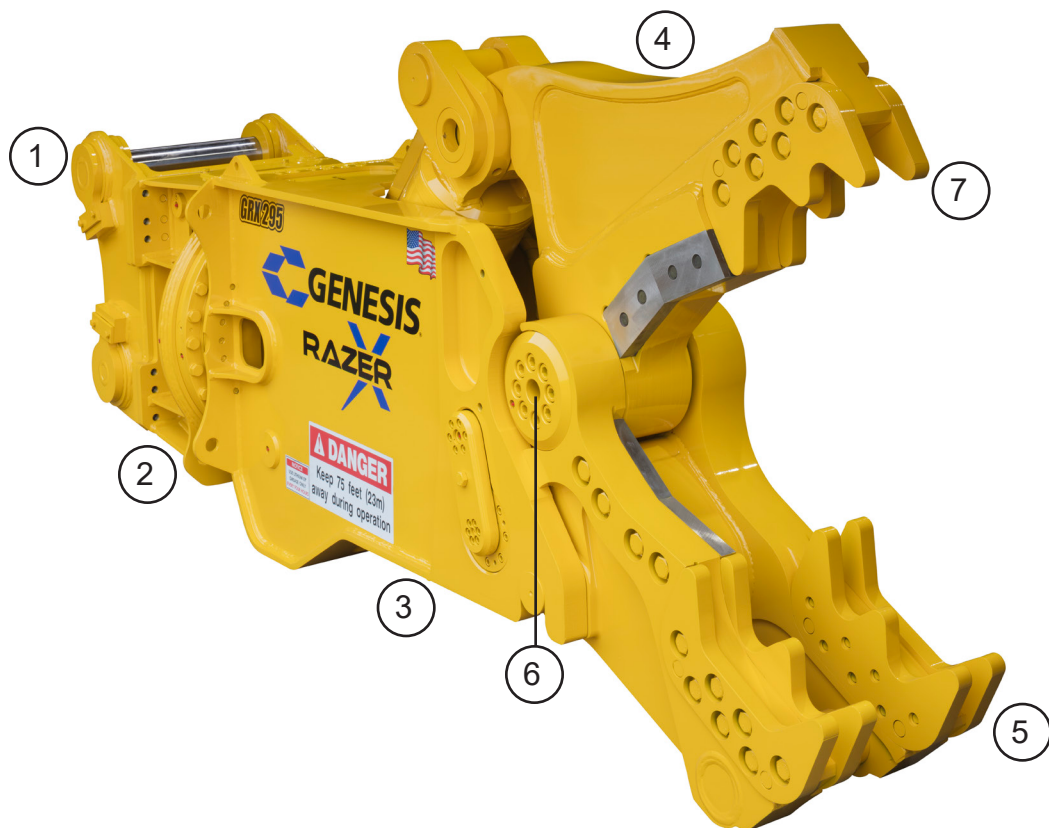
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GENERAL ARRANGEMENT



GENERAL ARRANGEMENT

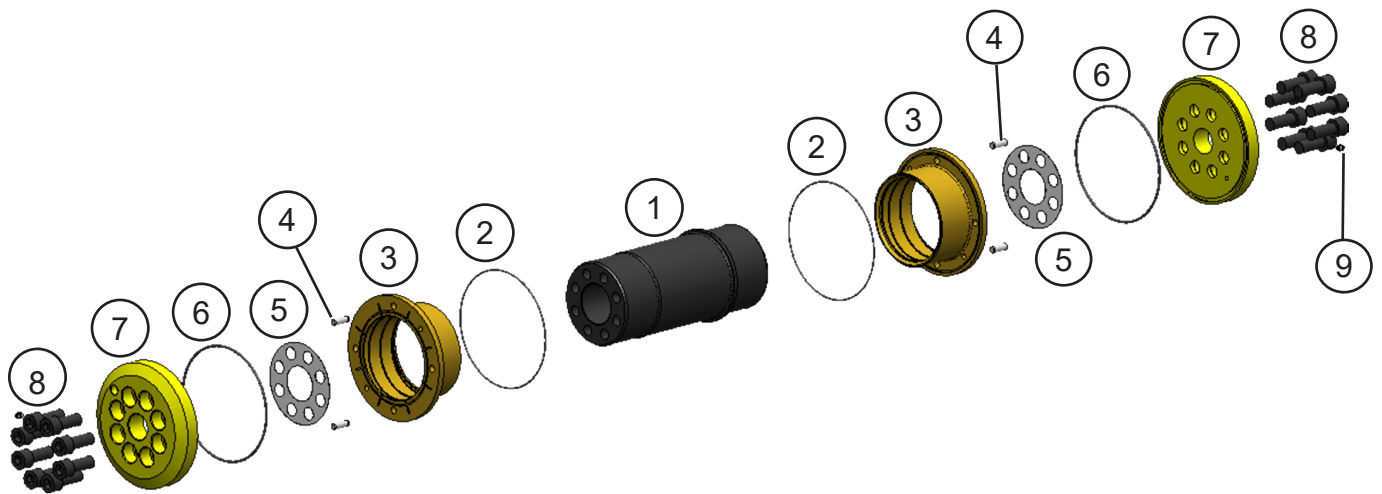
ITEM	QTY	PART NUMBER			DESCRIPTION
		Cracker Jaw	Shear Jaw	Pulverizer Jaw	
1		*			Assembly Lugs
2		See page 24			Assembly Sub-Head
3		3502926			Wtmg Body
4	1	3502854	3502967	3502990	Wtmg Upper Jaw
5	1	3502861	3502974	3502942	Wtmg Lower Jaw
6		See page 6			Assembly Pivot Group
7		See page 8	—	—	Assembly Blade Kit Cracker Jaw
		—	See page 10	—	Assembly Lower Blades Shear Jaw
		—	See page 12	—	Assembly Upper Blades Shear Jaw
		—	—	See page 14	Assembly Blade Kit Pulverizer Jaw

* Part Number is Serial Number specific. For replacement parts call the Genesis Parts Department.

USA
715-395-3488

Europe
+49 83 31 9 25 98 0

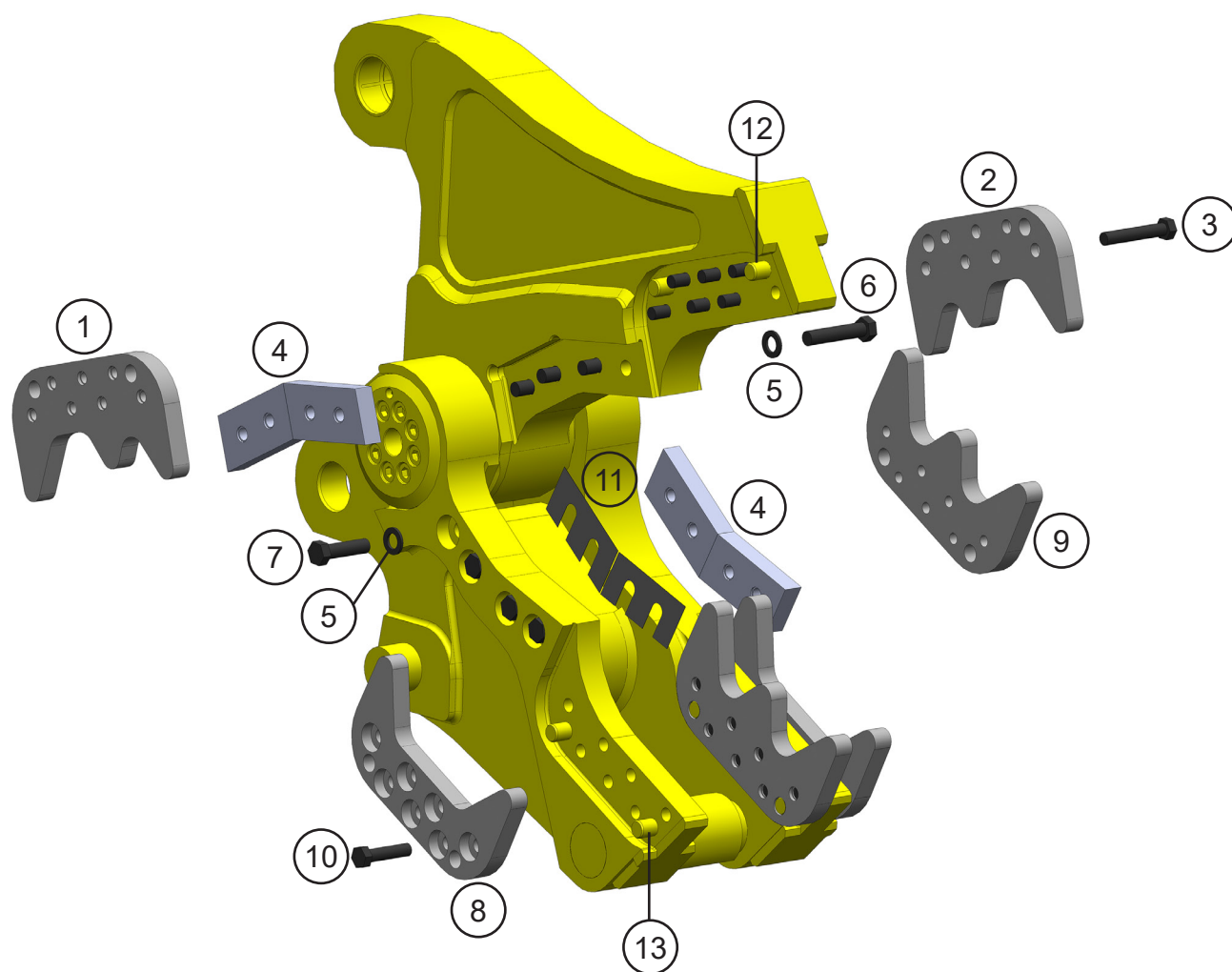
ASSEMBLY PIVOT GROUP



ASSEMBLY PIVOT GROUP

ITEM	QTY	JAW PART NUMBER			DESCRIPTION
		Cracker	Shear	Pulverizer	
1	1	3502509	3502977	3502509	Mach Main Shaft
2	2	S0190270			O-Ring
3	1	3501100			Mach Bearing
4	4	6300134			Mach Dowel
5	2	3500360			Shim Set
6	2	S0190372			O-Ring
7	2	3501099			Mach End Cap
8	16	F0624060			Socket Head Capscrew M24 x 3 x 60
9	2	6200002			Grease Fitting

