

# Entering Warranty Claims through the Northern Lights Parts Portal



For Northern Lights | Technicold Dealers

Rev. C - 11/24

The Northern Lights web portal makes entering a warranty claim simple. Begin by logging into the Northern Lights store, with your selected Username and Password. If this is your first time using the portal, and you have not selected a password yet, contact [scottv@northern-lights.com](mailto:scottv@northern-lights.com)

https://www.northern-lights.com/ADE200/ ADE200 - Northern Lights P... x

**NORTHERN LIGHTS**

Welcome to the Northern Lights store!

You may enter parts sales orders and warranty claims for Northern Lights Marine and Industrial Diesel Powered Generator Sets and Lugger Diesel Propulsion Engines on-line with this system.

If you are a Northern Lights distributor or dealer and would like to order parts on-line but have not yet signed up to do so, please contact Scott VanSteenvoort in our parts department at [scottv@northern-lights.com](mailto:scottv@northern-lights.com) or call (800) 762-0165 or (206) 834-2300 and we will get you started. With just your dealership's name, account number, and e-mail address, you will be able to order parts, see parts prices, check availability, and enter warranty claims.

Username:

Password:

Login

[Forgot password?](#)

Phone: (800) 762-0165 Worldwide: +1 (206) 789-3880 Fax: (206) 782-5455 Email: [info@northern-lights.com](mailto:info@northern-lights.com)

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Ask me anything 12:47 PM 12/12/2016

From the home page click on “Site Navigation”.  
Then select “Warranty Claims” from the pull down menu.

The screenshot shows the Northern Lights website interface. On the left, the 'Site Navigation' menu is visible, with 'Warranty Claims' highlighted by a red circle. The main content area features a 'Current Specials' section with four product listings:

- PLUG,HX HD,BRS.1/2NPT x 7/16-14 (ZINC HOLDER)**  
Part Number: 21-10000  
List Price: \$5.20  
Dealer Price: \$5.20  
Special Discount: 45% on purchase of 12 or more  
Sale Price: \$5.20  
Freight collect at point of origin, a savings of \$0.78
- ZINC ANODE 5/8"OD X 2" X 7/16-14 THREAD**  
Part Number: 21-10010  
List Price: \$3.00  
Dealer Price: \$3.00  
Special Discount: 45% on purchase of 12 or more  
Sale Price: \$3.00  
Freight collect at point of origin, a savings of \$0.45
- PLUG,HX HD,BRS.1/4NPT x 5/16-18 (ZINC HOLDER)**  
Part Number: 21-12000  
List Price: \$3.11  
Dealer Price: \$3.11  
Special Discount: 45% on purchase of 12 or more  
Sale Price: \$3.11  
Freight collect at point of origin, a savings of \$0.47
- ZINC ANODE 1 1/32"OD X 1-3/4" X 5/16-18 THREAD**  
Part Number: 21-12010  
List Price: \$0.86  
Dealer Price: \$0.86  
Special Discount: 45% on purchase of 12 or more  
Sale Price: \$0.86  
Freight collect at point of origin, a savings of \$0.13

Below the product listings is a 'Click here for more specials' button and a 'Did You Know?' section:

**Did You Know?**  
The Northern Lights co-op program can credit up to half of your advertising or trade show expenses.

**Dealer Bulletins:**

- Parts Stock Discount Program
- Maximize your Profits by Maximizing your Savings: Northern Lights Parts Stock Discount Program
- GET AN EXTRA 3.5% OFF each line item of a stock order with a standard discount net value of \$500.00 or more and a minimum of any five line items. Or, to maximize your savings...
- GET AN EXTRA 7% OFF each line item of a stock order with a standard discount net value of \$1000.00 or more and a minimum of ten line items.

DWG format drawing request form is available here.

**Important Notices:**

- FAA regulations and Northern Lights company policy prevent us from shipping via AIR FREIGHT any of the following: ANY TYPE OF AEROSOLS, SOLVENTS, PARTS CLEANERS, PAINTS, COOLANTS, OILS, FUEL OR ANY OTHER GOODS CONSIDERED AS HAZARDOUS MATERIALS.
- Our current parts price book is available by clicking on the Parts price book link on the left side of this page. You can save the price book in PDF or Excel format.
- Prices are subject to change without notice. Therefore, it is important to use our website to get up-to-the-minute pricing information on all our products.
- If you would like to purchase a copy of the price book, please contact Northern Lights' Parts Department at 1-800-762-0165. Reference parts number ADE-PTSS. The book will cost \$15.00

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You are now on the warranty home page. Select “Start a new claim” from the left hand menu.

