
WARRANTY

SERVICE INFORMATION

**CONTACT THE
FIRMAN
PRODUCT SERVICE
DEPARTMENT AT
1-844-347-6261**

or at

**www.firmanpowerequipment.com
to obtain warranty service
information or to order
replacement parts or
accessories.**

HOW TO ORDER REPLACEMENT PARTS

Even quality built equipment such as the electric generator you have purchased might need occasional replacement parts to maintain it in good condition over the years. To order replacement parts, please give the following information:

1. Model No. ,Rev. Level and Serial No. and all specifications shown on the Model No./Serial No. plate.
2. Parts number or numbers as shown in the Parts List section.
3. A brief description of the trouble with the generator.

REGISTER YOUR PRODUCT

Register your Firman generator online at www.firmanpowerequipment.com

FIRMAN Life Time Limited Warranty

Warranty Qualifications

FIRMAN GENERATOR will register the warranty upon receipt of your Warranty Registration Card and a copy of your sales receipt from one of FIRMAN's retail locations as proof of purchase. Please submit your warranty registration and your proof of purchase within ten (10) days of the date of purchase.

Repair/Replacement Warranty

FIRMAN warrants to the original purchaser that the mechanical and electrical components will be free of defects in material and workmanship for a period of one(1) year(parts and labor) and life time(parts and technical support) from the original date of purchase 90 days [parts and labor] and 180 days [parts] for commercial & industrial use. Transportation charges on product submitted for repair or replacement under this warranty are the sole responsibility of the purchaser. This warranty only applies to the original purchaser and is not transferable.

Do Not Return the Unit to the Place of Purchase

Contact the FIRMAN Service Center and FIRMAN will troubleshoot any issue via phone or e-mail. If the problem is not corrected by this method, FIRMAN will, at its option, authorize evaluation, repair or replacement of the defective part or component at a FIRMAN Service Center. FIRMAN will provide you with a case number for warranty service. Please keep it for future reference. Repairs or replacements without prior authorization, or at an unauthorized repair facility, will not be covered by this warranty.

Warranty Exclusions

This warranty does not cover the following repairs and equipment:

Normal Wear

Your product needs periodic parts and service to perform well. This warranty does not cover repair when normal use has exhausted the life of a part or the equipment as a whole.

Installation, Use and Maintenance

This warranty will not apply to parts and/or labor if your product is deemed to have been misused, neglected, involved in an accident, abused, loaded beyond the generator's limits, modified, installed improperly or connected incorrectly to any electrical component.

Normal maintenance is not covered by this warranty.

Other Exclusions

This warranty excludes:

- cosmetic defects such as paint, decals, etc.
- wear items
- accessory parts
- failures due to acts of God and other force majeure events beyond the manufacturer's control
- problems caused by parts that are not original FIRMAN parts
- units used for prime power in place of existing utility power where utility is present or in place of utility power where utility power service does not normally exist.

Limits of Implied Warranty and Consequential Damage

FIRMAN disclaims any obligation to cover any loss of time, use of this product, freight, or any incidental or consequential claim by anyone from using this product. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

A unit provided as an exchange will be subject to the warranty of the original unit. The length of the warranty governing the exchanged unit will remain calculated by reference to the purchase date of the original unit.

This warranty gives you certain legal rights which may change from state to state. Your state may also have other rights you may be entitled to that are not listed within this warranty.

Contact Information

You may contact FIRMAN at:

Address

Firman Power Equipment
Attn: Customer Service
8716 West Ludlow Dr. Suite #6
Peoria, AZ 85381
www.firmanpowerequipment.com

We are FIRMAN POWER - And we are here for you.
Customer Service Desk - 1-844-347-6261(1-844-FIRMAN1)
6am PST(9am EST) until 8pm EST(5pm PST)
Technical Service Desk - 1-844-347-6261(1-844-FIRMAN1)
6am PST(9am EST) until 8pm EST(5pm PST)
24/7 Tech Support - 1-844-347-6261(1-844-FIRMAN1)

FIRMAN POWER EQUIPMENT INC.

