

Service Policy and Requirements
Mobile Dealer (MD)

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Section 1 *General Overview*

Generac Mobile Products Authorized Servicing Dealer (GMP ASD) Definitions

RENTAL GMP ASD

Definition

Dealership that purchases equipment directly from GMP for rental business and primarily performs warranty repairs on its own rental machines. Dealership may have single or multiple locations. Dealership may work on external equipment at its own discretion.

Dealer Benefits and Responsibilities

- Dealership is assigned a customer number.
- Dealership does warranty repairs (per GMP policies) on its own equipment.
- Warranty shop labor is reimbursed at current Rental GMP ASD Labor Rate.
- Dealership purchases parts from GMP at full dealer discount.
- Each service location must have access to a GMP Certified Technician to perform warranty repairs—either on-site or within the organization.
- Dealership may request Control Number pre-authorization on major repairs.
- Factory and on-site training programs are available to dealer personnel.

SERVICE GMP ASD

Definition

Dealership that performs warranty service on any products manufactured or sold by GMP.

Dealer Benefits and Responsibilities

- Dealership is assigned a customer number.
- Dealership is authorized to do warranty repairs (per GMP policies) on any GMP equipment for which their technicians are certified.
- Dealership is re-authorized annually based on technician certification.
- Warranty shop labor is reimbursed at current GMP ASD Labor Rate.
- Dealership purchases parts from GMP at full dealer discount.
- Each service location must have a GMP Certified Technician to perform warranty repairs.
- Dealership may request Control Number pre-authorization on major repairs.
- Factory and on-site training programs are available to dealer personnel.

Warranty Service

Warranty Claim Form

Current warranty form is available at the Generac Mobile Products website:

www.generacmobileproducts.com

Direct link to warranty form:

http://gmp.lccdn.com/GeneracMobile/media/library/Downloads/Warranties/Generac-Mobile-Products_warranty-claim_form.pdf.com

Warranty Submittal Time Period

- A Warranty claim must be filed within 30 (thirty) days of the REPAIR COMPLETION DATE for the warranty work performed. Any requested defective part(s) and, or pertinent applicable factory related bulletins must be submitted to Generac Mobile Products within the same time period for the warranty work performed.
- Warranty claims which are filed 31 (thirty-one) days or more, up to and including 60 (sixty) days after the completion date of repairs, will be reduced by the application of a 15% late filing fee.
- Any Warranty claim filed later than 60 (sixty) days following the completion date of the repairs, will not be honored. These claims will be rejected and returned electronically to the individual dealer.

Warranty Coverage

Generac Mobile Products warranty coverage on all products is limited to product failures which are a result of defects in workmanship or material. Including but not limited to the exclusions and limitations set forth in the applicable warranty statement, repairs which are necessary due to improper installation, improper load sizing, misuse, abuse, transportation damage, improper service, neglect of service, exposure to the elements, acts of God, or causes other than a defect in workmanship or material are not covered by the GMP limited warranties.

Generac Mobile Products Warranty Statements (see Section 2 [Warranties and Coverage](#))

- Limited Product Warranty - Standard Mobile Products
 - Products: MLT, MMG, MLG, MDG, MTT, MTP, MWT, MLC
- Limited Product Warranty - Mobile Spark-Ignited Systems
 - Product: MGG
- Limited Product Warranty - Mobile Containerized Generators
 - Product: MCG
- Limited Product Warranty - Solar Light Towers
 - Product: MLT4000
- Limited Product Warranty - Mobile Heaters
 - Products: MFH, MIH, MHH
- Limited Product Warranty - Link Tower
 - Product: PLT
- Limited Product Warranty: Portable Products
 - Portable Pressure Washers, Generators, and Pumps

Control Numbers

For requests requiring a repair estimated to be greater than \$1000 (USD), technician must call in to the GMP Technical Service Department to obtain a control number prior to the repair work being performed. Emergency after-hours 24/7 technical service help is usually available through GMP at 800-926-9768 if necessary.

If unusual circumstances make it impossible to get prior authorization in an emergency situation, a GMP Authorized Service Dealer should address the situation and notify GMP Technical Service Department the next business day.

