



**WARRANTY**

# WARRANTY

## 3-year Warranty

All DuroMax Power Equipment warrant the original purchasers to a 3-year Parts Warranty (Residential Use ONLY: Unusually heavy or commercial use is covered for a period of 1-year) in the event of failure due to defects in electrical or mechanical components. Freight on any items submitted for replacement or repair under the Warranty are the responsibility of the equipment owner. This warranty is non-transferable and only valid to the original purchaser.

## Warranty Exclusions

The DuroMax Power Equipment warranty does not cover repairs or returns when the fault is: Normal Wear and Tear, Installation Use or Maintenance Services, Cosmetic defects, Accessories, Failures due to acts of God or Natural Disasters, or problems related to/from aftermarket or non-OEM parts.

## Warranty Limitations

DuroMax Power Equipment does not claim or hold any obligation to loss of time, freight charges, use of product, or any incidental damages from the use of this product. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED.

## U.S. FEDERAL AND CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT

### YOUR WARRANTY RIGHTS AND OBLIGATIONS

The U.S. Environmental Protection Agency (EPA), California Air Resources Board, and DuroMax Power Equipment are pleased to explain the emissions control system's warranty on your 2023/2024 small off-road engine.

In California, new small off-road engines must be designed, built, and equipped to meet the State's stringent anti-smog standards. DuroMax Power Equipment must warrant the emissions control system on your small off-road engine for the period listed below provided there has been no abuse, neglect, or improper maintenance of your small off-road engine leading to the failure of the emission control system.

Your emissions control system may include parts such as: carburetors or the fuel injection system, ignition system, catalytic converters, fuel tanks, fuel lines(for liquid fuel and fuel vapors), fuel caps, valves, filters, clamps, connectors, and other associated components. Also, included may be hoses, belts, sensors, and other emission-related assemblies.

Where a warrantable condition exists, DuroMax Power Equipment will repair your small off-road engine at no cost to you including diagnosis, parts, and labor.

### MANUFACTURER'S WARRANTY COVERAGE:

This emissions control system is warranted for two years. If any emissions-related part on your small off-road engine is defective, the part will be repaired or replaced by DuroMax Power Equipment.

## **OWNER'S WARRANTY RESPONSIBILITIES:**

As the small off-road engine owner, you are responsible for performance of the required maintenance listed in your owner's manual. DuroMax Power Equipment recommends that you retain all receipts covering maintenance on your small off-road engine, but DuroMax Power Equipment cannot deny warranty coverage solely for the lack of receipts or your failure to ensure the performance of all scheduled maintenance.

As the small off-road engine owner, you should be aware that the DuroMax Power Equipment may deny you warranty coverage if your small off-road engine or a part has failed due to abuse, neglect, or improper maintenance or unapproved modifications.

You are responsible for presenting your small off-road engine to a DuroMax Power Equipment distribution center or service center as soon as the problem exists. The warranty repairs shall be completed in a reasonable amount of time, not to exceed 30 days.

If you have any questions regarding your warranty coverage, contact us at 844-387-6629 or email [support@duromaxpower.com](mailto:support@duromaxpower.com).

## **DEFECTS WARRANTY REQUIREMENTS:**

The warranty period begins on the date the engine or equipment is delivered to an ultimate purchaser and extends for a period of Two Years.

### **GENERAL EMISSIONS WARRANTY COVERAGE:**

DuroMax Power Equipment warrants to the ultimate purchaser and each subsequent owner that the engine or equipment is:

1. Designed, built, and equipped to conform with all applicable regulations adopted by the Air Resources Board; and
2. Free from defects in materials and workmanship that causes the failure of a warranted part for a period of two years.

The warranty on emissions-related parts will be interpreted as follows:

1. Any warranted part that is not scheduled for replacement as required maintenance in the Owner's Manual must be warranted for the warranty period stated above. If any such part fails during the period of warranty coverage, it must be repaired or replaced by DuroMax Power Equipment according to Subsection (4) below. Any such part repaired or replaced under the warranty must be warranted for a time not less than the remaining warranty period.
2. Any warranted part that is scheduled only for regular inspection in the Owner's Manual must be warranted for the warranty period stated above. A statement in such written instructions to the effect of "repair or replace as necessary" shall advise owners of the warranty coverage for emission related parts. Replacement within the warranty period is covered by the warranty and will not reduce the period of warranty coverage. Any such part repaired or replaced under warranty must be warranted for a time not less than the remaining warranty period.
3. Any warranted part that is scheduled for replacement as required maintenance in the Owner's Manual must be warranted for the period prior to the first scheduled replacement point for that part. If the part fails prior to the first scheduled replacement, the part must be repaired or replaced by the engine manufacturer according to Subsection (4) below. Any such part repaired or replaced

# WARRANTY (CONTINUED)

under warranty must be warranted for a time not less than the remainder of the period prior to the first scheduled replacement point for the part.