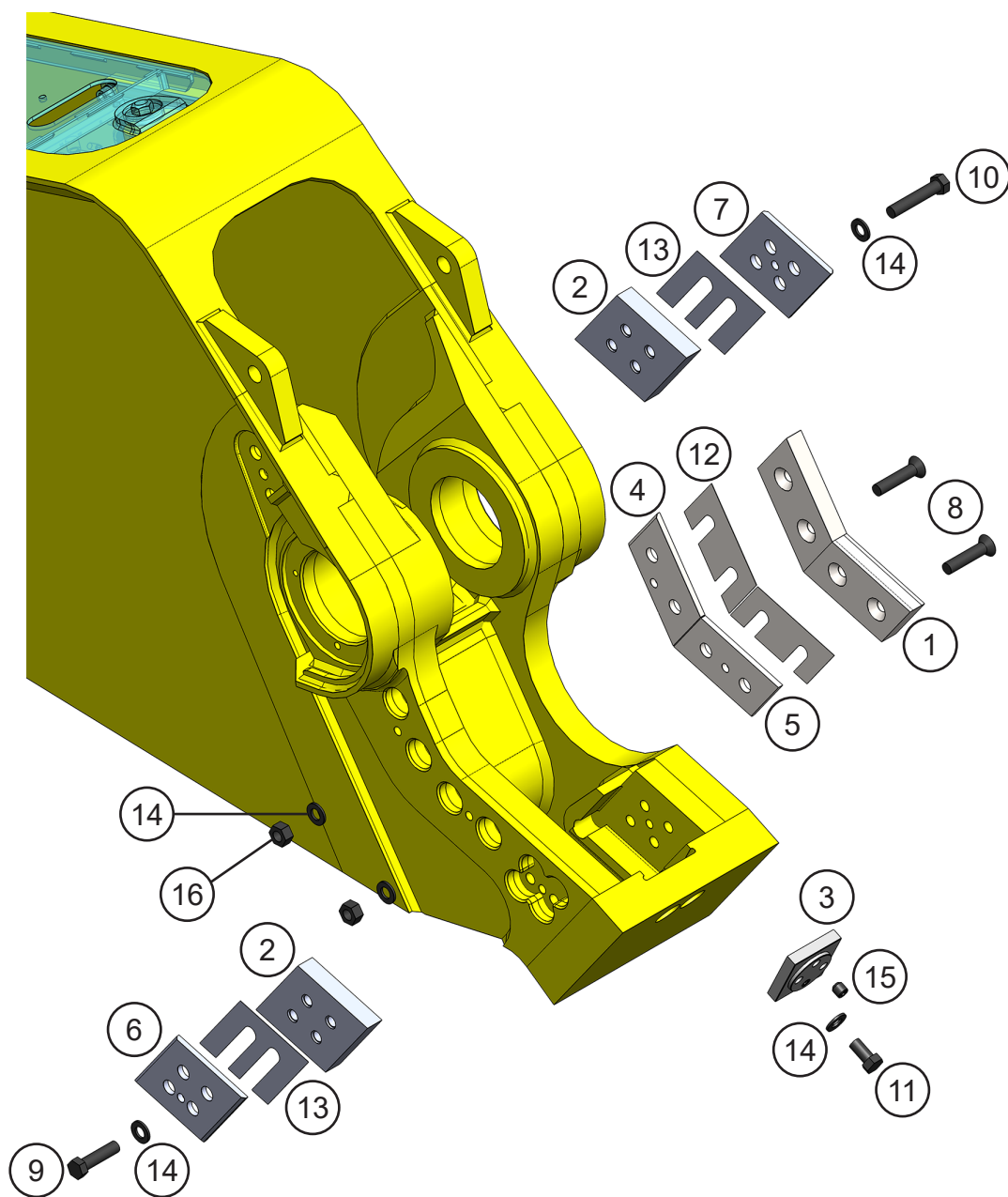
ASSEMBLY BLADE KIT CRACKER JAW



ASSEMBLY BLADE KIT CRACKER JAW

ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	3502156	Mach Tooth Upper RH
2	1	3502158	Mach Tooth Upper LH
3	7	F0124140	Hex Head Capscrew M24 x 3 x 140
4	4	3502013	Mach Blade
5	8	F1202750	Flat Washer M27
6	4	F0127130	Hex Head Capscrew M27 x 3 x 130
7	4	F0127100	Hex Head Capscrew M27 x 3 x 100
8	2	3502154	Mach Tooth Lower Outside
9	2	3502152	Mach Tooth Lower Inside
10	14	F0124100	Hex Head Capscrew M24 x 3 x 100
11	2	3502035	Shim Set
12	2	3502898	Mach Tooth Pin Upper
13	4	3502899	Mach Tooth Pin Lower

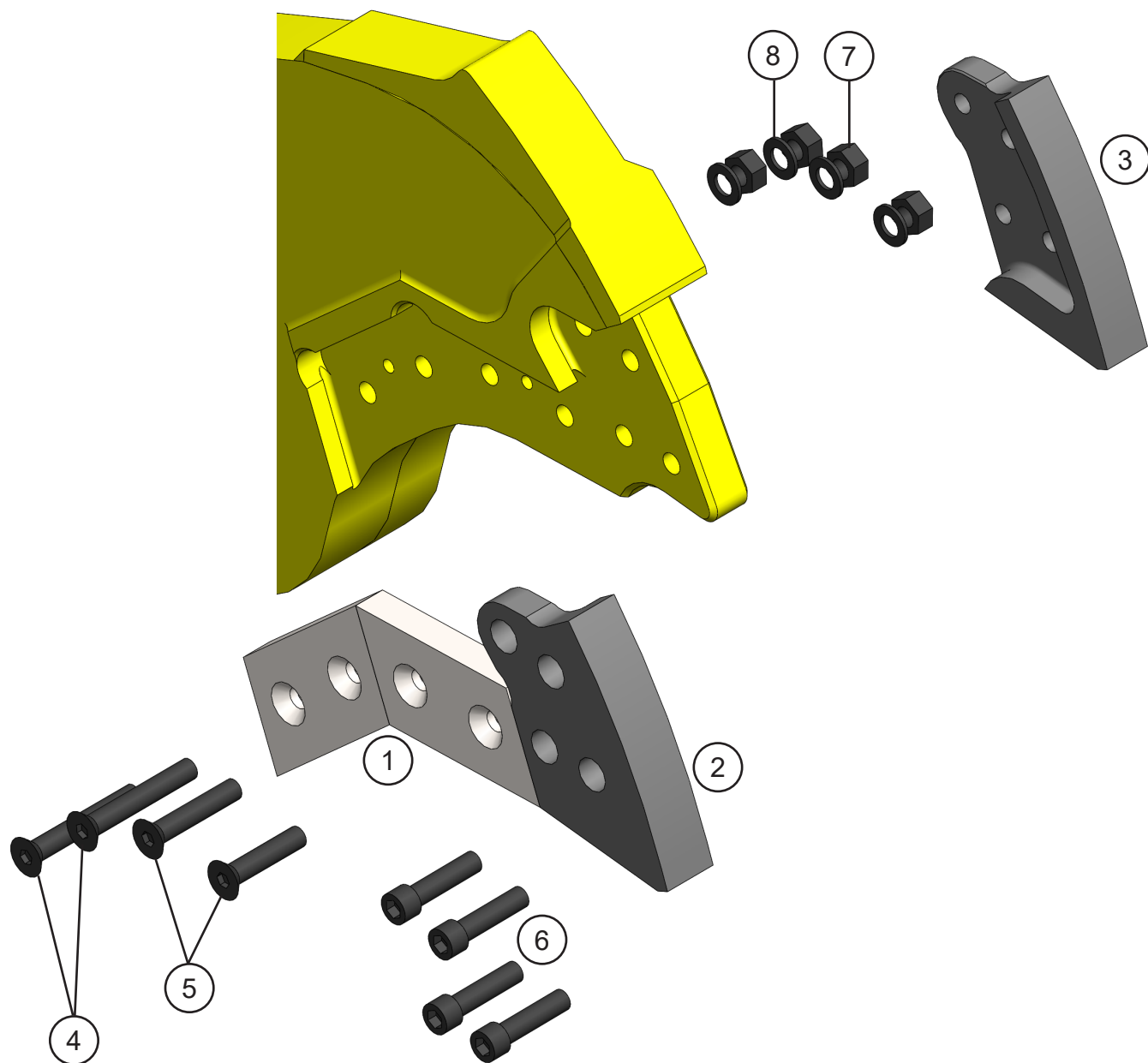
ASSEMBLY LOWER BLADES SHEAR JAW



ASSEMBLY LOWER BLADES SHEAR JAW

ITEM	QTY	PART NUMBER	DESCRIPTION
1	2	4500397	Mach Blade
2	2	1105387	Mach Blade Guide
3	1	4500399	Mach Blade Razor
4	1	1105377	Mach Adjust Plate - Primary
5	1	1105378	Mach Adjust Plate - Secondary
6	1	1105379	Mach Guide Blade Adjust Plate
7	1	1105380	Mach Guide Blade Adjust Plate
8	4	F0575350	Flat Head Capscrew $\frac{3}{4}$ - 10 x $3\frac{1}{2}$
9	4	F0275300	Hex Head Capscrew $\frac{3}{4}$ - 10 x 3
10	4	F0275400	Hex Head Capscrew $\frac{3}{4}$ - 10 x 4
11	2	F0275150	Hex Head Capscrew $\frac{3}{4}$ - 10 x $1\frac{1}{2}$
12	1	1105459	Shim Set - Blade
13	1	1105458	Shim Set - Guide Blade
14	10	F1300075	Flat Washer Narrow $\frac{3}{4}$
15	2	F2575075	Set Screw Socket Head $\frac{3}{4}$ - 10 x $\frac{3}{4}$
16	4	F0907510	Hex Head Nut $\frac{3}{4}$ - 10