The GMP warranties do not cover any incidental costs which include: Overtime, holiday pay, shipping or associated transportation charges, travel to and from repair sites, damages related to the loss of use, loss of profits, lost rentals, re-rental expenses, damages to property or other equipment, and all incidental or consequential damages. Warranty only pays the agreed upon labor rate on file at the time of repair.

The GMP Technical Service Department must pre-authorize and issue a control number for any requested exceptions and/or deviations from the Generac Mobile Products warranty parameters even if the amount of the repair is less than \$1000.00 (USD).

Third party repair invoices cannot be submitted for warranty reimbursement without prior approval and a Control Number issued even if the amount of the repair is less than \$1000.00 (USD).

The Control Number must appear on the warranty claim form. Warranty claims will be evaluated against the approved dollar limit or approved time on the control number.

Service Procedure

When a GMP Authorized Service Dealer receives a service referral from the factory or another dealer:

- The service technician should obtain verification that the unit is under warranty by checking date of sale (or in-service date) and the number of hours on the machine. Factory ship dates can be confirmed by contacting GMP Technical Service.
- Technician should verify they possess the proper manuals. Most manuals can be downloaded from the Generac Mobile Products website: www.generacmobileproducts.com.
- The technician should diagnose the unit to determine the repair. They must follow the Generac Mobile Products training and manuals to properly determine the issue.
- The technician should clearly explain to the owner in advance of doing the repair what needs to be repaired and explain how much, if any, is the customer's responsibility (not warrantable, install issue, abuse, etc.).
- The technician should look up the Flat Rates for the repairs to be performed. It's easier to comply with Flat Rates if you know what they are ahead of time.
- For repairs requiring a repair estimated to be greater than \$1000, technician must call in to the GMP technical service department to obtain a Control Number prior to the repair work being performed (See Control Numbers below). If the unit is NOT in warranty, the dealer may charge the customer their standard rates in line with Flat Rate guidelines.
- If this was a warranty repair, the technician should then file the warranty claim or pass the complete repair information to their person who enters the claims. Include a short narrative describing what was done.

Calling in for Technical Service Support

If a service technician needs to call into Generac Mobile Products for troubleshooting assistance, for control numbers, or for parts, the Generac Mobile Products Technical Support Rep (TSR) will ask for:

- **Dealer Number** – This is to verify that the service technician works for a GMP Authorized Service Dealer. This is required to perform warranty repairs.
- **Tech ID** – Once the Dealer Number is entered, the list of service technicians for that dealership will be displayed. The TSR will ask for your name or Tech ID to verify:
 - That the service technician is a GMP Authorized Service Technician.
 - The service technician status (Active, Inactive or Suspended).
 - The training level of the service technician.
- **Serial Number of the unit** - The TSR will ask for the serial number to:
 - Display the technical description of the unit.
 - Display the Warranty Status of the unit (Full, Parts Only, Out of Warranty).
 - Display previous Call Note (Notes from previous calls on that unit).

The Technical Support Representative (TSR) will then be ready to help you with your service or parts needs.

Completing a Warranty Claim Form

Purpose

The purpose of the claim form is to provide the necessary information to allow Generac to determine the equipment eligibility for warranty.

Completing the Generac Product Warranty Claim Form

The Warranty Claim Form can be submitted using either of the following methods:

- Complete the Warranty Claim form and attach it to an email to: br.warranty@generac.com
- Directly from the current Generac Mobile Products warranty form available at the Generac Mobile Products website:
<http://www.generacmobileproducts.com/resources-tools/warranties>

Each section of the claim form must be completed before it can be processed. It must reference all required product information and the sales order(s)/invoice(s) for the replacement parts. Claim requests will be returned if incorrect or insufficient information is received. Reasonable time to diagnose and replace defective components (as designated by Generac) will be reimbursed. The Claim Form is explained below according to each section.

Section A – Generac Mobile Products Dealer Information

Dealer

The Dealer portion of Section A is for the ASD to fill out. Please include GMP issued customer number, company name, address, and your warranty contact information.

Customer

The Customer portion of Section A is a cross reference for the dealer. This section is optional and should be filled out to tie the warranty submission form to the dealer's internal warranty tracking system. The Customer Reference Number is a number created for tracking the claim in the dealers system. End Customer information can also be listed if the product has been sold into the retail market or to specify the branch where the product is located.

