



GeneratorJoe®

Limited Warranty on GeneratorJoe Generators

GeneratorJoe, Inc. warrants to you, the original purchaser, that each product of our manufacture is free from defects in materials, and workmanship. That each generator will deliver its rated output as indicated on The GeneratorJoe nameplate, if properly installed, serviced, and operated under normal conditions in accordance with Power Technology's instructions.

THE WARRANTY COVERAGE TERMS:

Two years from date of purchase, or 3000 hours whichever comes first, or 36 months from the date of manufacture. Parts, and labor, including diagnostic labor, removal, and reinstallation are covered for the first 12 months from date in service or 1000 hours whichever comes first.

Parts and labor are covered only on the following generator and engine parts for 2 years or 3000 hours whichever comes first.

Generator Parts: Main Rotor and Main Stator. Engine Parts: Cylinder Block, cylinder head, crankshaft, camshaft, cylinder head gears, connecting rods, flywheel and flywheel housing, intake and exhaust manifold (only if flexible connection is used).

Stand-by Units are covered for a period of 1 year from date of installation, or 1000 hours, or 24 months from the date of manufacture whichever comes first.

Replacement Parts are warranted: 30 days. (Excluding the following: voltage regulators, fuses, controllers, capacitors, brushes, and switches)

WHAT GENERATORJOE WILL DO:

GeneratorJoe will at our option, repair or replace any part covered by this warranty which becomes defective, malfunctions or otherwise fails to conform to this warranty under normal use and service during the term of this warranty.

WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE:

In order to obtain warranty repairs you must deliver the product, together with proof of purchase to an authorized GeneratorJoe service facility. In the case of repairs pertaining to the engine only, you must use an authorized dealer or distributor of that make of engine, to be covered under their warranty. Engines used in the manufacture of GeneratorJoe products are warranted solely by the engine manufacturer.

PRIOR APPROVAL IS REQUIRED FOR ANY WARRANTY SERVICE

Failure to obtain authorization prior to the repair being performed will result in the claim being denied. All claims must be submitted within 30 days of the repair. Along with the following: a copy of the original repair order, GeneratorJoe authorization number, GeneratorJoe serial number, and operation hours shown on the genset mounted hour meter.

THIS WARRANTY DOES NOT COVER THE FOLLOWING:

1. Normal wear items, including but not limited to: turbo-chargers, fuel injector (s), starter, alternator, and electronic components, as well as normal engine and/or generator wear.
2. Travel time and fuel charges to and from the repair facility or travel time and fuel charges for mobile service. (Except stationary units with a maximum of 2-hours travel time.)
3. Defects, malfunctions or failure resulting from accidents, abuse, misuse, improper servicing, improper installation, improper storage, and lack of performance of required maintenance service.



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4. Products which have been subjected to alteration, modification, neglect or unauthorized repairs.
5. Troubleshooting, routine service, tune-ups, replacement of filters, belts, coolant, lubricants, hoses, clamps, exhaust system components, fuel system components, gaskets and/or seals. E. Electrical items damaged by welding or jump-starting.
6. Damage caused by water ingestion or electrolysis.
7. Damage caused by ingestion of substances other than clean filtered air, fuel, or intake water.
8. Damage caused by faulty repairs performed by a repair facility not authorized in writing by Power Tech.
9. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
10. Original installation charges and startup costs.
11. Removal and re-installation charges of more than 1-hour labor for outside units, 2-hours for compartment mounted units, and 3-hours for below deck marine units. Customer is responsible for additional labor/charges due to difficult access, removal or installation.
12. Starting batteries and labor or charges related to battery service.
13. Loss of revenue or the rental of equipment due to down time.
14. Generator repairs made within the warranty period other than by an authorized GeneratorJoe service dealer without prior written approval from GeneratorJoe warranty department.
15. Damage caused by negligent maintenance such as but not limited to: Failure to provide the specified type and quantity of lubricating oil, cooling air flow, and proper coolant mixture and level. Failure to provide adequate air intake/or maintenance of the air intake system. Failure to provide scheduled maintenance as prescribed in supplied manuals.
16. Engine fluids such as fuel, oil or coolant/antifreeze.
17. Shop supplies such as adhesives, cleaning agents, rags, paint, or other miscellaneous supplies.
18. Use of other than factory supplied or approved repair parts or procedures. Replacement of a failed GeneratorJoe component with a non-GeneratorJoe component voids the GeneratorJoe warranty on that component and any and all failures related to that component.
19. Fuel injection pumps repaired by anyone other than the factory authorized dealer or distributor of that engine.
20. Expenses incurred investigating performance complaints unless defective GeneratorJoe materials or workmanship are discovered. U. Generator sets used in rental applications.
21. Cleaning, service, or repair of generator sets the have not been kept free of dirt, debris, or other items that prevent the unit from being able to operate properly.
22. Any generator set not application approved.
23. Loss of excitation due to prolonged storage.
24. Any damage attributed to low battery monitoring or automatic generator starting systems.
25. Optional accessories are warranted solely by the manufacturer of that item including but not limited to the following item: Block heaters, oil pan heaters, electric cooling fans, air-bag isolators, compartment heaters, fuel tanks, trailers, battery chargers, battery monitors.

To obtain warranty service: For your nearest GeneratorJoe authorized service center, on internet at: www.generatorjoe.net. Call (707) 542-2224 write to GeneratorJoe Warranty Department, 4723 Muirfield Court, Santa Rosa, CA 95405.

GeneratorJoe must be notified in writing within five (5) business days of any product failure.



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General Conditions:

This Warranty is the sole property of the original owner /user.

A transfer of ownership shall terminate this Warranty.

This Warranty is only valid within the contiguous United States and Canada.

Warranty coverage is available outside the U.S. and Canada; please speak to a factory representative for those details.

This Warranty does not cover any products or parts not purchased from GeneratorJoe or an authorized supplier.

GeneratorJoe reserves the right to make design improvements and model changes without any obligation to change units or parts previously manufactured.

Warranty registration card must be completed and mailed to GeneratorJoe at the above address to validate the Warranty.

This is the only express warranty on GeneratorJoe products

No person, agent, or dealer is authorized to give any Warranties on behalf of GeneratorJoe Inc., and not to assume for GeneratorJoe Inc. any other liability in connection with any of its products unless made in writing and signed by an officer of GeneratorJoe Inc.

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