The screenshot shows a web browser window with the URL <https://www.northern-lights.com/warrantyclaims/protected/home.do?window=false>. The page features the Northern Lights logo and a navigation menu on the left. The main content area is titled "Northern Lights / Lugger Warranty Claims" and contains instructions for submitting a claim. The left-hand menu is highlighted, with "Start a new claim" circled in red.

**Site Navigation**

- Warranty Home
- **Start a new claim**
- Claim report

Claim number: 17-64

Recent Claims

- 17-66
- 17-64
- 17-19
- 17-26

Serial number:

Warranty Registration:

Serial Number

Bulletins and Forms

- Parts Bulletins
- Sales Bulletins
- Service Bulletins
- Dealer Forms

**Northern Lights / Lugger Warranty Claims**

Please remind your customers to fill out and send in their warranty registration card as soon as possible after purchase. If this card is not sent in, the in-service date will become the original ship date from ADE. This could potentially take months off the customers's warranty period. So it is in the customer's best interest to register thier product promptly.

Select Start a new claim from the menu to enter a new claim. If you need any assistance submitting a claim, please call our warranty department at 800-762-0165 or 206-834-2300.

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# Enter the unit's serial number in the space indicated.

## REMINDER:

- A warranty card must be on file for the unit that you are entering.
- You must contact your branch service representative for pre-approval if the estimate of the proposed warranty work exceeds \$500

https://www.northern-lights.com/warrantyclaims/protected/serialNumber.do?dispatch=new&use

Warranty Claims

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**Site Navigation**

Main Menu

- Warranty Home
- Start a new claim
- Claim report

Claim number: 17-66

Recent Claims

- 17-69
- 17-66
- 17-64
- 17-19

Serial number:

Warranty Registration:

Serial Number

Bulletins and Forms

- Parts Bulletins
- Sales Bulletins
- Service Bulletins
- Dealer Forms

### Start a new warranty claim application

A warranty registration card must be on file for the serial number you are entering a claim for. If you have not sent in the registration card, please fax it to 206-782-5455 or email it to [service@northern-lights.com](mailto:service@northern-lights.com). Please call our warranty department at 800-762-0165 or 206-834-2300 if you need any assistance submitting a claim.

You must get pre-approval for any work estimated to cost more than \$500. This approval should come from the service manager at the branch closest to you:

- Deerfield Beach, FL (Southeastern United States and Caribbean) - James Newball, ph:(954) 421-1717
- Boston, MA (Northeastern United States and Canada) - Joe Maas, ph:(978) 475-7400
- Anchorage, AK (Anchorage and points north) - Randy Vallee, ph:(907) 562-2222
- Seattle, WA (Western United States, Canada, and Pacific Rim) - Paul Leask, ph:(206) 789-3880

#### Warranty claims for serial numbered items such as generators and lugger engines

Serial Number

Enter the unit serial number. On gensets, this is a four digit number, a dash, and a five digit number (for example 4452-12345). On Luggers it is a four digit number, a dash, and a four digit number (for example 1081-1234).

#### Warranty claims for after market parts

Warranty claims for items purchased through our parts department that do not have a northern lights serial number. Please contact our parts department or service department for an RGA number before returning any items.

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The next screen will show any existing warranty claims that have been filed on the serial number selected.

The screenshot shows a web browser window with the URL <https://www.northern-lights.com/warrantyclaims/protected/serialNumber.do>. The page title is "Warranty Claims". The Northern Lights logo is at the top left. Below the logo, it says "Welcome! Scott Putnicki | Log-Out" and "17-70".