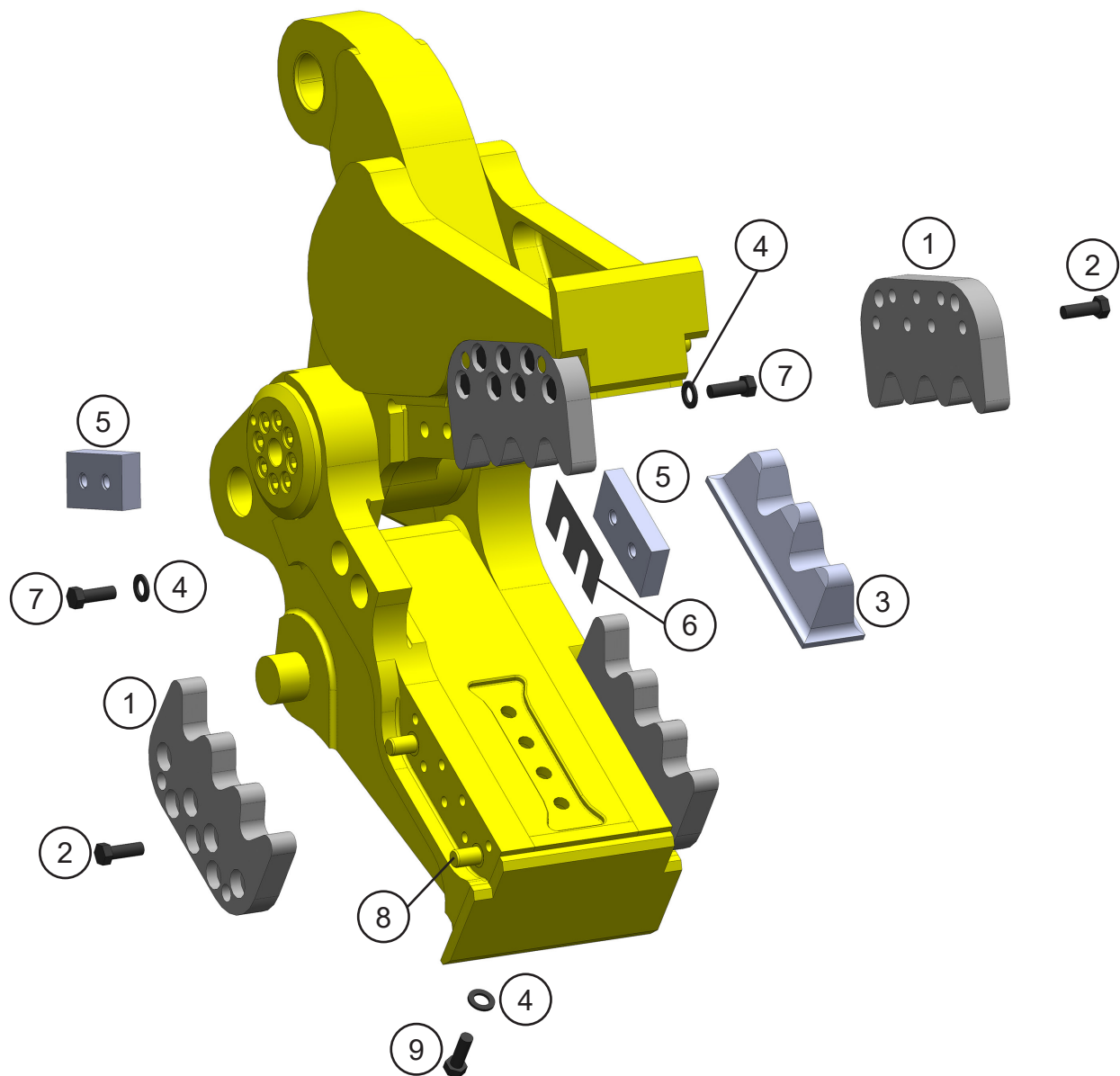
ASSEMBLY UPPER BLADES SHEAR JAW



ASSEMBLY UPPER BLADES SHEAR JAW

ITEM	QTY	PART NUMBER	DESCRIPTION
1	2	4500397	Mach Blade
2	1	1105375	Mach Blade Tip Right
3	1	1105376	Mach Blade Tip Left
4	2	F0575500	Flat Head Capscrew $\frac{3}{4}$ - 10 x 5
5	2	F0575350	Flat Head Capscrew $\frac{3}{4}$ - 10 x $3\frac{1}{2}$
6	4	F0775300	Mach Bolt Socket Head Capscrew $\frac{3}{4}$ - 10 x 3
7	4	F0907510	Hex Head Nut $\frac{3}{4}$ - 10
8	4	F1300075	Flat Washer Narrow $\frac{3}{4}$

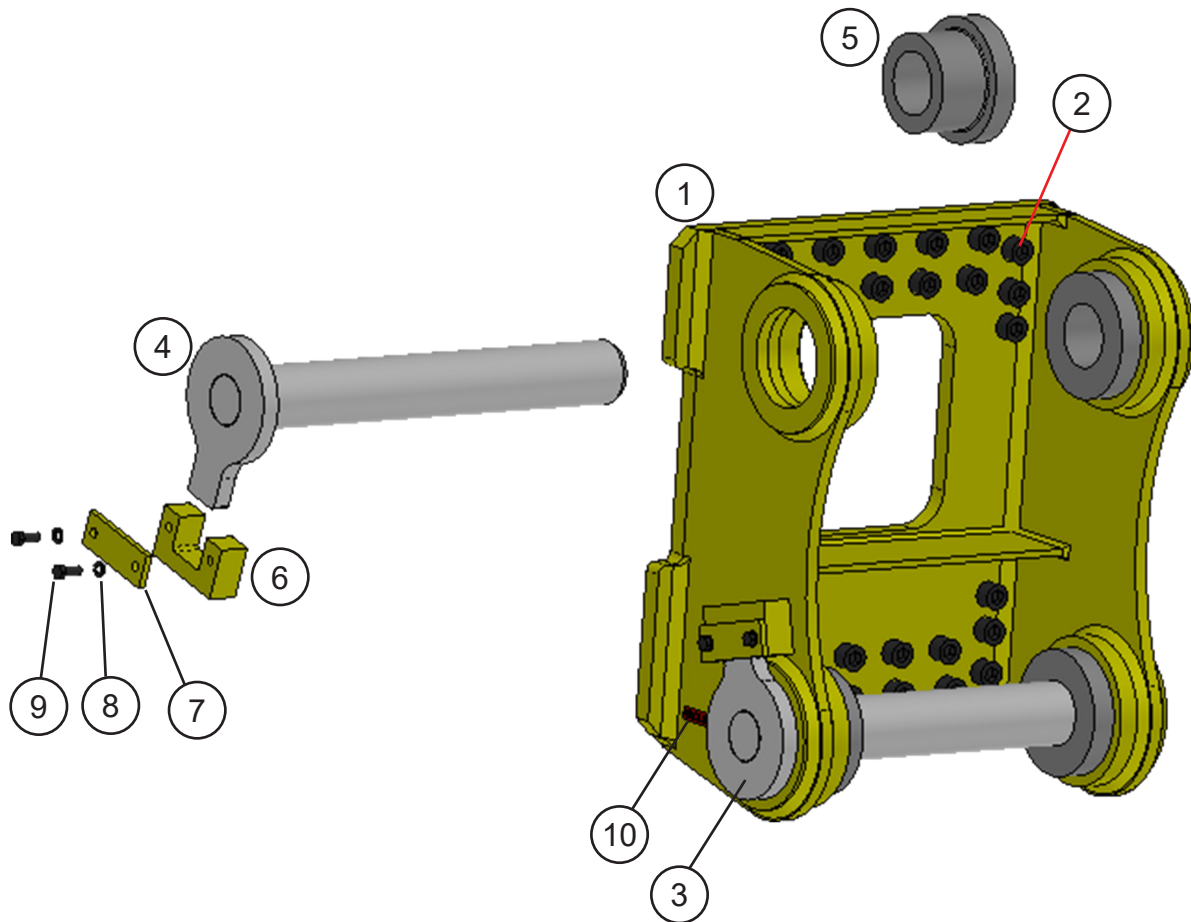
ASSEMBLY BLADE KIT PULVERIZER JAW



ASSEMBLY BLADE KIT PULVERIZER JAW

ITEM	QTY	PART NUMBER	DESCRIPTION
1	4	3503003	Mach Tooth Outside
2	28	F0124070	Hex Head Capscrew M24 x 3 x 70
3	1	3503475	Mach Tooth Inside
4	8	F1202750	Flat Washer M27
5	2	3502013	Mach Blade
6	1	3502035	Shim Set
7	4	F0127070	Hex Head Capscrew M27 x 3 x 70
8	8	3503002	Mach Teeth Pin
9	4	F0127060	Hex Head Capscrew M27 x 3 x 60

ASSEMBLY LUGS



ASSEMBLY LUGS

ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	**	Wtmg Lugs
2	*	**	Bracket Fasteners
3	1	**	Wldt Stick Pin
4	1	**	Wldt Link Pin
5	*	**	Mach Spacer Sleeve
6	2	**	Mach Pin Keeper
7	2	**	Bar Strap
8	4	**	Washer
9	4	**	Hex Head Capscrew
10	1	**	Stick Pin Decal

* Quantity is dependent upon the bracket.

