

# WARRANTY

## Limited 2 Year Warranty:

From the date of original purchase, The warrants to the original purchaser, that each portable generator sold, shall be free from defect in material and workmanship, for the items and time period set forth below. It at its discretion, agrees to repair or replace any defective part that upon examination, inspection, and testing by a authorized service dealer, is found to be defective within the original warranty period. We will also decide upon the use of new or rebuilt parts or comparable product. Any part or product that is replaced, will be retained by us. This warranty period shall not be extended and any repaired product shall be warranted for the remaining period of the original warranty. The consumer is responsible, and shall prepay all transportation costs, including returning items to the factory or warehouse. This warranty is not transferable and proof of purchase must be presented for requesting warranty service. If proof-of-purchase or a receipt is not provided, the product's shipping date by the manufacture will be used to determine the warranty period.

## Length of Warranty:

Personal use applications of this portable generator are warranted for two (2) years. Proof of purchase and of maintenance must be provided.

- Year 1 - Limited comprehensive coverage on all generator components and labor
- Year 2 - Limited coverage on generator engine and electric components, parts only.

"Personal use" means personal residential household use or recreational use by the retail consumer. "Commercial use" means all other uses including commercial, construction, or other income producing purposes. Once a generator has been used for commercial purposes, it shall thereafter be considered as a "commercial use" generator for the purposes of this warranty. Any portable generator used for commercial use, as rental equipment or for the purpose of primary power in place of utility will not be covered under this warranty.

## Consumer Responsibilities:

- Consumer is responsible for carefully reading and following all instructions in the owner's manual. Any product that is damaged due to misuse or abuse will not be covered by this warranty.
- Consumer is responsible for all transportation costs to an authorized Service Center. Unless otherwise requested, ground shipping will be applied for part shipment and customer will pay any additional charges for expedited shipments.
- Consumer is responsible for labor costs associated with warranted repairs twelve (12) months after the purchase date. Labor rates will only be based on normal working hours.
- Consumer is responsible for maintaining generator as specified in the owner's manual. Documentation of this maintenance may be required to cover warranty requests.
- Consumer is responsible for presenting any problems with the generator to an authorized PULSAR Service Center as soon as the problem exists. Warranted repairs will be completed in a reasonable period of time, not to exceed 30 days.

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## What this Warranty Does Not Cover:

- **Normal wear:** This warranty excludes normal wear items such as filters, spark plugs, gaskets, O-rings, adapter cord sets, wheels, and starting batteries.
- **Maintenance:** This warranty does not apply to tune-ups or routine maintenance and does not cover any adjustments or repairs not performed by an authorized repair facility.
- **Misuse:** This warranty does not apply if your product has failed due to abuse, misuse, neglect, using incorrect fuels or lubricants, overloading, over-speeding, improper maintenance, improper storage, unapproved modifications, or has been operated in any way contrary to the instructions found in the products owner's manual.
- **Adverse conditions:** This warranty does not apply if your product has failed due to freezing, accident, natural disasters.
- **Product Shipment:** This warranty does not apply to damage resulting from shipping, handling, or warehousing: Any damage claims to this product caused by shipment must be filed with freighter.
- **Other exclusions:** This warranty does not apply if your product has been sold "as is" or where the factory applied serial number has been removed. Refurbished, used, demonstration or floor models are not covered by this warranty.

## Where Warranty is Valid:

For warranty coverage, this product must be purchased from an authorized PULSAR dealer and the warranty only extends to the original purchaser in the United States, Canada, or Mexico. Refurbished used, demonstration, or floor models are not covered by this warranty. Products purchased from on-line auction websites, such as ebay, are not covered under this warranty. Products used for commercial use are not covered under this warranty.

## How to Obtain Warranty Service:

Take the original receipt and product to the place of purchase or mail the original receipt and product to the address found on the web site if purchased on-line. PULSAR recommends you retain all of your receipts covering the purchase and maintenance of your Portable Generator, but will not deny you warranty coverage as long as proof of purchase or service can be obtained.

PULSAR'S OBLIGATION UNDER THIS WARRANTY IS EXCLUSIVELY LIMITED TO PRODUCT REPAIR OR REPLACEMENT AND SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, THE EXPENSE OF DELIVERING PRODUCT TO AND FROM REPAIR CENTER, LOSS OR DAMAGE TO PERSONAL PROPERTY, LOSS OF REVENUE, TELEPHONE CHARGES, LOSS OF TIME, OR INCONVENIENCE. SOME STATES, PROVINCES, OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.