Section B – Equipment Information

Equipment information must be complete and accurate with as much detail as possible.

Section C – Complaint, Cause, and Correction Detail

Describe work performed in detail including troubleshooting steps to repair or replace a part. Specific descriptive words and technical detail must be included to expedite the processing of the claim for the amount indicated. Examples:

- Installation Failure – Failed at time of install or start up
- Installed Unit – Unit was installed when failure occurred
- Repaired Under Maintenance – While doing scheduled maintenance a warranty repair was completed
- Stock Unit – Unit is still owned by the dealer and has not been sold to an end user

NOTE: If a control number was issued to the ASD for a major repair, include it in Section C. Do not use Section E.

Section D – Failed Part Detail

Include all part numbers and descriptions in detail regarding the failure. Labor hours must be included to receive credit.

NOTE: The Sales Order number (SO#) or Invoice Number must be included.

Section E – Generac Administrative Use

For Generac Administrative use only.

Warranty Claim Form



Date _____

GMP Dealer

Customer (for dealer reference)

(A)

Customer # _____
 Company _____
 Address _____

 Contact _____
 Phone _____
 Fax _____
 E-mail _____

Reference # _____
 Company _____
 Address _____

 Contact _____
 Phone _____
 Fax _____
 E-mail _____

Equipment Information

(B)

Unit Model # _____ Unit Serial # _____ Unit Hours _____
 Ship Date _____ In-service Date _____ Incident Date _____

Complaint, Cause & Correction

(C)

Qty	Part #	Description	Sales Order	Price (USD)

(D)

Parts Total (USD) _____
 Labor Total (Hours) _____

Submit

For Generac Mobile Products use only.

(E)

Claim Status Approved Not Approved Parts Return Scrap Amount _____
 Control # _____ RMA # _____ Account # _____
 Claim Date _____ Return Date _____ Approval _____
Notes

Generac Mobile Products, LLC | 215 Power Drive Berlin, WI 54923-2420
 P: 800-926-9768 F: 920-361-2214 E: br.warranty@generac.com
 Service Policy and Requirements Manual is located in the Service section at: www.GeneracMobile.com

Part Number 1000009521 rev A 12/13/16

Response to Warranty Claim Submission

These are the possible responses to a warranty claim by Generac Mobile Products:

- A Credit Memo to indicate the amount of reimbursement for the claim.
- A request for additional information and/or part(s) to be submitted to the Generac Mobile Products Warranty Department in a timely manner.
- A reduction or rejection of claim payment.

Use of non-authorized replacement parts or parts not purchased from Generac Mobile Products will result in charge back invoicing whenever it is discovered.

Over billing of a warranty claim or discovery of a fraudulent warranty claim will result in charge back invoicing whenever it is discovered and could result in termination of service agreement.

Obtaining Credit for Warranty Service

- Consistent with the terms of the applicable warranty statement, warranty coverage on all units produced by Generac Mobile Products is limited to product failures resulting from defects in material or workmanship. Repairs necessary due to improper installation, improper load sizing, misuse, abuse, transportation damage, improper service, lack of maintenance, neglect of service issue, exposure to the elements, acts of God or causes other than a defect in material or workmanship are not covered by the Generac Mobile Products Limited Product Warranties. Warranty coverage under these warranties begins on the date of first operation or six (6) months after the invoice date from Generac Mobile Products.
- The obligation of Generac Mobile Products under the Limited Product Warranties is expressly limited to the repair or replacement of the defective part(s) and does not include the replacement of the complete product. The warranties do not cover any incidental costs which include: shipping or associated transportation charges, travel to and from repair sites, damages related to the loss of use, loss of profits, lost rentals, re-rental expenses, damages to property or other equipment and all incidental or consequential damages. The “Limited Product Warranty - Standard Mobile Products”, “Limited Product Warranty - Mobile Spark-Ignited Systems”, “Limited Product Warranty - Mobile Containerized Generators”, “Limited Product Warranty - Solar Light Towers”, and “Limited Product Warranty - Mobile Heaters” are the only Generac Mobile Products warranties on the product and is in lieu of all other expressed or implied warranties of any kind, including and without limitation any implied warranties of fitness or suitability for a specific purpose.
- It is the responsibility of the Generac Mobile Products dealerships to carry genuine replacement parts and provide warranty service for the products they sell. GENERAC MOBILE PRODUCTS WILL NOT SEND REPLACEMENT PARTS TO THE BUYER OR END USER FREE OF CHARGE. To obtain replacement parts under warranty, a purchase order must be placed with Generac Mobile Products Customer Service Department. Generac Mobile Products will ship the replacement parts and issue an invoice for the parts order. Once the unit is repaired, the dealer can then file a claim for parts and labor.
- Engines and Driven Components used in Generac Mobile Products carry the OEM warranty unless otherwise stated. The OEM Engine and Driven Components warranties are in addition to the Generac Mobile Products warranties. All warranty claims for defects in material and workmanship on these parts must be directed through the OEM distributor/ dealer network. OEM warranties may vary and are subject to change.

