



# Generator Joe



## WARRANTY Policy

### Limited Warranty

The Transcube products are warranted for a period of five (3) years from the date of purchase, including parts and labor, against defects in materials or workmanship under normal use and service subject to the limitations detailed below. The warranty period will begin on the date of purchase by the original purchaser. This does not include the optional pumps and fittings as they are covered by the manufacturer's warranty.

This warranty applies to the original purchaser only and does not cover damages caused by improper installation, misuse, lack of proper maintenance, alterations or repairs made by anyone, including Authorized Transcube Dealers and/or Transcube personnel. Due to the corrosive environments in which the Transcube product is likely to be used, Transcube does not warrant against damage caused by corrosion. Warranty claims by the user must be made to an Authorized Transcube Dealer, preferably the one where the product was purchased. Unless otherwise authorized by Transcube, Transcube reserves the right to determine if any Transcube part is defective and to repair such part/parts as it elects. This warranty does not cover shipping costs of defective parts to or from the Dealer.

### Limitation of Liability

Neither Transcube, Western International, nor any company affiliated, makes any warranties, representations, or promises as to the performance or quality other than what is contained herein. The liability of Transcube to the purchaser for damages arising out of the manufacture, sale, delivery, use, or resale of Transcube products shall be limited to and shall not exceed the costs of repair or replacement of defective parts. Transcube, Western International, or any company affiliated shall not be liable for the loss of use, inconvenience, or any other incidental, indirect, or consequential damages.

**NO DEALER HAS THE AUTHORITY TO MAKE ANY REPRESENTATIONS AND/OR PROMISES ON BEHALF OF TRANSCUBE OR WESTERN INTERNATIONAL OR TO ALTER AND/OR MODIFY THE TERMS AND/OR LIMITATIONS OF THIS WARRANTY IN ANY WAY.**



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**WARRANTY**  
Policy *continued...*

## **TranscUBE Warranty Procedure**

To obtain warranty service, return defective equipment to an Authorized TranscUBE Dealer during the warranty period. Repair or replacement of parts shall be performed by such dealer after inspection and determination that the warranty applies.

All parts returned to TranscUBE must be accompanied by a warranty claim, proof of sales and Return Goods Authorization (RGA) number from the TranscUBE Customer Service Department. Parts will be tested at TranscUBE (unless other arrangements have been made with the Dealer and/or Dealer) to validate claims. Any claims made without proper documentation will automatically be denied. Any product returned disassembled and/or has missing components will automatically be denied. *NOTE: Any claim submitted without an RGA will be returned to the sender with no further action taken on the claim.*

## **Warranty Responsibilities**

### **1. Owner's Responsibility**

- Submit Warranty Registration Card at the time of purchase.
- Verify actual date the product was purchased.
- Properly maintain, operate, and/or store their TranscUBE product in accordance with the operator's manual.
- All costs incurred in returning the equipment to the dealer.

### **2. Dealer's/Dealer's Responsibility**

- Require the customer/end-user to submit the Warranty Registration Card.
- Repair and service TranscUBE products.
- Diagnose accurately and replace defective part(s).
- Fill out and submit claim with proof of sales and a Return Goods Authorization (RGA) number to TranscUBE (complete information is required or the claim will not be processed).
- All claims must be submitted within 30 days from the date of repair.
- Call for prior approval when repairs (parts and labor) exceed \$500.00.

### **3. Western International Responsibilities**

- Warranty TranscUBE products for five (5) years per the limited warranty.
- Reimburse labor time (in accordance with federal, state, and local laws).
- Credit Dealer for defective parts returned to TranscUBE.
- Responsible for freight costs incurred in returning equipment to the factory.

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Cage 1U5V7 - TIN/EIN #943026355 - Duns #054590203 - GSA GS-07F-5964R & GS-07F-0222U

A small business owned by a service connected disabled veteran.  
sales@generatorjoe.net or PowerPixie@ generatorjoe.net



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## WARRANTY Policy *continued...*

### 4. Contested Warranty Claims

If a customer insists on a warranty repair and there is some doubt that the repair is warrantable, call the factory first. It is suggested that the warranty be completed and the customer charged. Follow the procedures to file a Warranty Claim. If the contested Warranty Claim is paid, in the interest of customer "goodwill", the Dealer is responsible for the refund to the customer.

### Warranty Summary

- Dealers are required to honor warranties. Please review the Transcube warranty procedures.
- Paint damage due to abrasion, scratches, or other finish damages are not warranted. We will not be responsible for paint and finish deterioration from our product being stored improperly while it is in a Dealer's or Dealer's inventory.
- Use of parts other than genuine Transcube parts in repair or service of Transcube products will result in the voiding of the Transcube warranty.
- Any unauthorized modifications will void the warranty.
- Registration Cards for each unit must be completely filled out and sent to manufacturer immediately after sale is completed.
- Replacement parts are warranted for 30 days, unless within the Warranty period. Replacement parts are warranted to the end of the Warranty period or 30 days, whichever is greater, beginning at the time of original purchase.
- Warranty Claims
  - All claims must be made within 30 days from date of failure.
  - All claims must have Proof of Purchase and the Warranty Claim filled out completely.
  - Any product returned disassembled or has missing components will automatically be denied.
  - Prior authorization for repairs (Labor & parts) over \$500.00 is required by the manufacturer.

**NOTE: TRANSCUBE RESERVES THE RIGHT TO ALTER ANY PROGRAM OR DETAILS, PRODUCT DESIGN OR CONSTRUCTION, PRICES AND SPECIFICATIONS, WITHOUT NOTICE AND WITHOUT INCURRING ANY OBLIGATION.**