



Customer Project Status Sorted by Name

7/17/2018

3:27:11 PM

If the date of this report seems like the last time you looked, you need to refresh so that the saved version on your PC is updated - more common if viewed in the browser.

Customer Name	Date In	Type of Equipment	Customer's Project Status	Statement For Customer	Delivery Req	Pick Up Req
Apache Power Equipment	11/12/2016	Generator	Awaiting Warrantee Determination		<input type="checkbox"/>	<input type="checkbox"/>

>>> don't buy from Apache Power!!!!<<<<<
Story as follows:

Waiting on factory payment due us. Will not stay running. The battery was initially classified "sulfated". 6 hours on meter as rec'd. Reconditioned the battery / met full charge and load test passed. As to why was flat, not sure, some tests will be performed to insure charging and no drain. Fuel tank drained and neck filter removed from inside tank. Some minor debris found and a couple of droplets of water. In line filter would not have allowed this to cause the quitting. Ran dry and will simulate same/refill and tested ok/ did not quit simply because of air in system (tested per engine troubleshooting). No Charging output at battery. Regulator black wire not connected. Fuse from bat to panel for 12 volt circuit and fuse to regulator on sense line ok. Test of ac output at 3600 rpm/open circuit is ok. Starter will be removed and replaced. Matt at Apache wanted us to id cause of stuck solenoid w/o engagement. Several cabinet bolts & nuts stripped. The Required 20 hour valve adj to be performed (has been test run for hours). Factory is now reversing warrantee payment promise "Owner of company did not approve". Extensive effort and change of three personnel contacts over months indicate issues at the company. Request was made for us to file an invoice instead of the [paperwork thus far issued, done. No payment, no answer, Matt seemed to "Not remember". Email sent to sales 3/26/14 of the above.

Dave Roberson	6/25/2018	Standby Generator	Repairs In Progress		<input type="checkbox"/>	<input type="checkbox"/>
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replace engine on standby - in shop work.

Ed Rice	7/16/2018	Self Propelled Lawn Mower	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
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won't start.

Fuzzy Fowler	7/15/2018	Riding Lawn Mower	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
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won't shift.

Kevin Newman	4/24/2018	Starter	Diagnostics Underway		<input type="checkbox"/>	<input type="checkbox"/>
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rebuild as spare - no rush

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LSC	4/4/2018	Alternator	Research In Progress		<input type="checkbox"/>	<input type="checkbox"/>
LSC Environmental	4/4/2018	Alternator	Waiting For Parts		<input type="checkbox"/>	<input type="checkbox"/>
Matt Turkkan	5/7/2018	Self Propelled Lawn Mower	On Hold - Customer Feedback Needed		<input type="checkbox"/>	<input type="checkbox"/>
estimate given 5/8/18. Bought at garage sale, estimate scarry to him I assume since no return call and owes \$30 if nothing further to be done.						
Mike Poe	7/11/2018	Starter	Repairs In Progress		<input type="checkbox"/>	<input type="checkbox"/>
received apart						
Nadene Linn	7/2/2018	Pressure washer	Waiting For Parts		<input type="checkbox"/>	<input type="checkbox"/>
no water flow.						
our B&S Core	7/14/2017	Starter	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
our Kohler core	7/14/2017	Starter	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
shop	2/13/2017	Any Type (When Required field)	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
dextronIII in bushing draws						
Tony Sbarra	7/17/2018	Chain Saw	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
warranty request for recoil.						
Tractor Suply;	7/15/2018	Riding Lawn Mower	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>

Customer Name	Date In	Type of Equipment	Customer's Project Status	Statement For Customer	Delivery Req	Pick Up Req
wont run						
Tractor Supply	7/15/2018	Tiller	Shop Backlog Awaiting Repair		<input type="checkbox"/>	<input type="checkbox"/>
wont run						