Disputed Warranty Claim

Warranty claim processing results in the generation of a Credit Memo (if applicable). If the GMP Authorized Service Dealer believes that more credit is due, the Dealer must respond immediately to the Generac Mobile Products Warranty Department to dispute the credit paid. The GMP Authorized Service Dealer has 30 (thirty) days from the issue date of the Credit Memo to dispute credit payment. Failure to respond within 30 (thirty) days of the Credit Memo issue date will be considered full and final settlement of the warranty claim. Any disputes or disagreements received beyond this time frame will not be open to discussion or renegotiations.

If resolution cannot be reached with the warranty analyst, the case may be escalated for further consideration. A Warranty Disposition Request Form may be requested, filled out, and submitted to GMP Technical Service. Instructions are included with the form and it must be filled out completely. It will be reviewed by the GMP Warranty Exception Review Committee.

It is the responsibility of each and every Dealer to maintain their own records of payments received from the Generac Mobile Products Warranty Department and track them in their own systems.

The Warranty and Accounting Departments of Generac Mobile Products will charge a fee to perform reconciliation of accounts on a time and material basis at the going rate for bookkeeping from an outside firm. This fee will be charged directly to the Distributor / Dealers account and is non-negotiable and non-refundable.

Common Warranty Violations

There are a variety of common situations that constitute warranty violations. This may stem from a lack of policy knowledge or a willful violation.

- Charging the customer for warranty work - It is a violation of our policy and illegal to charge a customer for warrantable repairs. This type of violation typically falls into two categories.
 - Double-Dipping – Charging Generac Mobile Products for the warranty work and then charging the customer. This constitutes a fraudulent claim.
 - Charging the customer the difference between what Generac Mobile Products pays and what the GMP Authorized Service Dealer feels they are entitled. Generac Mobile Products pays Flat Rate hours at the agreed upon Labor Rate. In special cases, a Control Number may increase what is paid. This is considered payment in full per our contractual agreement. The customer cannot be charged for warrantable repairs. If not quickly resolved, this could result in suspension or termination.
- Retaining customer equipment - Generac Mobile Products will pay the GMP Authorized Service Dealer on all claims per our contracted agreement. It is a violation of policy to hold a customer's equipment until the payment is received from Generac Mobile Products. This will result in a dealership suspension or termination.
- Charging for repairs not performed - This is an area that will receive increased audit attention from Generac Mobile Products. If not quickly resolved, this could result in a dealership suspension or termination.
- Repair of the month – With some Distributors / Dealers, if they find an issue on a couple of generators, they basically start their own campaign, changing the part on all generators. Only components identified as defective through proper troubleshooting techniques should be replaced.
- Returned Parts – If defective parts are required to be returned to Generac Mobile Products and either the parts are not returned or are returned and found to be non-defective, the Distributor / Dealer may be charged back for the parts or the entire claim.
- Work not supported – If the Dealer submitted claims that were not supported by test results, technician comments or other documentation, the Dealer may be charged-back for the parts or the entire claim.
- Not Generac Mobile Products responsibility – A claim is submitted in instances where the part(s) failed due to lack of maintenance, abuse, or damaged by non-Generac replacement parts. These types of violations can result in charge backs, special preventative measures (all replaced parts returned, monthly audits, etc), suspension, termination or legal action.