** Part Number is Serial Number specific. For replacement parts call the Genesis Parts Department.

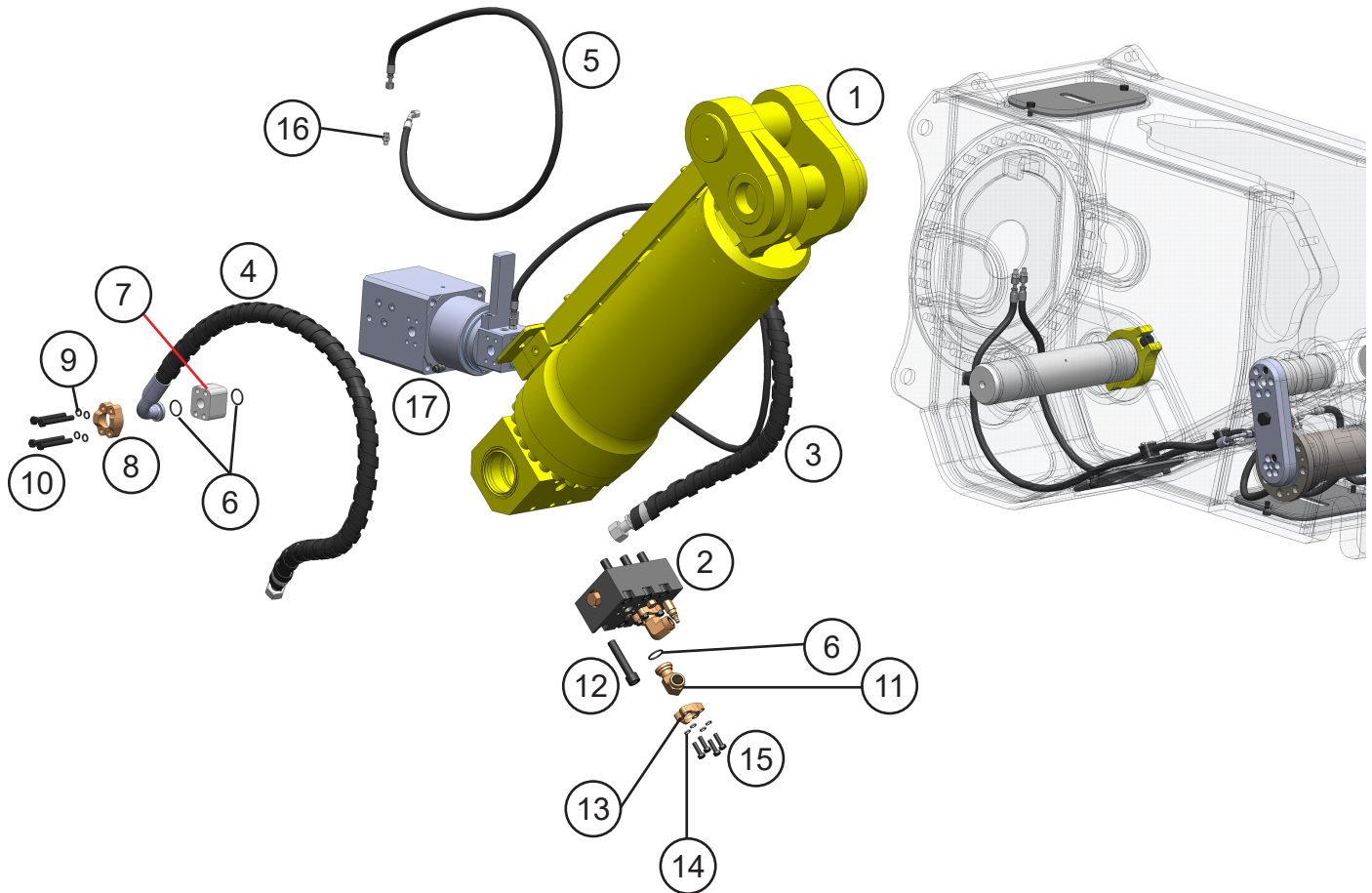
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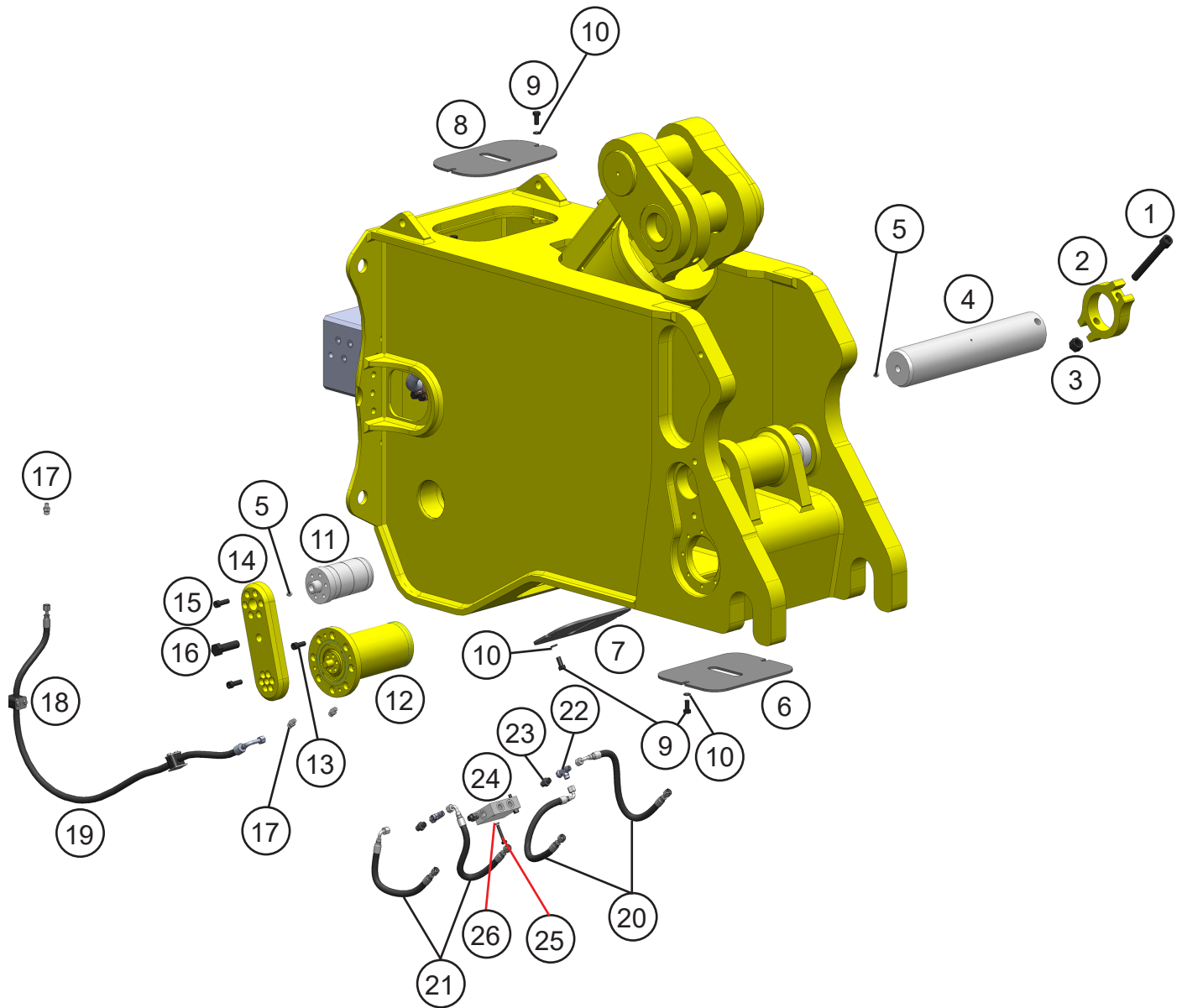
ASSEMBLY MAIN CYLINDER



ASSEMBLY MAIN CYLINDER

ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	6350210	Hydraulic Cylinder
2	1	6360004	Valve - GenFlow
3	1	3502936	Hose
4	1	3502935	Hose
5	2	3502937	Hose
6	6	S0190219	O-Ring
7	2	6310199	Mach Port Spacer
8	4	H0262100	Split Flange Half 1.00 Code 62
9	8	F1900050	Nord Lock Washer
10	8	F0112100	Hex Head Capscrew M12 x 1.75 x 100
11	2	6310004	Flange Adapter
12	6	F0620100	Socket Head Capscrew M20 x 2.5 x 100
13	4	H0261100	Split Flange Half 1.00 Code 61
14	8	F1900044	Nord Lock Washer
15	8	F0110035	Hex Head Capscrew M10 x 1.50 x 35
16	2	6300770	Adapter
17	2	6310011	Adapter

