

HUDSON Home Standby Generator Limited Warranty Contract

Important Notice

This warranty contract applies to Home Standby Generators sold through retail supermarket channels in the United States, and complies with the Magnuson-Moss Warranty Act and applicable federal and state laws.

I. Contract Parties

Warrantor (Manufacturer): Hudson Machinery Inc

Seller (Retailer): Authorized Retailer

Purchaser (Consumer): Original Purchaser

Product Name: Home Standby Generator

Model Number: HDS20RCA

Purchase Date: Subject to original proof of purchase

II. Warranty Type & Term

2.1 Warranty Type

This is a Limited Warranty, subject to regulations of the U.S. Federal Trade Commission (FTC) and the Magnuson-Moss Warranty Act.

2.2 Warranty Coverage Period

Covered Components	Warranty Term	Remarks
Core Engine Components (Cylinder Block, Crankshaft, Connecting Rod, Piston, Cylinder Head)	3 years / 1,000 hours	Whichever occurs first

Generator Assembly (Stator, Rotor, Voltage Regulator)	3 years / 1,000 hours	Whichever occurs first
Other Electrical Components	2 years	Start from the purchase date
Frame, Outer Casing & Structural Parts	1 year	Start from the purchase date
Consumable Parts (Spark Plugs, Oil Filters, Air Filters)	90 days	Excluding failures caused by normal wear and tear

Warranty Commencement Date: Effective on the date the original purchaser makes the purchase. Consumers must retain the original proof of purchase (receipt or invoice) as valid warranty documentation.

III. Warranty Coverage

1. Within the warranty term, if the product malfunctions under normal operation and proper maintenance due to defects in materials or workmanship, the Warrantor shall elect one of the following remedies at its discretion:
2. Free Repair: Repair defective components at no cost
3. Free Replacement: Replace defective components (new or remanufactured parts may be used, with performance equal to or exceeding new OEM parts)
4. Full Unit Replacement: Supply an identical or equivalent model unit if repair is not feasible
5. Refund: The warrantor may, at its sole discretion, issue a prorated refund if all foregoing remedies are unavailable.

3.1 Expenses Covered Under Warranty Service

- Cost of defective replacement parts
- Labor charges for repairs performed at authorized service centers

IV. Exclusions (Items Not Covered by Warranty)

This warranty does not cover damage or malfunctions arising from the following circumstances:

4.1 Normal Wear & Consumption

- Natural wear, aging, discoloration, and rust incurred during regular use

- Routine maintenance services (oil changes, filter replacements, spark plug replacements, etc.)
- Replacement of consumable parts upon reaching their normal service life

4.2 Improper Operation

- Misuse, abuse, negligence, or accidental damage
- Operation under overload or over-speed conditions
- Failure to operate or maintain the unit in accordance with the user manual
- Use of fuel, engine oil or lubricants that do not meet specification requirements
- Damage caused by contaminated, deteriorated fuel or improper long-term storage without fuel treatment

4.3 Unauthorized Modifications & Non-OEM Repairs

- Unauthorized alterations, modifications or component substitutions
- Damage resulting from installation of non-genuine OEM replacement parts
- Repairs or disassembly performed by non-authorized service personnel

4.4 External Forces & Environmental Factors

- Natural disasters (fire, flood, earthquake, lightning strike, etc.)
- Damage occurring during consumer self-transportation or handling
- Damage from improper storage (high humidity, extreme temperatures, dusty environments, etc.)
- Damage caused by animals, insects or foreign object intrusion

4.5 Additional Exclusions

- Minor cosmetic imperfections that do not impair product functionality (light scratches, paint blemishes, etc.)
- Subjective complaints regarding noise, vibration or similar characteristics where normal product function remains unimpaired
- Consequential or incidental damages, including but not limited to property loss, lost income, loss of product use, etc.
- Commercial, rental or industrial application (this residential warranty applies solely to non-commercial household use)

4.6 Maintenance Requirements

The owner is responsible for performing routine maintenance in accordance with the user Manual. Failure to perform required maintenance may result in the denial of warranty coverage if such failure caused or contributed to the reported defect.

Owners are encouraged to retain maintenance records and proof of service. Routine

maintenance may be performed by the owner or any qualified service provider. The use of third-party parts or service will not, by itself, void this Limited Warranty.