Warranty Claim Charge Backs

A warranty claim charge back will occur due to the following, but not limited to:

- Over payment of a warranty claim.
- Payment of a warranty claim for a non-covered item or if non-Generac parts were used on the repair.
- Payment of a false or fraudulent warranty claim. This could result in termination of the Generac Mobile Products service agreement. Depending on circumstances this could also include legal or criminal action.
- Payment made on part(s) stated as defective that were subsequently tested at Generac Mobile Products and prove to be without defects or show evidence of abuse, misuse or tampering.
- Service Technician is not trained and certified to perform repair under warranty.
- Control Number is abused and/or over paid.

Charge backs are not limited to the above mentioned items. Adherence to the Service Agreement and General Service Policy will be strictly enforced.

The Distributor / Dealer will have 30 (thirty) days from the date of issue of the invoice memo to dispute the charge back. After that time, it will be a full and final settlement for that claim.

Warranty deductions to the Generac Mobile Products Credit Account must not be taken unless prior approval has been made with Generac Mobile Products Credit Manager.

Warranty Parts

Generac Mobile Products will pay the GMP Authorized Service Dealer a 15% commission for defective Generac part(s) purchased and replaced under warranty. This commission is based on 15% of Dealer Net Cost of the part(s). All parts filed on a Warranty Repair Report must be held for at least 90 days from the date of the credit memo unless otherwise directed. At the discretion of Generac Mobile Products, no charge part(s) may be shipped to the GMP ASD to complete the repair.

Warrantable Failed Parts Returned for Testing

When defective parts are required to be returned, as directed by the warranty department or information bulletin, an RMA will be sent to the dealer with shipping instructions. Failure to comply may result in a rejected warranty claim. If parts from multiple warranty claims are returned together, each must be marked with the Serial Number of the unit, the warranty claim number, and the RMA number.

Upon factory inspection and testing, any part(s) that prove to have no defects, or show evidence of abuse or tampering, will not be accepted for warranty claim reimbursement. Such part(s) will be returned freight-collect to the dealer and the cost of the part(s) and associated labor allowance will be deducted from the applicable warranty claim or the claim may be rejected in its entirety.

Shipping Expense – Warranty Parts

Freight on parts normally stocked by a GMP Authorized Service Dealer are not covered under warranty in most circumstances. Unusual shipping/freight expenses to and from Generac Mobile Products may be covered with the use of a Control Number to acknowledge the warranty policy exception. Example: a generator shipped LTL for a specific repair. The Control Number should appear on the claim form.

Overnight, express or red shipments will not be covered under the provisions of warranty unless a control number is obtained from the Generac Mobile Products Technical Service Department prior to the shipment and details appear in the “Conditions and, or Comments” section of the online warranty claim form.

Currency

Credit given in a currency other than U.S. dollars (USD) will be issued at the exchange rate on the day credit is issued.

Warranty Exclusions and Limitations

The following list of warranty exclusions and limitations may be used as a reference in conjunction with those exclusions and limitations that appear in Generac Mobile Products product-specific warranty policies and other warranty materials:

- Use of attachments, non-original replacement parts, accessories or parts that are not sold and/or originally supplied or approved by Generac Mobile Products.
- In a case where an OEM part is to be used in a warranty repair to be submitted to Generac Mobile Products for reimbursement, and the part is available through GMP, the part must be supplied by GMP.
- Third party repairs repair invoices cannot be submitted for warranty reimbursement without prior approval and a control number issued.
- Freight damage or shortage.
- Any product shipped or sold by a Non-Dealer/Distributor/Retailer.
- Failure to follow and document maintenance procedures given in the appropriate manufacturer-supplied manual or the instructions given by the Generac Mobile Products Technical Service Department.
- Costs of normal maintenance and related items (i.e. filters, fluids, V-belts, hoses, fuses, etc.), testing, load bank testing, adjustments, installation and start-up procedures.
- Contaminated fuels and/or fluids and/or oils are not warrantable.
- Costs deemed to have been caused by improper storage procedures.
- Rodent or insect infestation.
- Failures due to, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, improper installation, misapplication and, or sizing problems.