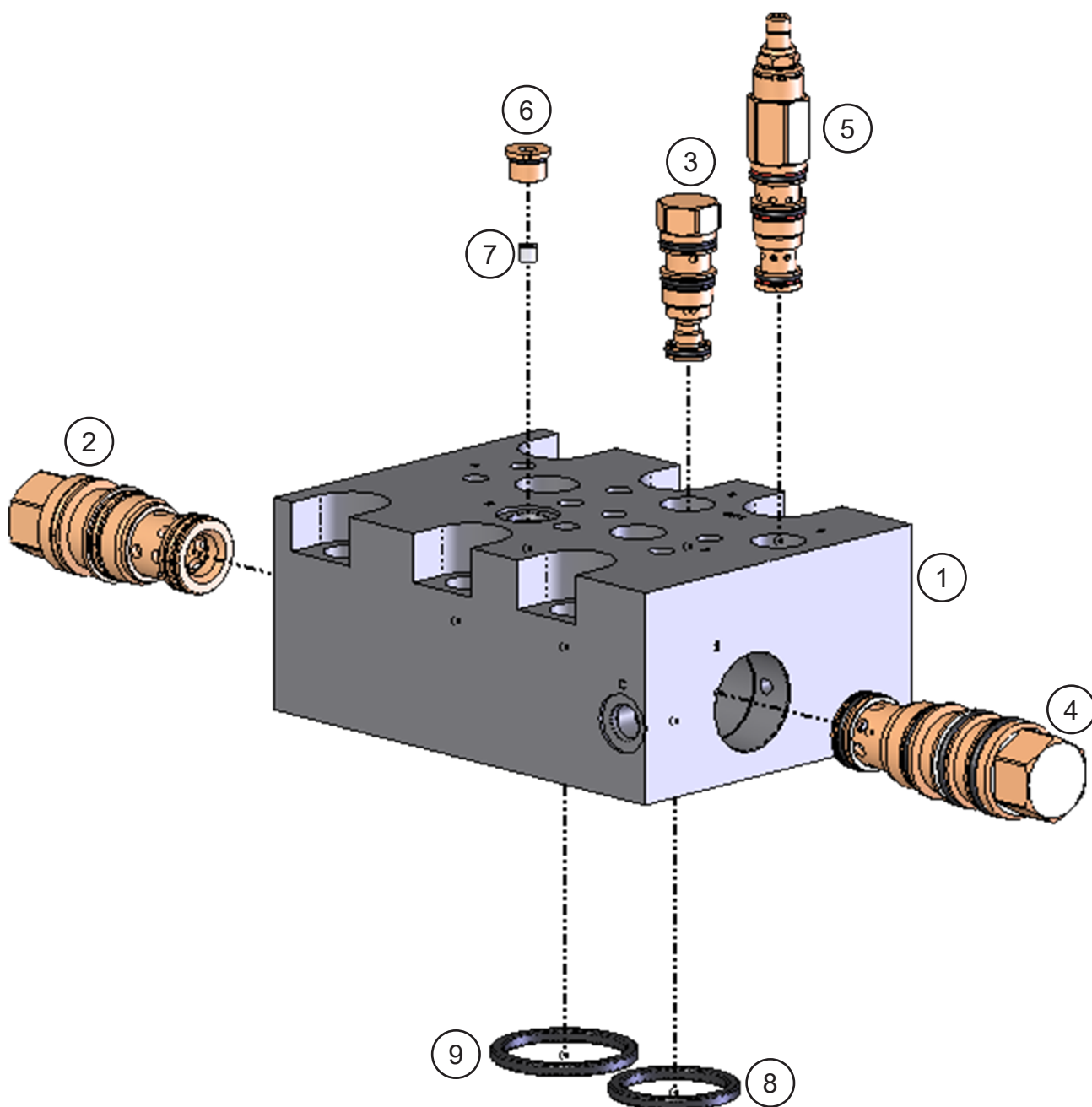
ASSEMBLY BODY CYLINDERS



ASSEMBLY BODY CYLINDERS

ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	F0620160	Socket Head Capscrew M20 x 2.5 x 160
2	1	3500309	Mach Pin Keeper
3	1	F1020250	Nylock Nut
4	1	3501987	Mach Pin
5	3	6200002	Grease Fitting
6	1	3502931	Cover
7	1	3502930	Cover
8	1	3502457	Cover
9	6	F0112025	Hex Head Capscrew M12 x 1.75 x 25
10	6	F1900050	Nord Lock Washer
11	2	3502927	Mach Body Pin
12	2	6350152	Hydraulic Cylinder
13	16	F0612030	Socket Head Capscrew M12 x 1.75 x 30
14	2	3502928	Mach Body Pin Link
15	24	F0612035	Socket Head Capscrew M12 x 1.75 x 35
16	2	F0120070	Hex Head Capscrew M20 x 2.5 x 70
17	6	6300770	Adapter
18	4	6300737	Clam
19	2	3502934	Hose
20	2	3502932	Hose
21	2	3502933	Hose
22	2	6300883	Adapter Tee
23	4	6310011	Adapter
24	1	6360122	Assy Valve
25	2	F0108045	Hex Head Capscrew M8 x 1.25 x 45
26	2	F1900031	Nord Lock Washer

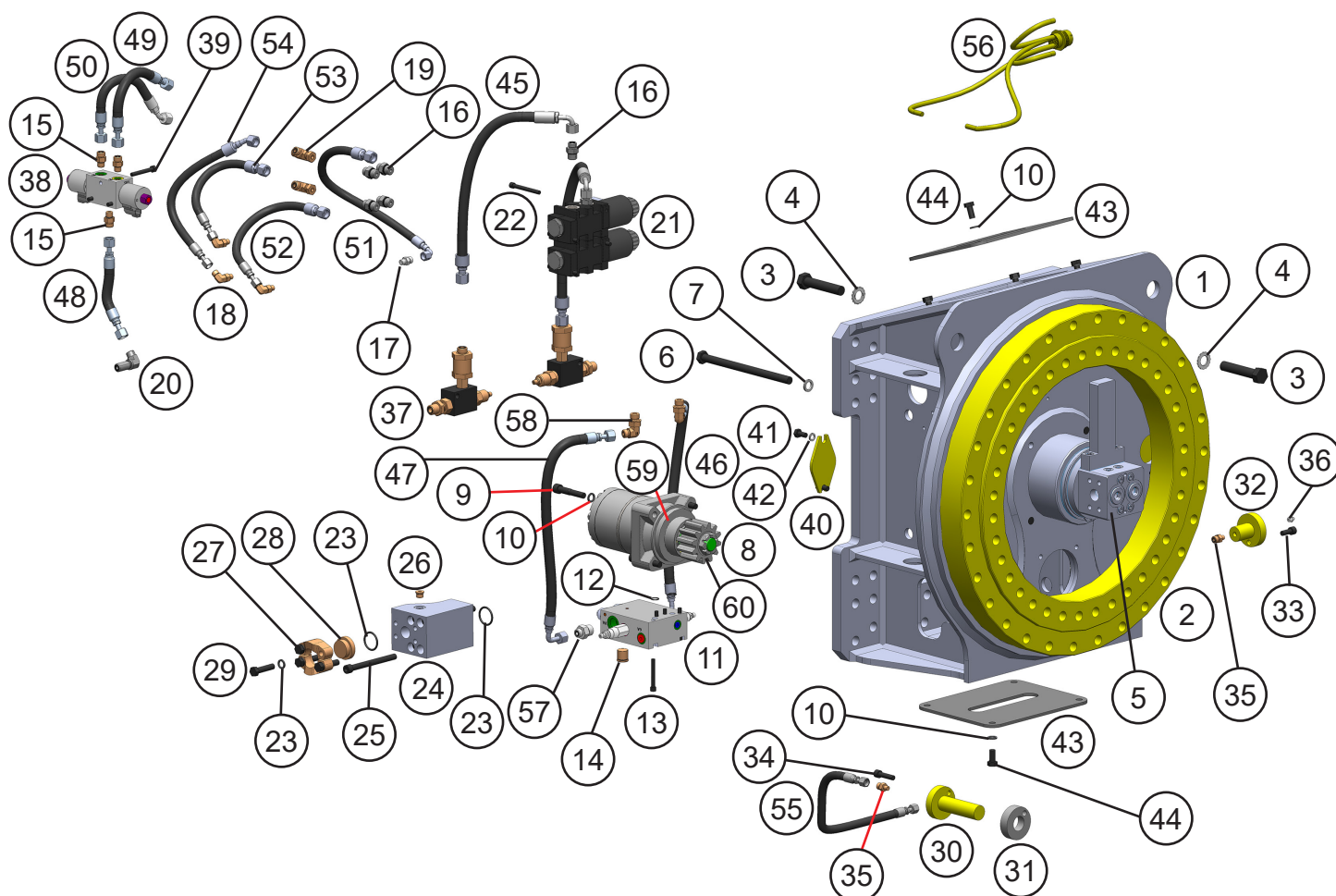
REGEN BLOCK SUB-ASSEMBLY - 6360004



REGEN BLOCK SUB-ASSEMBLY - 6360004

ITEM	QTY	PART NUMBER	DESCRIPTION	
1	1	6380037	Mach Regen Manifold	Seal Kit SK00043
2	1	6380039	Valve Check COHA-XCV	Seal Kit SK00026
3	1	6300621	Valve Shuttle CSAB-XXV	Seal Kit 6300622
4	1	6380038	Valve Logic DKHS-XHV	Seal Kit SK00026
5	1	6300625	Valve PSI Reducer PRDB-LWV	Seal Kit 6300622
6	1	6300153	Plug Socket Head 06MB	
7	1	3500023	Mach Orifice	
8	1	6300638	O-Ring 1p-3705 High PSI Seal 2.0 OD	
9	1	6300723	O-Ring 1p-3705 High PSI Seal 2.25 OD	