**Site Navigation**

- Main Menu**
  - Warranty Home
  - Start a new claim
  - Claim report
- Claim number:** 17-70
- Recent Claims**
  - 17-69
  - 17-66
  - 17-64
  - 17-19
- Serial number:**
- Warranty Registration:**
- Serial Number**
- Bulletins and Forms**
  - Parts Bulletins
  - Sales Bulletins
  - Service Bulletins
  - Dealer Forms

**This serial number has previous warranty claims:**

Claim	Claim Date	Customer	Form	Model	Serial Number	Claim Total	Status	Total Paid	Complete Date
17-64	Feb 17, 2017	NORTHERN LIGHTS, INC (SEA)	Internet	M20CRW3.2	8442-52749	\$0.00	OPEN	\$0.00	
17-66	Feb 17, 2017	NORTHERN LIGHTS, INC (SEA)	Internet	M20CRW3.2	8442-52749	\$518.70	OPEN	\$0.00	
17-16	Jan 10, 2017	MARINE DIESEL SERVICES, INC.	Internet	M20CRW3.2	8442-52749	\$1,435.02	PAID	\$1,435.02	Jan 23, 2017

Back to Warranty Home. Proceed address entry.

Click "Next" to proceed to contact entry.

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# The contact screen will provide claim, dealer and owner information.

https://www.northern-lights.com/warrantyclaims/protected/dispatch.do

Warranty Claims

**NORTHERN LIGHTS**

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17-70

Claim number : 17-70 Customer : **NORTHERN LIGHTS, INC (SEA)** Serial number : 8442-52749 Model number : M20CRW3.2 Status : OPEN

Warranty period is one year for parts and labor with no limit on hours of use. Parts only are covered for the second year and selected components are covered for years three through five. Serial number 8442-52749 is covered under warranty until 09 JUN 2021

Verify dealer and owner information (\* indicates required information).

**Claim Information**

\* Work order / reference : 17-70

Form number : Internet

If you have an ADE warranty claim form number, enter it here.

**Dealer Information**

Select Customer

Dealer Number : 240125  
Name : NORTHERN LIGHTS, INC (SEA)  
Address : 4420 14TH AVE NW  
City, State Zip : SEATTLE WA 98107  
Country : UNITED STATES

\* Name of person submitting claim : Scott Putnicki

**Owner Information**

\* Owner Name : HHSA

\* Address Line 1 : 500 N. CUSTER

Address Line 2 :

\* City : ABERDEEN

State / Region : Washington

Zip / Postal code : 98520

Country : Select

Telephone : 360-589-1668

Vessel Name : HAWMAIN CHIEFTAIN

PREV Back to Warranty Home. Proceed equipment info. NEXT

Exit

Enter the work order or reference number that you will use on the job.

Dealer information is auto-populated based on your log in. Enter the name of the person submitting the claim.

The owner's information is auto-populated based on the warranty card data.

Click "Next" to proceed

# Next, you'll be required to provide information on the equipment and the work performed.

https://www.northern-lights.com/warrantyclaims/protected/address.do

Warranty Claims

**NORTHERN LIGHTS**

Welcome! Scott Putnicki | Log-Out 17-70

Claim number : 17-70 Customer : NORTHERN LIGHTS, INC (SEA) Serial number : 8442-52749 Model number : M20CRW3.2 Status : OPEN

### Equipment information (\* indicates required information).

Model number: M20CRW3.2

\* In-service date: Jun 10, 2016    ← In-service date will auto-populate based on warranty card data.  
Format is MM/DD/YYYY

\* Hours of operation: 500  ← Enter hours of operation as of the time that the problem was reported.  
Hours of operation is required on all claims.

\* Date of problem: 01/31/2017    ← Enter date problem was reported, as well as the date that work was performed.  
Format is MM/DD/YYYY

\* Date service performed: 02/07/2017    ← Enter date problem was reported, as well as the date that work was performed.  
Format is MM/DD/YYYY

If over \$500, enter the authorization code from NLI. → Location of service: Seattle, WA  ← Enter location that service was performed.

Authorization code:

Please call for an authorization code if claim total exceeds \$500.

Submit Date: Feb 17, 2017

Company: Seattle

Problem description: Rear seal leak on generator.

Problem cause: Found leak on oil fill neck and RWP.

Problem solution: Removed and replaced rear seal and fixed oil leaks.

**PREV** Back to address entry. Proceed parts entry. **NEXT**

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Provide a thorough explanation of the problem with the unit, the cause of the problem and the way it was resolved. Remember that the more complete the initial report, the less likely a claim will be denied or delayed.

← Click "Next" to proceed

# Enter any parts used as part of the warranty service.

The screenshot shows a web browser window with the URL <https://www.northern-lights.com/warrantyclaims/protected/modelNumber.do>. The page title is "Warranty Claims". The header features the Northern Lights logo and a navigation bar with the text "Welcome! Scott Putnick | Log-Out" and a notification "17-70".