- Repairs or alterations not made by a GMP Authorized Service Dealer or not authorized by Generac Mobile Products.
- Performance complaints unless they are caused by the failure of a warrantable part.
- Paint, batteries, sump pumps, pre-lube pumps, protection systems, starting aids, and couplings. Also, containers, fuel storage tanks, fuses, light bulbs, and engine fluids.
- Block heaters after one year (Industrial configured product) or 90 days (Residential/Commercial product).
- Incidental, consequential or indirect damages caused by defects in materials or workmanship or any delay in repairs or replacement of the defective part(s).
- Items made by others and supplied by Generac Mobile Products on a special order.
- Overtime or holiday pay, or more than one person performing repairs.
- Rental equipment used while a covered repair is being performed.
- Disposal of waste products including, but not limited to, waste oils, fuels and anti-freeze.
- Applicable taxes.
- Labor expenses by any non-Generac Mobile Products Authorized Service Dealer.
- Special cranes, hoists or other devices for product removal and, or re-installation or testing.
- Fines associated with product non-conformance to local, state, federal or other emissions and safety laws or regulations.
- Communication expenses, meals, lodging, downtime expenses, contract penalties, cargo damage, and any other miscellaneous costs or losses.
- Corrosion or erosion of sheet metal and bases resulting from lack of maintenance or extreme saltwater environments.
- Failures caused by any act of God and other force majeure events beyond the manufacturers control.
- Generac Mobile Products responsibility under the base warranty coverage is limited to the provision of material and labor specified herein.
- Misrepresentation of the covered units actual accumulated hours or age shall result in immediate cancellation of the warranty by Generac Mobile Products.

Replacement Parts Warranty

- Generac genuine replacement parts are covered by a six (6) month Limited Parts Warranty when properly installed on Generac equipment. If Generac parts are installed during the terms of the Limited Product Warranties, the parts are covered for the remaining term of the warranty or six months from date of installation whichever is greater. In all other cases, the term of the Limited Parts Warranty is six months from the date of purchase.
- Generac replacement parts installed on, or used with, any product not manufactured by Generac will not be covered by the Limited Parts Warranty. The Limited Parts Warranty is limited to part failures resulting from defects in material or workmanship. Any failure of parts due to improper installation, improper load sizing, misuse, abuse, transportation damage, improper service, neglect of service, exposure to the elements, acts of God or causes other than a defect in material or workmanship are not covered by the limited part warranty.
- The obligation of Generac under this Limited Parts Warranty is expressly limited to the repair or replacement of the defective part(s) and does not include the replacement of the complete product.
- The Limited Parts Warranty does not cover shipping charges or associated transportation charges, damages related to the loss of use, loss of profits, related labor or travel charges, damages to property or equipment or any other incidental or consequential damages.
- The Limited Parts Warranty is the only Generac warranty on the replacement parts and is in lieu of all other expressed or implied warranties of any kind, including without limitation, any implied warranties of fitness or suitability for a specific purpose.
- In the event a genuine Generac part fails within the terms of the Limited Parts Warranty; a claim form must be filled out and submitted to Generac's warranty department. The claim will be reviewed and a written decision will be sent to the customer via e-mail, mail, or fax. If the claim is approved, a credit for the part will be issued to the account of the purchaser. A claim form must be filed to receive credit for the part(s). Also, parts may need to be returned to Generac for examination. All parts must be held by the purchaser until a decision of the claim has been received. If

the item is requested for return, the purchaser will receive an RMA (see [Return Material Authorization](#)) with shipping instructions to return the item. A claim will be denied if the item is not available to be returned.

- To obtain replacement parts, a purchase order must be placed with Generac Parts Sales Department. Generac will ship the replacement part and issue an invoice for the part and associated freight charges. Replacement parts will not be sent to the buyer or end user free of charge unless a Control Number is issued by GMP.

Transfer of Warranty

Generac Limited Product Warranties (except Mobile Heaters) are transferable within the applicable warranty period.

Return Material Authorization

Purpose

The Return Material Authorization (RMA) is issued by Generac to provide both the customer and the Generac Returns department with clear instructions to quickly and properly return and manage goods. Components can be returned for multiple reasons (incorrect parts ordered or shipped, warranty inspections, etc.) and each will have a different procedure once returned to the factory (restock, quality inspection, return to vendor, etc.). For these reasons, any parts that are shipped to any Generac facility without an RMA will be rejected and returned to the original sender.