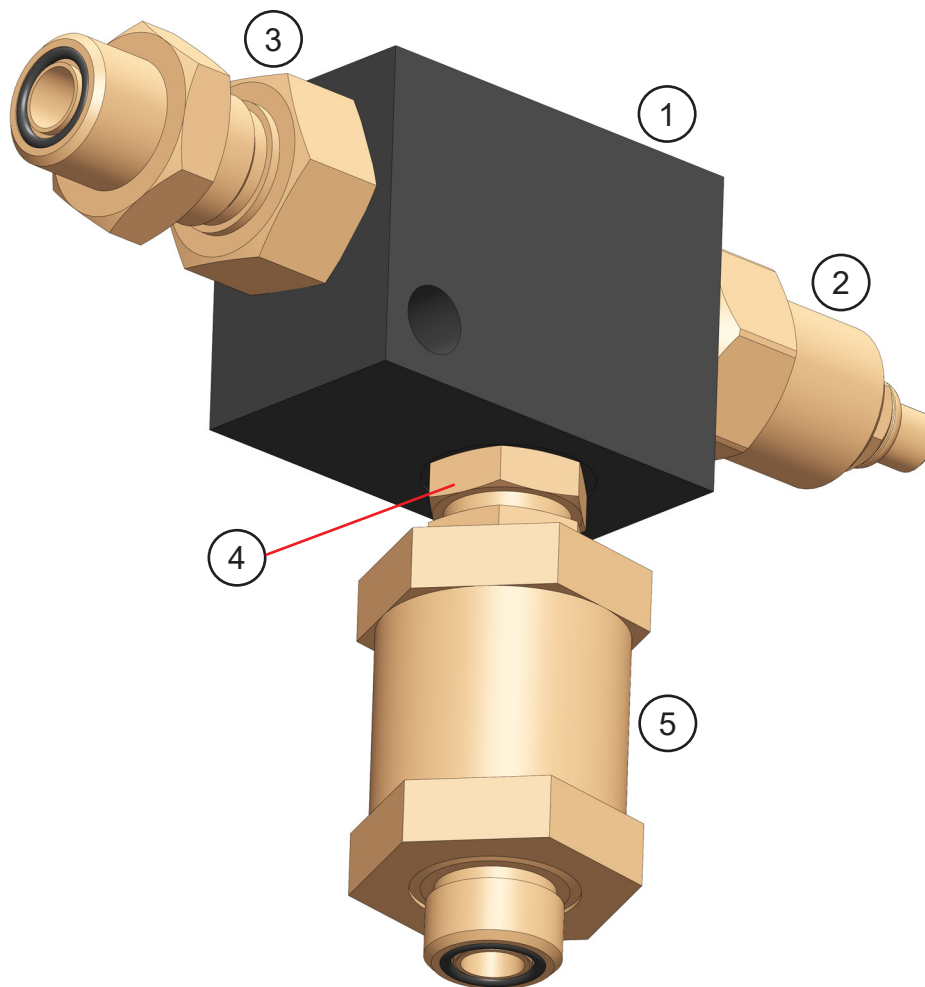
ASSEMBLY SUB-HEAD



ASSEMBLY SUB-HEAD

ITEM	QTY	PART NUMBER	DESCRIPTION	ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	3502814	Wtmg Sub-head	31	1	3502826	Mach Spacer
2	1	6100092	Slewing Ring	32	1	5512411	Mach Grease Bulkhead Adapter
3	66	F0120100	Hex Head Capscrew M20 x 2.5 x 100	33	1	F0610025	Socket Head Capscrew M10 x 1.50 x 25
4	66	F2802000	Mach Washer	34	1	F0610040	Socket Head Capscrew M10 x 1.50 x 40
5	1	6350154	Assy Swivel Manifold	35	2	6300731	Adapter
6	4	F0116250	Hex Head Capscrew M16 x 2.0 x 250	36	1	6200002	Grease Fitting
7	4	F1900063	Nord Lock Washer	37	2	6301202	Flow Control Sub-Assy
8	1	6380083	Motor Assembly	38	1	6360121	Drain Valve
9	4	1108183	Mach Bolt	39	3	F0108060	Hex Head Capscrew M8 x 1.25 x 60
10	20	F1900050	Nord Lock Washer	40	2	1100319	Cover
11	1	6360102	Rotate Manifold	41	4	F0110020	Hex Head Capscrew M10 x 1.50 x 20
12	2	S0190015	O-Ring	42	4	F1900040	Nord Lock Washer
13	4	F0731250	Socket Head Capscrew 5/16-18 UNC X 2.50	43	2	3502827	Cover
14	2	6300077	Plug	44	8	F0112025	Hex Head Capscrew M12 x 1.75 x 25
15	2	6300018	Adapter	45	2	3502882	Hose
16	6	6310049	Adapter	46	1	3502883	Hose
17	1	6300770	Adapter	47	1	3502884	Hose
18	3	6300768	Adapter	48	1	3502885	Hose
19	2	6300407	Adapter Tee	49	1	3502886	Hose
20	1	6310264	Adapter Bulkhead	50	1	3502887	Hose
21	1	6830065	Selector Valve	51	1	3502888	Hose
22	4	F0608075	Socket Head Capscrew M8 x 1.25 x 75	52	1	3502889	Hose
23	4	S0190219	O-Ring	53	1	3502890	Hose
24	2	3502824	Mach Port Block	54	1	3502891	Hose
25	8	F0612130	Socket Head Capscrew M12 x 1.75 x 130	55	1	3502892	Hose
26	4	6300153	Plug Socket Head 06MB	56	1	6830064	Assy Wiring Harness
27	4	H0262100	Split Flange Half 1.00 Code 62	57	2	6310093	Adapter
28	2	H0362100	Split Flange Plug	58	2	6310279	Adapter
29	8	F0112050	Hex Head Capscrew M12 x 1.75 x 50	59	1	3501835	Mach Spacer
30	1	5512419	Mach Slewing Ring Grease Adapter	60	1	3502192	Pinion Motor

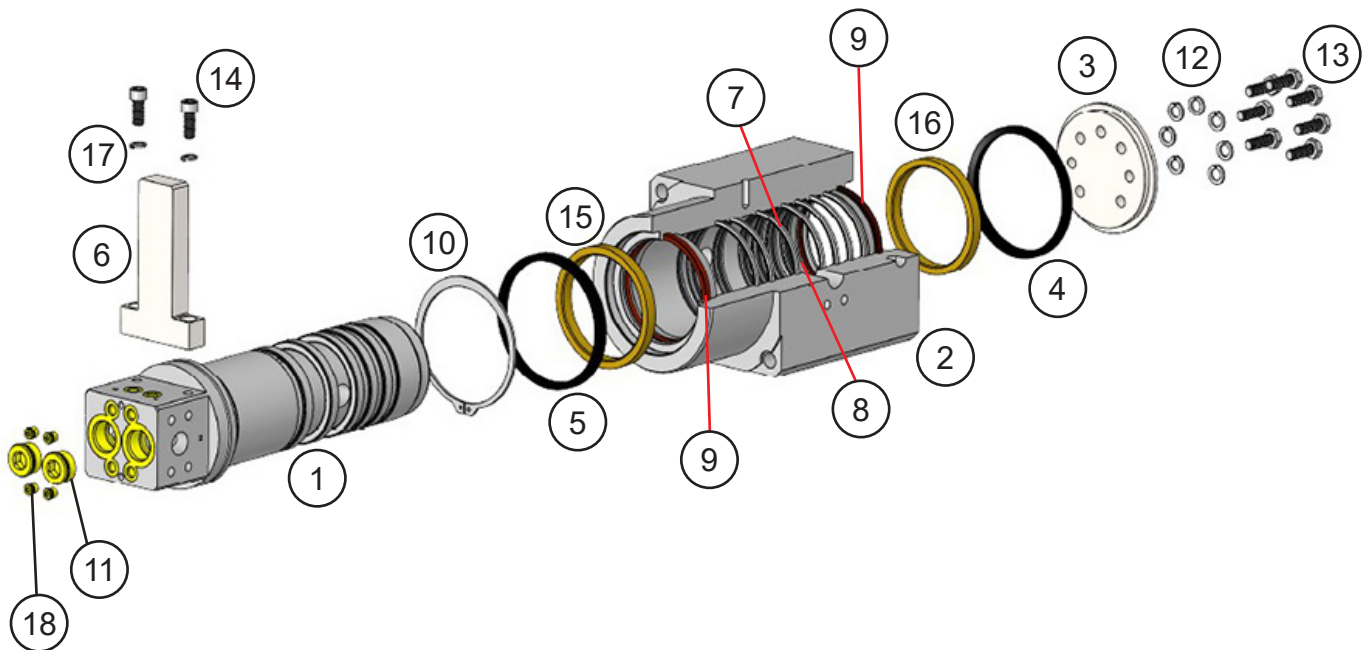
SUB-ASSEMBLY LINE MOUNT MANIFOLD



SUB-ASSEMBLY LINE MOUNT MANIFOLD

ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	6300609	Valve Line Body
2	1	6300361	Valve Flow Control
3	1	6300497	Adaptor Bulkhead 08MB-08MO
4	1	6310183	Adaptor 08MB-08MB
5	1	6300364	Filter

ASSEMBLY SWIVEL MANIFOLD - 6350154



ASSEMBLY SWIVEL MANIFOLD - 6350154

ITEM	QTY	PART NUMBER	DESCRIPTION
1	1	For replacement parts call the Genesis Parts Department. USA 715-395-3488 Europe +49 83 31 9 25 98 0	Spool
2	1		Housing
3	1		Spool Plate
4	1		V-Ring Seal
5	1		V-Ring Seal
6	1		Torque Arm
7	5		Cap Seal
8	5		Energizer
9	2		U-Cup Seal
10	1		Ext Retaining Ring
11	2		Zero Leak Plug
12	7		Lock Washer
13	7		M12 x 1.75 x 35 C10.9 HHCS
14	2		M12 x 1.75 x 30 C12.9 SHCS
15	1		Head End Sleeve Bearing
16	1		Cap End Sleeve Bearing
17	2		M12 Hi-Collar Lock Washer
18	4		Zero Leak Plug

SPLIT FLANGE KITS USED IN THIS MANUAL

1" Split Flange Kit - Code 61 - M10

QTY	PART NUMBER	DESCRIPTION
2	H0261100	Split Flange Half 1.00 Code 61
4	F0110035	Hex Head Capscrew M10 x 1.50 x 35
4	F1401000	Lock Washer M10
1	S0190219	O-Ring

1" Split Flange Kit - Code 62 - M10

QTY	PART NUMBER	DESCRIPTION
2	H0262100	Split Flange Half 1.00 Code 62
4	F0110040	Hex Head Capscrew M10 x 1.50 x 40
4	F1401000	Lock Washer M10
1	S0190219	O-Ring

1" Split Flange Kit - Code 62 - M12

QTY	PART NUMBER	DESCRIPTION
2	H0262100	Split Flange Half 1.00 Code 62
4	F0112040	Hex Head Capscrew M12 x 1.75 x 40
4	F1401200	Lock Washer M12
1	S0190219	O-Ring

1-1/4" Split Flange Kit - Code 62 - M12

QTY	PART NUMBER	DESCRIPTION
2	H0262125	Split Flange Half 1.25 Code 62
4	F0112050	Hex Head Capscrew M12 x 1.75 x 50
4	F1401200	Lock Washer M12
1	S0190222	O-Ring

1-1/4" Split Flange Kit - Code 62 - M14

QTY	PART NUMBER	DESCRIPTION
2	H0262125	Split Flange Half 1.25 Code 62
4	F0114050	Hex Head Capscrew M14 x 2.00 x 50
4	F1401400	Lock Washer M14
1	S0190222	O-Ring

BOLT TORQUE SPECIFICATIONS

Reference the product Thread Treatment Diagrams beginning on page 32 to determine whether to use wet or dry torque values for specific bolts.

Reference Procedures on page 34 for threadlocker or anti-seize application and bolt and bolt hole cleaning.

Prior to torquing, clean all bolt holes, bolts and nuts to remove dirt, grease and oil, and identify bolt type.