Emission Control System Warranty

CALIFORNIA AND FEDERAL EXHAUST AND EVAPORATIVE EMISSIONS CONTROL WARRANTY STATEMENT

YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board, US Environmental Protection Agency ("US EPA") and FIRMAN POWER EQUIPMENT INC.(FIRMAN) are pleased to explain the emissions control systems warranty on your 2021-2022 or later Small Off-Road Engine ("SORE") and engine powered equipment. In California, new equipment that use small off-road engines must be designed, built and equipped to meet the State's stringent anti-smog standards. FIRMAN must warrant the emissions control systems on your SORE and engine powered equipment for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your small off-road engine or equipment leading to the failure of the emissions control system.

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

Where a warrantable condition exists, FIRMAN will repair your SORE and engine powered equipment at no cost to you including diagnosis, parts and labor.

MANUFACTURER'S WARRANTY COVERAGE:

The exhaust and evaporative emissions control system on your small off-road engine and engine powered equipment is warranted for two years. If any emissions-related part on your small off-road engine and engine powered equipment is defective, the part will be repaired or replaced by FIRMAN.

OWNER'S WARRANTY RESPONSIBILITIES:

As the SORE and engine powered equipment owner, you are responsible for the performance of the required maintenance listed in your owner's manual. FIRMAN recommends that you retain all receipts covering maintenance on your SORE and engine powered equipment, but FIRMAN cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

As the SORE and engine powered equipment owner, you should however be aware that FIRMAN may deny you warranty coverage if your small off-road engine or engine powered equipment 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 and engine powered equipment to a FIRMAN 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 rights and responsibilities, you should contact FIRMAN at 1-844-347-6261 or support@firmanpowerequipment.com.

FIRMAN Emission Control Defects Warranty Provisions

The warranty period begins on the date the engine/equipment is delivered to an ultimate purchaser. FIRMAN warrants to the ultimate purchaser and each subsequent purchaser that the engine is:

Designed, built, and equipped so as to conform with all applicable regulations adopted by the Air Resources Board and US EPA; and Free from defects in materials and workmanship that cause the failure of a warranted part to be identical in all material respects to the part as described in the engine manufacturers application for certification.

The warranty on emissions-related parts is as follows:

- (1) Any warranted part that is not scheduled for replacement as required maintenance in the owner's manual supplied, is warranted for the warranty period stated above. If any such part fails during the period of warranty coverage, the part will be repaired or replaced by FIRMAN at no charge to the owner. Any such part repaired or replaced under the warranty will be warranted for the remaining warranty period.
- (2) Any warranted part that is scheduled only for regular inspection in the owner's manual supplied, is warranted for the warranty period stated above. Any such part repaired or replaced under warranty will be warranted for the remaining warranty period.
- (3) Any warranted part that is scheduled for replacement as required maintenance in the owner's manual supplied, is 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 will be repaired or replaced by FIRMAN at no charge to the owner. Any such part repaired or replaced under warranty will 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 by FIRMAN 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) FIRMAN 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), FIRMAN will 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 the manufacturer.
- (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 by the ultimate purchaser will be grounds for disallowing a warranty claim.
- The manufacturer will not be liable to warrant failures of warranted parts caused by the use of a non-exempted add-on or modified part.

PARTS COVERED BY WARRANTY

Listed below are the parts (if equipped) covered by the Federal and California Emission Control System Warranty.

1. Ignition system including: - Spark plug - Ignition coil	4. Air induction system including: - Intake pipe/manifold - Air cleaner
2. Fuel metering system: - Fuel tank - Fuel cap - Fuel lines (for liquid fuel and fuel vapors) and related fittings/clamps - Fuel regulator, carburetor and internal parts.	5. Crankcase breather assembly including: - Breather connection tube
3. Catalytic muffler assembly including: - Exhaust manifold - Catalytic converter - Muffler gasket -pulse valve	6. Fuel tank evaporative emission control system including: - Purge valves - Carbon canister - Vapor hoses and fitting/clamps

Limitations

This Emission Control System Warranty shall not cover any of the following:

- (a) Consequential damages such as loss of time, inconvenience, loss of use of the engine or equipment, etc.
- (b) Diagnosis and inspection fees that do not result in eligible warranty service being performed.

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Email: support@firmanpowerequipment.com

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