



Warranty

5800 Ontario Mills Pkwy
Ontario, CA 91764 USA
www.DuroMaxPower.com

Call our Customer Care Team Toll Free 8-5 pm PST Mon-Fri

844-DUROMAX



POWERING EVERYONE...
ANYWHERE!

WARRANTY

5-Year Warranty

All DuroMax Power Equipment warrant the original purchasers to a 5-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 is 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 the 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 EPA AND CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board, The United States Environmental Protection Agency (US EPA) and DuroMax Power Equipment are pleased to explain the emission control system warranty on your 2022-2023 year small off-road engine. In the United States and 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 emission control system on your small off-road engine for the periods of time listed below, provided there has been no abuse neglect or improper maintenance of your small off-road engine.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, and a catalytic converter. Also included may be hoses, belts, connectors, 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:

As the small off-road engine owner, you are responsible for the 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 solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

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

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

If you have any questions regarding your warranty rights and responsibilities, contact DuroMax Power Equipment:

TEL: 1-844-387-6629

WEBSITE: www.DuroMaxPower.com

ADDRESS: 5800 Ontario Mills Pkwy, Ontario CA 91764

This telephone number is only for the engines which the company name "DuroMax Power Equipment" on the emission label.

DEFECTS WARRANTY REQUIREMENTS:

(a) The warranty period begins on the date the engine or equipment is delivered to an ultimate purchaser.

(b) 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 so as to conform with all applicable regulations adopted by US EPA & 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.

(c) The warranty on emissions-related parts will be interpreted as below:

- (1) Any warranted part that is not scheduled for replacement as required maintenance in the written instructions required by subsection (d) must be warranted for the warranty period defined in Subsection(b)(2). If any such part fails during the period of warranty coverage, it must be repaired or replaced by DuroMax Power Equipment according to

WARRANTY (CONTINUED)

Subsection (4) below. Any such part repaired or replaced under the warranty must be warranted for the remaining warranty period.

- (2) Any warranted part that is scheduled only for regular inspection in the written instructions required by subsection (d) must be warranted for the warranty period defined in Subsection (b) (2). A statement in such written instructions to the effect of “repair or replace as necessary” will not reduce the period of warranty coverage. Any such part repaired or replaced under warranty must be warranted for the remaining warranty period.
- (3) Any warranted part that is scheduled for replacement as required maintenance in the written instructions required by Subsection (d) must be warranted for the period of time 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 DuroMax Power Equipment according to Subsection (4) below. Any such part repaired or replaced under warranty must be warranted for 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 DuroMax Power Equipment 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) DuroMax Power Equipment is liable for damages to other engine components proximately caused by a failure under warranty of any warranted part.
- (8) Throughout the emissions warranty period defined in Subsection (b)(2), DuroMax Power Equipment must maintain a supply of warranted parts sufficient to meet the expected demand for such parts.
- (9) Any replacement part may 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. DuroMax Power Equipment will not be liable to warrant failures of warranted parts caused by the use of a non-exempted add-on or modified part.
- (11) DuroMax Power Equipment issuing the warranty shall provide any documents that describe that manufacturer’s warranty procedures or policies within five working days of a request by the US EPA & Air Resources Board.

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.
 - (iv) Fuel tank.
- (2) Air induction system
 - (i) Controlled hot air intake system.
 - (ii) Intake manifolds.
 - (iii) Air filter.
- (3) Ignition System
 - (i) Spark Plugs.
 - (ii) Magneto or electronic ignition system.
 - (iii) Spark advance/retard system.
- (4) Exhaust Gas Recirculation (EGR) System
 - (i) EGR valve body, and carburetor spacer if applicable.
 - (ii) EGR rate feedback and control system.
- (5) Air Injection System
 - (i) An air pump or pulse valve.
 - (ii) Valves affecting the distribution of flow.
 - (iii) Distribution manifold.
- (6) Catalyst or Thermal Reactor System
 - (i) Catalytic converter.
 - (ii) Thermal reactor.
 - (iii) Exhaust manifold.
- (7) Particulate Controls
 - (i) Traps, filters, precipitators, and any other device used to capture particulate emissions.
- (8) Miscellaneous Items Used in Above Systems
 - (i) Electronic controls
 - (ii) Vacuum, temperature, and time-sensitive valves and switches.
 - (iii) Hoses, belts, connectors, and assemblies.

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
Email: customerservice@DuroMaxPower.com





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