Never re-torque bolts that use Loctite. If a bolt becomes loose or damaged after the initial use when Loctite was applied and the bolt was torqued, the bolt must be replaced.

Never break tightened bolts loose with a torque wrench. Doing so may break the torque wrench or take it out of calibration.

Torque wrenches should be calibrated on an annual basis.

When using a torque multiplier with a torque wrench, incorrect settings will be multiplied by the ratio of the torque wrench.

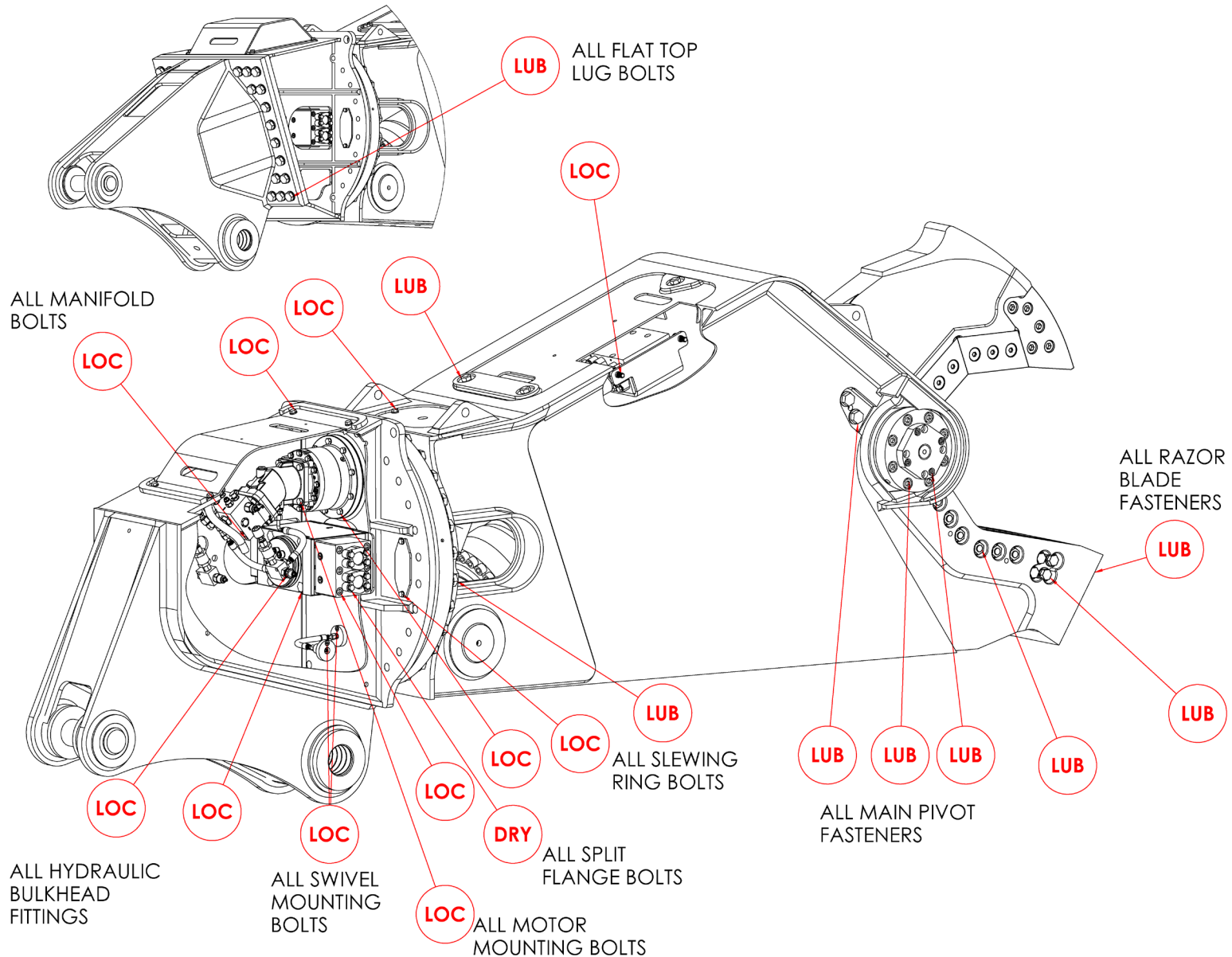
Never use an impact driver on a torque multiplier.

THREAD TREATMENT DIAGRAM

Mobile Shears

Use this diagram to determine what thread treatment, if any, is required for each fastener.

For thread treatment application procedures, see page 34. For prescribed torque values, see page 36.

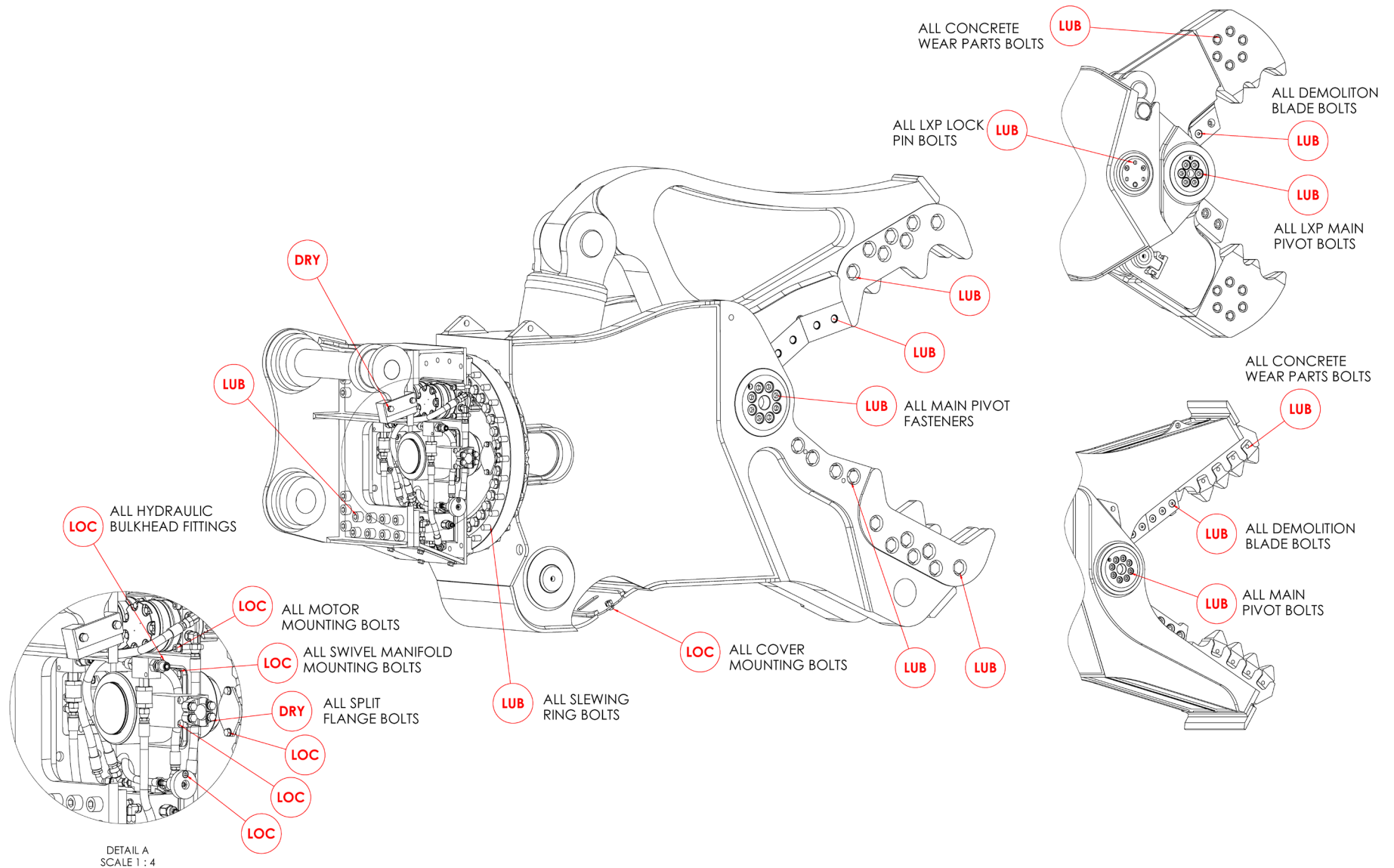


THREAD TREATMENT DIAGRAM

Processors

Use this diagram to determine what thread treatment, if any, is required for each fastener.

For thread treatment application procedures, see page 34. For prescribed torque values, see page 36



PROCEDURES

Reference the product Thread Treatment Diagrams beginning on page 32 to determine which of the following procedures is required.

Cleaning

To ensure proper performance of thread treatment and accurate torque values, clean and degrease **all internal and external threads** prior to application of threadlocker, anti-seize or primer and before installation of hardware.

- Ensure both internal and external threads are free of dirt or debris.
- Use brake cleaner or similar cleaning solvent on all threads to remove any grease or oil.
- Allow threads to dry.

NOTICE

Failure to properly clean threads will cause threadlocker, primer, and/or anti-seize to not properly cure!

LOC

Threadlocker

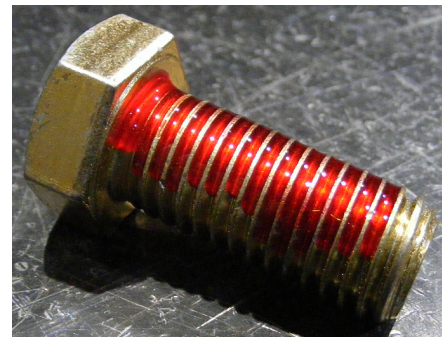
For bolted connections requiring threadlocker, use **Loctite 263** or equivalent applied using the following procedure:

- Clean and degrease all threads.
- For thru holes or nuts, apply threadlocker to bolt threads.
- For blind holes, apply stripe of threadlocker along the length of the hole (applying to the bolt can cause escaping air to remove threadlocker as the bolt is inserted).
- Torque bolt to specified **Wet Torque Value**, see page 36.

