

# Warranty

## **GENERAC POWER SYSTEMS "FIVE YEAR" LIMITED WARRANTY FOR 2013 MODEL "AIR-COOLED EMERGENCY AUTOMATIC STANDBY GENERATORS"**

For a period of five (5) years from successful activation of the unit, Generac Power Systems, Inc. (Generac) warrants that its standby generator will be free from defects in material and workmanship for the items and period set forth below. Generac will, at its option, repair or replace any part(s) which, upon examination, inspection and testing by Generac or an Authorized/Certified Generac Service Dealer, is found to be defective. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest Authorized/Certified Generac Service Dealer. This warranty applies only to Generac emergency automatic standby generators used in "Standby" applications as Generac has defined Standby. Scheduled Maintenance, as outlined by the generator owner's manual, is required. This Scheduled Maintenance should be performed by an Authorized/Certified Generac Service Dealer. This will verify service has been performed on the unit throughout the warranty period.

### **WARRANTY SCHEDULE**

YEARS ONE and TWO – Limited comprehensive coverage on mileage, labor and parts.

YEAR THREE – Limited comprehensive coverage on parts.

YEARS FOUR and FIVE – Limited comprehensive coverage on engine (short block) and alternator (rotor and stator) parts only.

INTERNATIONAL (OUTSIDE US AND CANADA) APPLICATION – Limited to 1000 hours of operation.

YEARS ONE and TWO – Limited comprehensive coverage on mileage, labor and parts.

YEAR THREE – Limited comprehensive coverage on parts.

### **GUIDELINES:**

1. Travel allowances are limited to 100 miles maximum and three (3) hours maximum (per occurrence) round trip to the nearest Authorized/Certified Generac Service Dealer.
2. Warranty begins upon the successful activation of the unit.
3. Unit should be Registered and Proof of Purchase and Maintenance must be available.
4. Warranty is transferable between ownership of original installation site.
5. Warranty only applies to permanently wired and mounted units.
6. Any and all warranty repairs and/or concerns, must be performed and/or addressed by an Authorized/Certified Generac Service Dealer, or branch thereof. Repairs or diagnostics performed by individuals other than Authorized/Certified Generac Service Dealers not authorized in writing by Generac will not be covered.
7. A Generac Transfer Switch is highly recommended to be used in conjunction with the generator set. If a Non-Generac Transfer Switch is substituted for use and directly causes damage to the generator set, no warranty coverage shall apply.
8. Steel enclosures are warranted against rusting for the first year of ownership only. Damage caused after receipt of generator is the responsibility of the owner and is not covered by this warranty. Nicks, scrapes, dents or scratches to the painted enclosure should be repaired promptly by the owner.
9. All warranty expense allowances are subject to the conditions defined in Generac's General Service Policy Manual.

### **THIS WARRANTY SHALL NOT APPLY TO THE FOLLOWING:**

1. Any unit built/manufacturer prior to January 2013.
2. Generac generators that utilize non-Generac replacement parts.
3. Costs of normal maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up).
4. Units sold, rated or used for "Prime Power", "Trailer Mounted" or "Rental Unit" applications as Generac has defined Prime Power, Trailer Mounted or Rental Unit. Contact a Generac Distributor for Prime Power, Trailer Mounted or Rental Unit definition.
5. Damage to the generator system (including transfer switch) caused by improper installation, maintenance or costs necessary to correct installation.
6. Units used for Prime Power in place of existing utility power (where utility power is present) or in place of utility power where utility power service does not normally exist.
7. Fuel connections other than conventional utility company supplied natural gas systems or conventional LP vapor withdrawal systems.
8. Any failure caused by contaminated fuels, oils, coolants/antifreeze or lack of proper fuels, oils or coolants/antifreeze.
9. Steel enclosures that are rusting due to the improper installation, location in a harsh or saltwater environment or scratched where integrity of paint applied is compromised.
10. Failures due, but not limited, to normal wear and tear, accident, misuse, abuse, negligence or improper installation. As with all mechanical devices, the Generac engines need periodic part(s) service and fluid replacement to perform as designed. This warranty will not cover repair when normal use has exhausted the life of a part(s) or engine.
11. Failures caused by any external cause or act of God, such as collision, theft, vandalism, riot or wars, nuclear holocaust, fire, freezing, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado or hurricane.
12. Damage related to rodent and/or insect infestation.
13. Products that are modified or altered in a manner not authorized by Generac in writing.
14. Covered warranty labor rates are based on normal working hours. Overtime, holiday, or emergency labor costs for repairs outside of normal business hours will be the responsibility of the customer.
15. Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s).
16. Failure due to misapplication.

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17. Telephone, cellular phone, facsimile, internet access or other communication expenses.
18. Living or travel expenses of person(s) performing service, except as specifically included within the terms of a specific unit warranty period.
19. Expenses related to "customer instruction" or troubleshooting where no manufacturing defect is found.
20. Rental equipment used while warranty repairs are being performed and/or overnight freight costs for replacement part(s).
21. Costs incurred for equipment used for removal and/or reinstallation of generator, (i.e.: cranes, hoists, lifts, etc.)
22. Planes, ferries, railroad, buses, helicopters, snowmobiles, snow-cats, off-road vehicles or any other mode of transport deemed abnormal.
23. Starting batteries, fuses, light bulbs and engine fluids.

THIS WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. SPECIFICALLY, GENERAC MAKES NO OTHER WARRANTIES AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Any implied warranties which are allowed by law, shall be limited in duration to the terms of the express warranty provided herein. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. GENERAC'S ONLY LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF PART(S) AS STATED ABOVE. IN NO EVENT SHALL GENERAC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF SUCH DAMAGES ARE A DIRECT RESULT OF GENERAC'S NEGLIGENCE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You also have other rights from state to state.

**FOR AUSTRALIA ONLY:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For Service or other product inquiries in Australia, please contact Allpower by phone at 1800-333-428 or visit Allpower's website at [www.allpower.com.au](http://www.allpower.com.au).

**FOR NEW ZEALAND ONLY:** Nothing in this warranty statement excludes, restricts or modifies any condition, warranty right or remedy which pursuant to the New Zealand Legislation (Commonwealth or State) including the Fair Trading Practices Act of 1986 or the Consumer Guarantees Act 1993 ("CGA") applies to this limited warranty and may not be so excluded, restricted or modified. Nothing in this statement is intended to have the effect of contracting out of the provisions of the CGA, except to the extent permitted by that Act, and these terms are to be modified to the extent necessary to give effect to that intention. If you acquire goods from Generac Power Systems or any of its authorized resellers and distributors for the purposes of a business, then pursuant to section 43(2) of the CGA, it is agreed that the provisions of the CGA do not apply. For Service or other product inquiries in New Zealand, please contact Allpower by phone at 09-269-1160 or visit Allpower's website at [www.allpower.com.nz](http://www.allpower.com.nz).

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To locate the nearest Authorized Dealer and to download schematics, exploded parts views and parts lists visit our website: [www.generac.com](http://www.generac.com)