



# WARRANTY POLICY Generators



## Warranty Procedure

Failures occurring within the warranty period must be reported to a Doosan Infracore Portable Power authorized warranty location. Consult your local phone book, visit website [www.doosanportablepower.com](http://www.doosanportablepower.com) or call 800.633.5206 for the warranty location nearest you.

Make arrangements with that location to have the machine repaired per terms of the warranty policy. Warranty locations are authorized to travel to machines that were manufactured less running gear or machines which have two or more axles. Single-axle machines must be presented at the warranty location for warranty repairs.

Components such as non-Doosan Infracore Portable Power engines may require the engine manufacturer's representative to perform warranty repairs.

Doosan Infracore Portable Power locations can provide parts, service and warranty repairs on Mitsubishi®, John Deere® and Volvo® engines in Doosan Infracore Portable Power equipment.

## What The Warranty Covers

Failures which meet the criterion outlined below may be considered as warranty failures.

- A.** Must occur within the published warranty period for the particular product
- B.** Must be the result of a defect in materials or workmanship by the factory, and
- C.** Must not be listed under "Non-Warrantable Items" or "Vendor Components"

## Non-Warrantable Items

The following items are not considered as warrantable items:

- A.** Fuel, hydraulic and lubricating oil, grease and anti-freeze. Air and oil filter elements and replacement parts as the result of normal use or wear
- B.** Failure of attachments, accessories or modifications not manufactured or supplied by Doosan Infracore Portable Power
- C.** Failures and progressive damage resulting from the

use of a part not approved by Doosan Infracore Portable Power

- D.** Failures resulting from improper application, operation, and maintenance or repair practices
- E.** Damage resulting from negligence or accidents
- F.** Towing, hauling, loading or unloading costs
- G.** Loss or damage caused by carrier
- H.** Repairs required as the result of improper handling, storage or protection
- I.** Down time or lost production costs
- J.** Any cost of a replacement or backup unit

**K.** Telephone or other communication expenses

## Vendor Components Not Warranted By Doosan Infracore Portable Power

Vendor components which are warranted directly to the user-purchaser by the manufacturer, including, but not limited to, the following items, are not warranted by Doosan Infracore Portable Power:

- Engines (other than Ingersoll-Rand®)
- Engine starters, generators/alternators, & regulators (other than Ingersoll Rand engines)
- Accessories selected

Failures of these components are to be directed to the representative manufacturer's local service claims. Proof of purchase may be required for warranty.

## Complete Owner Transfer Form and Mail To:

Doosan Infracore Portable Power  
1293 Glenway Drive  
Statesville, NC 28625

Attn: Warranty Department

Model \_\_\_\_\_

Unit S/N \_\_\_\_\_

Date Delivered \_\_\_\_\_

New Owner  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Owner Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

County: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Note: Doosan Infracore Portable Power reserves the right to make design changes or modifications of Doosan Infracore Portable Power products at anytime without incurring any obligation to make similar changes or modifications on previously sold units.

Doosan Infracore Portable Power  
1293 Glenway Drive  
Statesville, NC 28625

**ATTENTION: WARRANTY DEPARTMENT**

**Portable Generator Warranty**

Doosan Infracore Portable Power warrants to (I) its authorized distributors, who in turn warrant to the initial user, and (II) its direct customers, that each portable generator manufactured by it will be free of defects in material and workmanship for a period until the earliest of (a) twelve (12) months following shipment to the initial user, (b) the accumulation of 2,000 hours of service by the initial user, or (c) eighteen (18) months following the date of delivery from the factory to the distributor.

Doosan Infracore Portable Power will provide a new part or repaired part, at its election, in place on any part which is found upon inspection to be defective in material and workmanship during the warranty period.

Such part will be repaired or replaced without charge to the initial user during normal working hours at the place of business of a Doosan Infracore Portable Power distributor authorized to sell the type of equipment involved or other establishment authorized by Doosan Infracore Portable Power. User must present proof of purchase at the time of a warranty claim.

This warranty does not apply to failures occurring as a result of:

- A.** Abuse, misuse, negligent repairs, corrosion, erosion, normal wear and tear, alterations or modifications made to the product without express written consent of Doosan Infracore Portable Power
- B.** Failure to follow the recommended operating practices and maintenance procedures as provided in the product's operating and maintenance publications

Accessories or equipment furnished by Doosan Infracore Portable Power, but manufactured by others, including, but not limited to, Cummins®, Caterpillar® and Kubota® engines, shall carry whatever warranty the manufacturers have conveyed to Doosan Infracore Portable Power and which can be passed on to the initial user.

**Generators** - Generator set alternators will be free of defects in material and workmanship for a period until the earliest of (a) twenty-four (24) months following shipment to the initial user, (b) the accumulation of 4,000 hours of service by the initial user or (c) thirty (30) months following date of delivery from the factory to the distributor. The warranty against defects will include replacement of the complete generator, provided the original generator is returned assembled and unopened.

**Engine** - Ingersoll-Rand®/John Deere®/Mitsubishi® engines will be free of defects in material and workmanship for a period until the earliest of (a) twenty-four (24) months following shipment to the initial user, (b) the accumulation of 4,000 hours of service by the initial user, or (c) thirty (30) months following the date of delivery from the factory to the distributor.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (EXCEPT THAT OF TITLE), AND THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DOOSAN INFRACORE PORTABLE POWER OR ITS AUTHORIZED DISTRIBUTORS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, WHETHER BASED ON CONTRACT, WARRANTY, TORT, NEGLIGENCE, STRICT LIABILITY, STATUTE OR OTHERWISE, EVEN IF DOOSAN INFRACORE PORTABLE POWER OR ITS AUTHORIZED DISTRIBUTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL LIABILITY OF DOOSAN INFRACORE PORTABLE POWER AND ITS AUTHORIZED DISTRIBUTORS WITH RESPECT TO THE PRODUCT FURNISHED HEREUNDER SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT UPON WHICH SUCH LIABILITY IS BASED.**

Postage  
Required