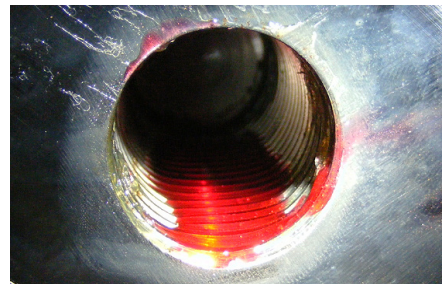
For threaded hydraulic fitting connections, use **Loctite 5452** or equivalent thread sealant in conjunction with **Loctite 7471** primer using the following procedure:

- Clean and degrease all threads.
- Apply Loctite 7471 primer to both external and internal threads and allow to dry.
- Apply threadlocker to 360 degrees of the threads on the male fitting, ensuring adequate coverage.
- Assemble fitting per directions in operator's manual.
- For O-ring boss and flat face O-ring connections, torque fittings to values specified on page 37.

Threadlocker



Blind Hole



Hydraulic Fitting



PROCEDURES

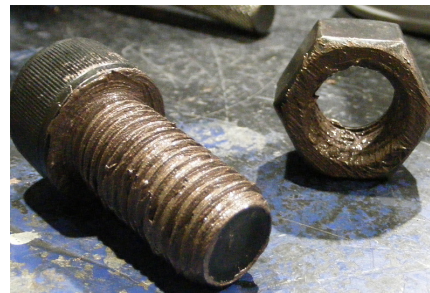
LUB

Anti-Seize

For bolted connections requiring anti-seize lubrication, use **Loctite LB8008** or equivalent using the following procedure:

- Clean and degrease all threads.
- Apply thin coat of anti-seize to internal and external threads and under bolt head and/or nut, ensuring complete coverage.
- Torque bolt to specified **Wet Torque Value**, see page 36.

Anti-Seize



DRY

No Thread Treatment

- Clean and degrease all threads.
- Torque bolt to specified **Dry Torque Value**, see page 36.

BOLT TORQUE SPECIFICATIONS

Dry Torque Values

		Hex/Socket Head		Flat Head	
					
Fastener Grade	Size x Pitch	Nm	Ft-lb	Nm	Ft-lb
CL 10.9	M8 x 1.25	35	26	27	20
	M10 x 1.50	71	53	58	42
	M12 x 1.75	124	92	101	73
	M14 x 1.50	200	148	163	118
	M14 x 2.00	200	148	163	118
	M16 x 2.00	311	230	254	184
	M20 x 1.50	610	450	498	360
	M20 x 2.50	608	449	497	359
	M24 x 3.00	1054	778	861	622
	M27 x 3.00	1543	1138	1260	910
	M30 x 3.50	2095	1545	1712	1236
	M36 x 4.00	3659	2699	2991	2159
8	1/4-20	14	11	11	8
	5/16-18	32	24	26	19
	3/8-16	59	44	48	35
	7/16-14	94	70	77	56
	1/2-13	143	106	116	84
	1/2-20	162	120	133	96
	5/8-11	287	212	234	169
	3/4-10	509	376	415	300
	7/8-9	821	606	670	484
	1.00-8	1232	909	1007	727
	1.00-14	1383	1020	1130	816
	1.25-7	2463	1817	2013	1453
8/L9	1.50-6	4287	3162	3504	2529

Wet Torque Values

		Hex/Socket Head		Flat Head	
					
Fastener Grade	Size x Pitch	Nm	Ft-lb	Nm	Ft-lb
CL 10.9	M8 x 1.25	29	22	23	17
	M10 x 1.50	61	45	49	36
	M12 x 1.75	105	78	85	62
	M14 x 1.50	150	111	121	88
	M14 x 2.00	170	126	138	100
	M16 x 2.00	265	196	216	156
	M20 x 1.50	456	337	372	269
	M20 x 2.50	517	382	422	305
	M24 x 3.00	894	660	731	528
	M27 x 3.00	1312	968	1072	774
	M30 x 3.50	1779	1312	1453	1049
	M36 x 4.00	3110	2294	2542	1835
8	1/4-20	13	10	11	8
	5/16-18	27	20	22	16
	3/8-16	50	37	40	29
	7/16-14	80	59	65	47
	1/2-13	122	90	99	72
	1/2-20	138	102	112	81
	5/8-11	244	180	199	144
	3/4-10	433	320	354	256
	7/8-9	698	515	570	412
	1.00-8	1046	772	854	617
	1.00-14	1175	867	960	693
	1.25-7	2095	1545	1712	1236
8/L9	1.50-6	3644	2688	2979	2150

O-RING BOSS & FLAT FACE O-RING TORQUE SPECIFICATIONS

O-Ring Boss Torque Values		
Size Dash	Nm	Ft-lb
-4	22	16
-5	27	20
-6	36	26
-8	83	60
-10	110	80
-12	187	135
-14	249	180
-16	304	220
-20	387	280
-24	498	360

Flat Face O-Ring Torque Values		
Size Dash	Nm	Ft-lb
-4	18	13
-6	30	22
-8	60	44
-10	85	62
-12	121	88
-14	121	88
-16	160	116
-20	213	154
-24	274	198

BOLT DRIVE SPECIFICATIONS

Thread Size x Pitch	Hex Head	Socket Head	Flat Head
			
	Wrench/Drive Size		
M8 x 1.25	13mm	6mm	5mm
M10 x 1.50	17mm	8mm	6mm
M12 x 1.75	19mm	10mm	8mm
M14 x 1.50	22mm	12mm	10mm
M14 x 2.00	22mm	12mm	10mm
M16 x 2.00	24mm	14mm	10mm
M20 x 1.50	30mm	17mm	12mm
M20 x 2.50	30mm	17mm	12mm
M24 x 3.00	36mm	19mm	14mm
M27 x 3.00	41mm	19mm	-
M30 x 3.50	46mm	22mm	-
M36 x 4.00	55mm	27mm	-
1/4-20	7/16"	3/16"	5/32"
5/16-18	1/2"	1/4"	3/16"
3/8-16	9/16"	5/16"	7/32"
7/16-14	5/8"	3/8"	1/4"
1/2-13	3/4"	3/8"	5/16"
1/2-20	3/4"	3/8"	5/16"
5/8-11	15/16"	1/2"	3/8"
3/4-10	1-1/8"	5/8"	1/2"
7/8-9	1-5/16"	3/4"	9/16"
1.00-8	1-1/2"	3/4"	5/8"
1.00-14	1-1/2"	3/4"	5/8"
1.25-7	1-7/8"	7/8"	7/8"
1.50-6	2-1/4"	1"	1"

WARRANTY

Claim Procedure

Notify the Genesis Service Department of the potential warranty claim prior to making the repair. Digital pictures are very helpful for diagnosing problems and recommending repairs.

Contact the Genesis Service Department before making alterations, changes or repairs to any component that is going to be considered for warranty. Not doing so will void all Genesis warranty consideration.

The Genesis Service Department will issue an authorization number to track the repair costs, outgoing parts, and/or defective parts returning to the factory.

Replacement parts must be ordered using a purchase order number. Shipping is standard ground. Overnight shipping is available by request, and Genesis will not cover the shipping charge.

When the repair is complete, submit an invoice to the Genesis Service Department within 30 days. Include itemized internal labor reporting, parts lists and invoices for outside contractors. Reference the authorization number on all invoices.

When returning parts for warranty consideration, include a copy of any related Genesis paperwork along with any other necessary documentation to ensure proper processing and credit. The Genesis Service Department will provide the necessary forms.

Your account will be credited when the warranty claim is accepted.

Blade Warranty

Standard warranty on blades will only be considered on the first edge, and wear on the edge must be 1/8" radius or less. Genesis does not warranty cutting blades that are cracked or broken from top to bottom (perpendicular to the long edge of the blade). Genesis also does not cover fasteners, the labor to replace wear components or collateral damage, such as blade seats, from broken blades, the piercing blade tang or adjustment plates.

Please direct any questions to the Genesis Service Department: 715-395-5252

PARTS ORDER POLICY AND PROCEDURE

Parts Orders Should Include

- Purchase order number
- Model and serial number of attachment
- Part number and quantity needed
- Shipping and billing address
- Method of shipment or required delivery date

Placing Orders

Orders may be placed by phone or e-mail. To e-mail an order, use the form on the following page or your purchase order form. Contact information is located at the front of this manual.

Part Numbers

Part numbers are listed in a separate Parts Manual or, if included, the Parts section of this manual. Contact the Genesis Parts Department with questions regarding part numbers, availability and pricing.

Shipping

All orders will be shipped best way surface unless an alternate shipping method is requested. Shipping charges are not included in the purchase price of parts.

Invoices

All invoices are due upon receipt. Any accounts with invoices open beyond 60 days are subject to review and may be placed on C.O.D. status without further notice.

Returns

Many unused Genesis parts may be returned with proper documentation. Return shipping is the responsibility of the purchaser. Credit will be issued upon return, less a 25% restocking fee. Documentation is required for credit of returned parts. Contact the Genesis Service Department at 715-395-5252 for an RGA (Return Goods Authorization) number and form. An RGA must accompany every return. Items shipped without an RGA may be returned to sender.

Warranty Returns

All parts returned to Genesis for warranty consideration must be returned with a completed RGA (Return Goods Authorization) provided by the Genesis Service Department. The form needs to be completed in its entirety, including any additional information requested by the Service Department. Return shipping is the responsibility of the sender and will be credited upon claim approval. A determination to accept or deny the claim will be made based upon the information available to Genesis. Warranty on purchased parts other than wear components is 6 months. Genesis does not cover labor costs to replace purchased parts replaced under warranty. There is no warranty period on wear parts or components.

PARTS ORDER FORM

Customer: _____ Date: _____

Phone: _____ Contact: _____

Shipping Address: _____ E-mail: _____

_____ Billing Address: _____

Purchase Order: _____ Shipping Method: _____

Model: _____ Serial Number: _____

Quantity	Part Number	Description	Price

E-mail to the Genesis Parts Department: genesisparts@genesisattachments.com
For assistance, call 715-395-3488

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