

### PRODUCTS WARRANTED

The limited warranty applies to new standby generators manufactured by Toromont Power Systems in Canada and delivered to the first user.

### PERKINS ENGINE WARRANTY

- **(1) ONE YEAR** - Perkins at its sole discretion will, by repair or replacement, remedy any failure of an engine which is due to a defect in the workmanship or materials. Perkins will, accept responsibility for reasonable travel, labor and material costs that are applied when effecting such remedy. All warrantable repairs must be carried out by an authorized Perkins outlet using trained technicians and genuine Perkins replacement parts. For more information, visit [www.Perkins.com/warranty](http://www.Perkins.com/warranty) Extended warranty up to **(5) FIVE YEARS** is available.
- **(3) THREE YEAR LOW USAGE WARRANTY** - In cases where the total use of engines is restricted to 500 hours or less per year, Perkins engine warranty will be extended into a third year and shall last until the end of the third year or until total use reaches 1500 hours, whichever is the first to occur.

### GENERATOR WARRANTY

**(5) FIVE YEARS** - Toromont at its sole discretion will, by repair or replacement, remedy any failure of a generator and its components (not including the engine) which is due to a defect in the workmanship or materials. All warrantable repairs must be carried out as per the service options offered in this warranty policy. The engine is not included in this 5 Year Warranty.

### HOW TO OBTAIN WARRANTY OR TECHNICAL SUPPORT

Through web-based self-service portal, users can create, view, and monitor support tickets through to resolution. Toromont may request proof of purchase details, service records or ask questions designed to assist with diagnosing potential issues. A technical support member or service advisor will be able to follow-up by telephone when required. Toromont will determine whether your product requires service and, if it does, what service options can be used.

### SERVICE OPTIONS

Toromont will provide warranty service through one or more of the following options:

1. **Carry-in service.** You may return your Toromont Generator to an Toromont Authorized Service Provider location offering carry-in service. Once you are notified that service is complete, you will promptly retrieve the Toromont Product.
2. **Onsite Service.** Service is available for engine related failures by the engine manufacturer. During the warranty

period, there is no charge for travel, labor and materials.

3. **Do-it-yourself (DIY) Service** - DIY lets you service your own generator with parts, instructions and direction from Toromont. Toromont may require the replaced part(s) be returned and or inspected before being replaced. Toromont is not responsible for any labor costs, you incur relating to DIY parts service.

### LIMITATIONS AND EXCLUSIONS

Under the terms and conditions of the warranty policy, Toromont will not be liable for:

- determining whether any generator is suitable for the buyer's or any third-party's intended use or application
- costs of normal maintenance or regular interval servicing of the engine
- damage arising from failure to follow technical specifications, user operation and maintenance manuals or instructions relating to the use of the generator and operation outside published guidelines.
- consumable parts, such as batteries, unless the failure has occurred due to a defect in materials or workmanship
- cosmetic damage, including but not limited to scratches and dents
- damage caused by use with another product
- damage caused by accident, abuse, misuse, liquid contact, fire or an act of god
- defects caused by normal wear and tear or otherwise due to exhausting the useful life of the generator;
- generators used as rental equipment or any other application where the generator was not designed for
- gradual reduction in operating performance commensurate with the age, or operating hours, including but not limited to, gradual loss of engine compression or gradual increase in oil consumption due to normal operating functions

Any failure to meet its obligations hereunder which is due to circumstances beyond its reasonable control, including but not limited to industrial disputes, fire, severe weather conditions, government decisions, materials shortage, power or machinery breakdown or failure or war. Toromont reserves the right to refuse Warranty policy are for reasons including but not limited to, force measure, but also due to of environmental hazard, local or political upheaval. In such cases where the warranty policy is refused, alternative product support agreements must be sought that meet the warranty terms of the product concerned without undue personal safety undermined.

***IN NO EVENT WILL Toromont BE LIABLE FOR LOSS OF USE, LOSS OF PROFITS, LOSS OF OR DAMAGE TO OTHER PROPERTY, INCONVENIENCE, COMMERCIAL LOSS, OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER.***