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*It is the selling dealer's responsibility to register each unit sold on Doosan's warranty website by entering current customer information and warranty start date. Any changes in ownership thereafter may be submitted to Doosan Portable Power by completing an Equipment Transfer Request, with the new customer information and the date of transfer. Form may be found under "Warranty Documentation" in the Warranty section of the Doosan website, located under Aftermarket:*  
<http://www.doosanportablepower.com/en/aftermarket/warranty>

# **DOOSAN**

## **WARRANTY POLICY**

### **Natural Gas Generators**



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## Portable Natural Gas Generator Warranty

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

Doosan Portable Power will provide a new or repaired part, at its election, in place of any part that is found upon its inspection to be defective in material or 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 Portable Power dealer authorized to sell the type of equipment involved or other establishment authorized by Doosan 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 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 DPP, but manufactured by others, shall carry whatever warranty the manufacturers have conveyed to DPP and which can be passed on the initial user.

**Generators** – Generator set alternators will be free of defects in material and workmanship for a period of (a) twenty-four (24) months from the date of 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 dealer, whichever is earliest. The warranty against defects will include replacement of the original generator provided the original generator is returned assembled and unopened.

## Engine Warranty

**Engine Warranty** – PSI engines will be free from defects in material and workmanship for a period of (a) twelve (12) months and 8,750 hours, from original purchase date, whichever is earliest.

Products	Package	Generator	Extended Coverage	
			Package	Generator
Portable NatGas Generators	1 yr/2000 hrs Parts & Labor	2 yrs/4,000 hrs Parts & Labor	None	None

The following chart summarizes the warranty time periods applicable to NatGas generator engines and is for reference purposes only. A complete description of the applicable warranties for these engines and emissions is available upon request.

NatGas Engines	Months	Hours	Comments
PSI Prime/Continuous Specifications: Used in prime or continuous applications only	12	8750	Excludes catalyst, fuel system & emissions components
	36	2500	Emissions Warranty
Certified Engine Fuel System & Engine Controls.	60	3500	High cost emissions parts (greater than \$525)
	12	2000	Starter, Alternator, Radiator (Parts Replacement Only)

Your engine is designed to operate on natural gas and/or LPG. Use of any other fuel may result in your engine no longer operating in compliance with the U.S. EPA's emissions requirements.

Warranty is for material defects and workmanship only. Poor engine reliability due to fuel quality or fuel issues is NOT covered under warranty.

Fuel analysis, service and maintenance records must be provided upon request.

## Warranty Procedure

Failures occurring within the warranty period must be reported to a Doosan Portable Power authorized dealer. Consult your local phonebook, visit our website at [www.doosanportablepower.com](http://www.doosanportablepower.com) or call 1-800-633-5206 for the dealer nearest you. Arrange with the authorized dealer to have the machine repaired per the terms of this Warranty Policy.

Dealer travel up to 200 miles each way will be considered for warranty on machines that were manufactured without running gear or machines that have two or more axles.

Doosan Portable Power dealers can provide parts, service and warranty repairs on natural gas engines in Doosan Portable Power equipment.

## What the Warranty Covers

Failures that meet the criteria 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 considered non-warrantable items:

- A. Fuel, hydraulic and lubricating oil, grease, anti-freeze, air and oil filter elements, belts, hoses and replacement parts as the result of normal use or wear.
- B. Failures of parts, attachments, accessories, or modifications not manufactured or supplied by Doosan Portable Power.
- C. Failures resulting from improper application, operation, and maintenance or repair practices.
- D. Damage resulting from negligence or accidents.
- E. Towing, hauling, loading or unloading costs.
- F. Loss or damage caused by carrier.
- G. Repairs required as the result of improper handling, storage or protection.
- H. Downtime or lost production costs.
- I. Any cost of a replacement or backup unit.
- J. Telephone or other communication expenses.