Note: Per the Magnuson-Moss Warranty Act, use of third-party replacement parts or self-performed routine maintenance shall not automatically void this warranty. The Warrantor may only deny warranty coverage for damage directly caused by third-party parts or improper self-service work.

V. Consumer Legal Rights

5.1 Federal Statutory Rights

This warranty grants you specific legal rights. You may also hold additional rights under the laws of your respective state of residence.

5.2 Limitations on Implied Warranties

Pursuant to the Magnuson-Moss Warranty Act:

- The term of all implied warranties (including merchantability and fitness for a particular purpose) shall not be shorter than the term of this written limited warranty.
- Certain states prohibit limitations on the duration of implied warranties, so the above restriction may not apply to you.

5.3 Exclusion of Indirect Damages

To the fullest extent permitted by applicable law, the Warrantor shall not be liable for any indirect, incidental, special or punitive damages. Some states do not allow the exclusion or limitation of indirect damages, so the above restriction may not apply to you.

5.4 Retail Supermarket Return & Exchange Policy

In addition to the manufacturer's warranty, consumers enjoy return and exchange rights provided by the retail supermarket:

- Return & Exchange Window: Retail returns are governed solely by the applicable retailer's return policy.
- Eligibility Criteria: Product intact, complete original packaging, accompanied by original proof of purchase
- Remedy Options: Full monetary refund, unit exchange, or store credit
- Important Reminder: Units with fuel already added or installed may be ineligible for unconditional returns due to safety concerns; consult the supermarket's return policy prior to purchase.

VI. Warranty Claim Procedures

6.1 Step-by-Step Claim Process

1. Gather Documentation: Prepare original proof of purchase (receipt/invoice), product

model number and serial number

2. **Contact Customer Support:** Call the Warrantor's customer service hotline or submit a warranty claim via the official website
3. **Fault Diagnosis:** Customer service representatives will assist with troubleshooting to determine if the issue falls under warranty coverage
4. **Unit Drop-off & Service Arrangement:** Deliver the unit to the nearest authorized service center per provided instructions, or arrange on-site service (where available)
5. **Warranty coverage is subject to inspection and verification by Hudson Machinery or an authorized service provider.**
6. **Repair or Replacement:** Authorized service technicians will inspect, repair, or replace defective parts or the full unit
7. **Completion & Delivery:** You will be notified for unit pickup upon repair completion, or the unit will be shipped back to you

6.2 Costs to Be Borne by the Consumer

- Repair fees for issues not covered under warranty
- Service charges for repairs performed after warranty expiration
- Inspection and transportation fees if the unit is diagnosed to have a non-warranty covered failure

VII. Product Registration

To secure full warranty benefits and receive timely product update notifications, you are recommended to complete product registration within 30 days of purchase:

- **Online Registration:** Access the product registration portal on the manufacturer's official website
- **Mail-in Registration:** Complete and mail the warranty card to the designated mailing address
- **Required Registration Information:** Purchase date, place of purchase, product model number, serial number, and personal contact information

Note: Product registration is optional. Failure to register will not invalidate your statutory warranty rights, but registration accelerates warranty claim processing.

VIII. Contact Information

8.1 Manufacturer Customer Support

Customer Service Hotline: +1 (877) 404-8376

Service Hours: Monday – Friday, 9:00 AM – 5:00 PM

Official Website: <https://www.hudsonmachineryinc.com/>

Email: service@hudsonmachineryinc.com

Mailing Address: HUDSON MACHINERY INC. 6161 SAVOY DR SUITE 1040, HOUSTON TX 77036, USA

8.2 Authorized Service Center Lookup

You may locate nearby authorized service centers via the official website or customer service hotline.

IX. Miscellaneous Provisions

1. This warranty is valid solely for products purchased and operated within the United States.
2. This warranty benefits only the original purchaser and is non-transferable.
3. The Warrantor reserves the right to implement product design and specification improvements without prior notice.
4. The Warrantor retains the right to interpret this warranty contract, subject to compliance with applicable federal and state laws.
5. If any clause herein is deemed invalid or unenforceable, the remaining provisions shall remain in full force and effect.

This warranty contract shall take effect as of the date of purchase.

Thank you for choosing our product.

We stand ready to deliver full support and service to you.