Process

An RMA is issued by Generac and is required any time an item or group of items needs to be returned to Generac. The Warranty Department will issue and send an RMA to the customer upon request. The RMA number MUST be written on the outside of the package near the shipping label prior to shipment. All shipment instructions will be clearly stated on the RMA form. Any additional costs incurred by deviating from the shipment instructions will be the responsibility of the customer. The RMA is valid for 60 days from the date issued.

Overview

If a new part is not needed and the customer wishes to return for credit, a request must be made to our Customer Service Department. The request can be submitted on-line or by e-mail. Access to the claim form can be found at: <http://www.m-p-llc.com/contact/eforms/claim.html>. Select the pull-down menu for REQUEST CODE and click on REQUEST RETURN. Each section of the claim form must be completed before it can be processed.

The form must reference all required product information. The **dealer** must provide a copy of the original Generac parts sales order number, invoice number or original customer purchase order. The customer will be responsible for all associated freight charges. **DO NOT RETURN PARTS WITHOUT A RMA.**

If the item is to be returned to Generac, an RMA will be issued to the customer. If a part is received without the RMA information and Generac cannot identify the reason for return, no credit will be issued for the item(s).

All parts returned to Generac for credit consideration MUST be properly packaged for protection during transit. No credit will be issued if the returned parts are received damaged. The item must be returned using the freight company/carrier specified on the RMA. If the customer chooses a different freight company/carrier other than specified the customer will be responsible for the freight charges.

Once received, Generac will then evaluate the item and determine if it is an item that can be accepted for return.

Generac reserves the right to accept or deny requests for returning overstock and unneeded parts. All parts eligible for return credit must be in new, saleable condition. No credit will be considered for parts that have been used, mistreated or appear shopworn.

Incorrect Parts Ordered

If a customer orders an incorrect part, incorrect quantity of parts, or parts are no longer needed, the parts are eligible for return less a 20% restocking fee. A request must be made to our Customer Service or Warranty Department via on-line or e-mail. Access to the claim form can be found at: <http://www.m-p-llc.com/contact/eforms/claim.html>. Select the pull-down menu for "Request Code" and click on "Ordered Incorrectly". Each section of the Claim Form must be completed before it can be processed.

The form must reference all required Product Information. The customer must provide a copy of the original Generac parts sales order number, invoice number or original customer purchase order. The customer will be responsible for all associated freight charges.

If the item is to be returned to Generac, an RMA form will be issued to the customer. If a part is received without the RMA information and Generac cannot identify the reason for return, no credit will be issued for the item(s).

All parts returned to Generac for credit consideration MUST be properly packaged for protection during transit. No credit will be issued if the returned parts are received damaged. The item must be returned using the freight company/ carrier specified on the RMA. If the customer chooses a different freight company or carrier other than specified the customer will be responsible for the freight charges.

Incorrect Parts Shipped

If a customer orders a part and Generac ships a different part in error, the customer will receive credit for the item once the item has been received back to Generac. A request must be made to our Customer Service or Warranty Department via on-line or e-mail. Access to the claim form can be found at: <http://www.m-p-llc.com/contact/eforms/claim.html>. Select the pull-down menu for REQUEST CODE and click on SHIPPING ERROR. Each section of the claim form must be completed before it can be processed.

The form must reference all required product information. The customer must provide a copy of the original Generac parts sales order number, invoice number or original customer purchase order. The customer will be responsible for all associated freight charges. DO NOT RETURN PARTS WITHOUT A RMA.

If the item is to be returned to Generac, an RMA form will be issued to the customer. If a part is received without the RMA information and Generac cannot identify the reason for return, no credit will be issued for the item(s).

All parts returned to Generac for credit consideration MUST be properly packaged for protection during transit. No credit will be issued if the returned parts are received damaged. The item must be returned using the freight company or carrier specified on the RMA. If the customer chooses a different freight company/carrier other than specified the customer will be responsible for the freight charges.

Order Discrepancy

If there is a discrepancy in pricing, quantities of parts, shipping, etc. between the original customer purchase order and the Generac sales invoice, notify Generac customer service department at 800-926-9768.

Ordering Parts

Ordering Parts

Parts may be ordered by the following methods:

On-Line	https://gmp.smartequip.net/GMP - If needed, contact customer service for username and password. (800) 926-9768
Phone	(800) 926-9768 - If parts information is requested, please have your full model number and serial number available.
Fax	(920) 361-2214 - Must include buyer name, contact person, phone, fax and e-mail address. List the part quantity, part number, and part description from left to right across the page along with shipping instructions.