The main content area displays the following information:

- Claim number : 17-70 Customer : **NORTHERN LIGHTS, INC (SEA)** Serial number : 8442-52749 Model number : M20CRW3.2 Status : OPEN
- Enter a part number and quantity and press the Add button to add part numbers to this claim.
- Part number  x Quantity
- No parts have been added to this claim.
- Parts handling percent  If you changed the parts handling percent, press the Recalculate button to update the claim.
- Back to equipment info. Proceed to labor entry.

A red arrow points to the "NEXT" button. A note states: **NOTE:** Parts handling charge is 15% unless otherwise noted.

The left sidebar contains a "Site Navigation" menu with the following items:

- Main Menu
  - Warranty Home
  - Start a new claim
  - Claim report
- Claim number:
- Recent Claims
  - 17-70
  - 17-69
  - 17-66
  - 17-64
- Serial number:
- Warranty Registration:
- Serial Number
- Bulletins and Forms
  - Parts Bulletins
  - Sales Bulletins
  - Service Bulletins
  - Dealer Forms

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# The next screens will allow you enter labor charges to your claim.

https://www.northern-lights.com/warrantyclaims/protected/editParts.do

Warranty Claims

**NORTHERN LIGHTS**

Welcome! Scott Putnicki | Log-Out

17-70

Claim number : 17-70 Customer : **NORTHERN LIGHTS, INC (SEA)** Serial number : 8442-52749 Model number : M20CRW3.2 Status : OPEN

No labor has been added to this claim.

Press the Add button to add additional labor to this claim. **Add Labor**

**PREV** Back to parts entry. Proceed to travel entry. **NEXT**

Site Navigation

Main Menu

- Warranty Home
- Start a new claim
- Claim report

Claim number:

17-70 **Go**

Recent Claims

- 17-70
- 17-69
- 17-66
- 17-64

Click on “Add Labor”.

This will open a screen of available labor codes and hours.

https://www.northern-lights.com/warrantyclaims/protected/editLabor.do

Warranty Claims

**NORTHERN LIGHTS**

Welcome! Scott Putnicki | Log-Out

17-70

Site Navigation

Main Menu

- Warranty Home
- Start a new claim
- Claim report

Claim number:

17-70 **Go**

Recent Claims

- 17-70
- 17-69
- 17-66

MISCELLANEOUS		Code	Hours
MISCELLANEOUS LABOR		000	0.10

ENGINE		Code	Hours
ADJUST ENGINE SPEED		100	0.20
ADJUST VALVE LASH		101	0.70
R&R CYLINDER HEAD GASKET		102	2.00
R&R OIL PAN GASKET		104	1.00
R&R REAR MAIN SEAL		105	1.70
R&R FRONT OIL SEAL		106	0.50
R&R PISTONS AND SLEEVES		107	7.50
R&R ROD BEARINGS		108	3.00
R&R MAIN BEARINGS		109	12.00

# Enter actual labor (if different) and recalculate.

https://www.northern-lights.com/warrantyclaims/protected/addLabor.do?flatRateCc Warranty Claims

**NORTHERN LIGHTS**

Welcome! Scott Putnicki | Log-Out 17-70

Claim number : 17-70 Customer : **NORTHERN LIGHTS, INC (SEA)** Serial number : 8442-52749 Model number : M20CRW3.2 Status : OPEN

Found 1 items. Claim number 17-70

Labor Description	Actual Hours	Flat Rate Hours	Excess Hours	Labor Rate	Ext Amount
R&R LUBE PUMP	<input type="text" value="2.3"/> <input type="checkbox"/> Remove	2.30	0.00	\$105.00	\$241.50
				Labor Subtotal	\$241.50

Labor Hours 2.3

If you changed any quantities or removed any line items press the Recalculate button to update the claim and to see the new subtotal. [Recalculate](#)

Do not enter travel time here. Travel time and mileage can be entered on another screen.

Press the Add button to add additional labor to this claim. [Add Labor](#)

Add any additional labor here.

[PREV](#) Back to parts entry. Proceed to travel entry. [NEXT](#)

Warranty Registration:

*Annotations: Red arrows point to the 'Actual Hours' input field, the 'Add Labor' button, and the 'NEXT' button.*

Click next to proceed to travel entry.