4. Repair or replacement of any warranted part under the warranty must be performed at no charge to the owner at a warranty station.
5. Notwithstanding the provisions of Subsection (4) above, warranty services or repairs must be provided at all manufacturer distribution centers that are franchised to service the subject engines.
6. The owner must not be charged for diagnostic labor that leads to the determination that a warranted part is in fact defective, provided that such diagnostic work is performed at a warranty station.
7. The manufacturer is liable for damages to other engine components proximately caused by a failure under warranty of any warranted part.
8. Throughout the emission control system's warranty period stated above, the manufacturer must maintain a supply of warranted parts sufficient to meet the expected demand for such parts and must obtain additional parts if that supply is exhausted.
9. Manufacturer-approved replacement parts that do not increase the exhaust or evaporative emissions of the engine or emissions control system must be used in the performance of any warranty maintenance or repairs and must be provided without charge to the owner. Such use will not reduce the warranty obligations of DuroMax Power Equipment.
10. Add-on or modified parts that are not exempted by the Air Resources Board may not be used. The use of any non-exempted add-on or modified parts will be grounds for disallowing a warranty claim made in accordance with this Article. DuroMax Power Equipment will not be liable under this Article to warrant failures of warranted parts caused by the use of an add-on or modified part.
11. DuroMax Power Equipment shall provide any documents that describe warranty procedures or policies within five working days of request by the Executive Officer.

## **Exhaust Emission Warranty Parts List.**

1. Fuel Metering System
  - i. Carburetor and internal parts (and/or pressure regulator or fuel injection system).
  - ii. Air/fuel ratio feedback and control system.
  - iii. Cold start enrichment system.
2. Air Induction System
  - i. Controlled hot air intake system.
  - ii. Intake manifold.
3. Ignition System
  - i. Spark Plugs.
  - ii. Magneto or electronic ignition system.
  - iii. Spark advance/retard system.
4. Air Injection System
  - i. Air pump or pulse valve.
  - ii. Valves affecting distribution of flow.
  - iii. Distribution manifold.

## 5. Catalyst or Thermal Reactor System

i. Catalytic converter.

ii. Thermal reactor.

iii. Exhaust manifold.

## 6. Particulate Controls

7. Traps, filters, precipitators, and any other device used to capture particulate emissions.

8. Electronic controls.

9. Vacuum, temperature, and time sensitive valves and switches.

10. Hoses, belts, connectors, and assemblies.

## **Evaporative Emission Warranty Part List**

1. Fuel Tank

2. Fuel Cap

3. Fuel Line (for liquid fuel and fuel vapors)

4. Fuel Line Fittings

5. Clamps\*

6. Pressure Relief Valves\*

7. Control Valves\*

8. Control Solenoids\*

9. Electronic Controls\*

10. Vacuum Control Diaphragms\*

11. Control Cables\*

12. Control Linkages\*

13. Purge Valves\*

14. Gaskets\*

15. Liquid/Vapor Separator

16. Carbon Canister

17. Canister Mounting Brackets

18. Carburetor Purge Port Connector

\* Note: As they relate to the evaporative emission control system.

DuroMax Power Equipment will furnish with each new engine written instructions for the maintenance and use of the engine by the owner

# CUSTOMER SERVICE

DuroMax Power Equipment is committed to ensuring that our products perform when they need to. Our generators are your lifeline in the event of an emergency. Should you have any problems, please contact our customer service department:

**DUROMAX POWER EQUIPMENT**  
**5800 Ontario Mills Parkway**  
**Ontario, CA 91764**

Customer Service: 844-DUROMAX  
Customer Service Hours: 8-5 pm PST

Website: [www.duromaxpower.com](http://www.duromaxpower.com)  
Email: [customerservice@duromaxpower.com](mailto:customerservice@duromaxpower.com)







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