# Enter travel, sublet and any additional information.

https://www.northern-lights.com/warrantyclaims/protected/editLabor.do Warranty Claims

**NORTHERN LIGHTS**

Welcome! Scott Putnicki | Log-Out 17-70

Claim number : 17-70 Customer : **NORTHERN LIGHTS, INC (SEA)** Serial number : 8442-52749 Model number : M20CRW3.2 Status : OPEN

### Travel, sublet and miscellaneous amounts.

Travel hours:  ← Travel hours and mileage required to perform the service.  
Travel time is paid at 100% of dealer labor rate.  
Please call for prior approval if travel time exceeds four hours.

Travel miles:  × ← Enter any sublet information.  
Mileage is reimbursed at 56 cents per mile.  
Please call for prior approval if round trip distance exceeds 200 miles.

Sublet amount:

Invoice number:

Sublet description:

Miscellaneous amount:

Please describe:  ← Enter any miscellaneous expenses, or any other details that you would like NLI to consider when processing your claim.  
Use this section for in-service delivery inspection claims.

Claim comments:

Internal comments:

PREV Back to labor entry. Proceed to summary screen. NEXT

**Site Navigation**

**Main Menu**

- Warranty Home
- Start a new claim
- Claim report

Claim number:  Go

**Recent Claims**

- 17-70
- 17-69
- 17-66
- 17-64

Serial number:  Go

**Warranty Registration:**  Go

**Serial Number**

**Bulletins and Forms**

- Parts Bulletins
- Sales Bulletins
- Service Bulletins
- Dealer Forms

# The summary screen will allow to review the information that you have entered...

The screenshot displays the Northern Lights warranty claims system interface. The browser address bar shows the URL: <https://www.northern-lights.com/warrantyclaims/protected/travel.do>. The page title is "Warranty Claims".

**NORTHERN LIGHTS**

Welcome! Scott Putnick | Log-Out ● 17-70

**Site Navigation**

- Main Menu
  - Warranty Home
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- Serial number:
- Warranty Registration:
- Serial Number
- Bulletins and Forms
  - Parts Bulletins
  - Sales Bulletins
  - Service Bulletins
  - Dealer Forms

**Claim Summary:** Claim number : 17-70    Customer : **NORTHERN LIGHTS, INC (SEA)**    Serial number : 8442-52749    Model number : M20CRW3.2    Status : OPEN

**Dealer**

240125  
NORTHERN LIGHTS, INC (SEA)  
4420 14TH AVE NW  
SEATTLE WA 98107  
UNITED STATES  
206-789-3880  
info@northern-lights.com

**Owner**

HHSA  
500 N. CUSTER  
ABERDEEN WA 98520  
360-589-1668

**Vessel Name:** HAWMAIN CHIEFTAIN

**Equipment Info**

Model number : M20CRW3.2	Service date : Feb 7, 2017
In service date : Jun 10, 2016	Location of service : Seattle, WA
Engine hours : 500.0	Authorization code :
Date of problem : Jan 31, 2017	Entered by : ssp
	Company : Seattle

**Description of problem**

**Problem :** Rear seal leak on generator.  
**Cause :** Found leak on oil fill neck and RWP.  
**Solution :** Removed and replaced rear seal and fixed oil leaks.

Part Number	Description	Quantity	Unit Price	Ext Price
<b>Parts Subtotal</b>				\$0.00
<b>Parts Handling</b>				\$0.00
<b>Parts Total</b>				\$0.00

Labor Description	Hours	Excess Hours	Rate	Ext Amount
R&R LUBE PUMP	2.3	0.0	\$105.00	\$241.50
<b>Labor Hours</b>				2.3
<b>Labor Total</b>				\$241.50

...add any additional comments or upload supporting documentation.

https://www.northern-lights.com/warrantyclaims/protected/travel.do

Travel Description	Quantity	Amount
Travel time hours	2.0	\$210.00
Travel miles	120.0	\$67.20
<b>Travel Total :</b>		<b>\$277.20</b>

[Edit Travel](#)

Sublet Invoice	Description	Amount
<b>Sublet Total</b>		<b>\$0.00</b>

[Edit Sublet](#)

**Miscellaneous Amount**

Amount
\$0.00

[Edit Amounts](#)

**Comments**

[Edit Comments](#)

Add additional documentation such as completed Sea Trial forms, sublet invoices, and warranty registration cards.

In the document description field, enter the type of document you are adding, such as Sea Trial, invoice, Registration card, etc.

You can add documents you want to send with this warranty claim by pressing the Browse button and selecting the file you want to upload. The file will be uploaded and stored using the warranty claim number. You can upload as many documents as needed and they will appear on the claim summary page.

**Warranty Claim Status**

Claim number : 17-70  
Customer : NORTHERN LIGHTS, INC (SEA)  
Serial number : 8442-52749  
Model number : M20CRW3.2  
Work order / reference : 17-70  
Contract :  
Date entered : Feb 20, 2017  
Date submitted : Feb 17, 2017  
Submitted by: Scott Putnicki  
Company : Seattle  
Status : OPEN  
Total amount claimed : \$518.70  
Date completed :  
Credit Memo :  
Total amount paid : \$0.00

[PREV](#) Back to travel entry. Proceed to submit screen. [NEXT](#)

[Exit](#) [Save](#) [Save and Exit](#)

Click “Save” or “Save and Exit”, then click “Process this Claim” to submit the claim.

**Important:** Claim will not go through until “Process this Claim” is clicked.

The screenshot shows a web browser window with the URL <https://www.northern-lights.com/warrantyclaims/protected/summary.do>. The page header features the Northern Lights logo and a navigation menu. Below the header, a user is logged in as Scott Putnicki. The main content area displays claim details for claim number 17-70, customer Northern Lights, Inc (SEA), serial number 8442-52749, model number M20CRW3.2, and status OPEN. The page is titled "Submit claim for processing." and provides instructions on how to submit, cancel, delete, or save a claim. A "PREV" button is visible at the bottom of the main content area.

Site Navigation

- Main Menu
  - Warranty Home
  - Start a new claim
  - Claim report
- Claim number: 17-70
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  - 17-66
  - 17-70
  - 17-69
  - 17-64
- Serial number:
- Warranty Registration:
- Serial Number
- Bulletins and Forms
  - Parts Bulletins
  - Sales Bulletins
  - Service Bulletins
  - Dealer Forms

Claim number : 17-70    Customer : **NORTHERN LIGHTS, INC (SEA)**    Serial number : 8442-52749    Model number : M20CRW3.2    Status : OPEN

**Submit claim for processing.**

When you are ready to submit your claim for processing, press the Process this claim button. You will get a confirming email in a few minutes letting you know your claim was received by our warranty department. Once you submit a claim, you will not be able to make any more changes to it yourself. If you need to change something after you submit a claim, please call our warranty department at 800-762-0165 or 206-834-2300.

If you want to cancel a claim you have entered, press the Cancel this claim button. This will delete the claim from our system. You will have to re-enter it if you decide you need it later. Only claims that have not yet been submitted for processing can be deleted.

If you want to delete a claim you have entered, press the Delete this claim button. This will delete the claim from our system. You will have to re-enter it if you decide you need it later. Only claims that have not yet been submitted for processing can be deleted.

If you want to save your claim so you can complete it later, press the Save this claim button. When you are ready to submit you claim for processing, you will need to return to this screen and press the Process this claim button.

Click here to return to summary page.

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Claims can also be cancelled, deleted altogether, or saved to complete at a later date.

# Need help? Your NL team is standing by...

If you still have questions, or can't find what you are looking for, the Northern Lights team is available. Contact your local branch office, or Corporate Headquarters in Seattle.

## **NLI Corporate Headquarters**

**Toll Free 1-800-762-0165**  
Service Rep. – Scott Dyball  
[sdyball@northern-lights.com](mailto:sdyball@northern-lights.com)

Warranty Administrator–  
Kolt Morikawa  
[kmorikowa@northern-lights.com](mailto:kmorikowa@northern-lights.com)

Dealer Administrator –  
Scott Putnicki  
[sputnicki@northern-lights.com](mailto:sputnicki@northern-lights.com)

## **USA East Coast**

**Toll Free 1-800-480-4223**  
Service Mgr. – Joe Maas  
[jmaas@northern-lights.com](mailto:jmaas@northern-lights.com)

## **Gulf/Inland Waterways**

**Toll Free 843-6140**  
Service Tech – Michael Kraemer  
[mkraemer@northern-lights.com](mailto:mkraemer@northern-lights.com)

## **Alaska**

**Toll Free 1-800-478-3006**  
Service Tech – Stephen Ellis  
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