Shipping Instructions

Shipping instructions must be clearly written on every parts order. Blanket shipping instructions will not be recognized. Generac has the right to determine the means of transportation on orders where shipping instructions were not specified.

Drop Shipments

Orders for drop shipments to the end user will not be accepted. Requests for exceptions to this policy will be evaluated by Generac, on a case by case basis, in emergency situations.

Part Substitutions

Generac reserves the right to make part substitutions on parts without notice.

Part Shortages

Shortages on parts orders which are a result of an error by Generac must be reported in writing using a claim form within 30 days of receipt of shipment. Generac reserves the right to make partial shipments without notice.

Damaged Products or Parts

Freight Damage

All product and parts are shipped Ex-Works, Generac facility, which means once the item(s) leave Generac, the items are the purchasers' responsibility. Loss or damage claims are the responsibility of the purchaser to file with the freight company/carrier of the product(s). Freight damage or loss is not covered by the Generac's Limited Product Warranties.

Transit Damage or Loss

All merchandise is accepted and assumed to be in good condition by the carrier. All shipments must be examined for possible damage as soon as they are delivered by the carrier. Shipments cannot be refused due to damage. THE SHIPMENT MUST BE ACCEPTED AND A CLAIM FILED WITH THE CARRIER. Generac can assist the buyer with the claim but accepts no responsibility for the damage. Freight damage is NOT covered by the Generac's Limited Product Warranties or Generac's Limited Parts Warranty.

Visible Damage

Damage which is visible at the time of delivery must be noted on the original transportation receipt with the driver's signature. THE SHIPMENT MUST BE ACCEPTED AND A CLAIM FILED WITH THE CARRIER. A careful examination of the exterior and interior of the product should be performed immediately upon delivery.

Concealed Damage

Concealed damage is damage which is not discovered until the product is unpacked and internal examination of the cabinetry is made. As soon as concealed damage is discovered, the carrier must be notified in writing by the purchaser and an inspection requested from the carrier. The carriers' inspector will file a report called a 'Report of Loss or Damage to Freight Inspected after Delivery.'

Refused by Carrier

The table below summarizes how to handle coverage refused by a carrier:

Carrier refuses payment of a transit damage claim and:	Submit to Generac for consideration:
Damage is visible	1. Original bill of lading 2. Original product invoice 3. Photographs of damage
Damage is concealed	1. Original bill of lading 2. Original product invoice 3. Photographs of damage 4. Inspection reports signed by carrier

Section 2 Warranties and Coverage

Generac Mobile Products LLC Limited Warranty for Mobile Generators

NOTE: ALL UNITS MUST HAVE A START-UP INSPECTION PERFORMED BY A
GENERAC MOBILE PRODUCTS AUTHORIZED SERVICE DEALER

Generac Mobile Products LLC. (GMP) will, at its discretion, repair or replace any part(s) that, upon examination, inspection, and testing by GMP or a GMP Authorized Service Dealer (ASD), or branch thereof, is found to be defective under normal use and service, in accordance with the warranty schedule set forth below. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty period. Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest GMP ASD, or branch thereof. It is highly recommended that scheduled maintenance, as outlined by the owner's manual and any component documentation, be performed by a GMP ASD, or branch thereof. This will verify service has been performed on the unit throughout the warranty period. This warranty is limited to and available only on Liquid-cooled units. Emissions warranty coverage, if applicable, is detailed in a separate emissions warranty statement.

Warranty Coverage: Warranty coverage starts at the ship date from Generac Mobile Products, LLC. Registration of the unit will restart the warranty period up to six months from date of shipment.

Product Group	Warranty Period
MMG/MDG/MLG	1 year / unlimited hours 2 years / 2000 hours
MGG	1 year / 2000 hours
MCG	2 years / 2000 hours

Guidelines:

- All warranty repairs, must be performed and/or addressed by a GMP ASD, or branch thereof.
- All warranty expense allowances are subject to the conditions defined in *GMP Claim Policy Manual* (p/n 1000000820).
- All mobile gaseous generator (MGG) well sites must be certified; a copy of the gas chromatography must be sent to, and pre-approved by, GMP prior to installation. Without pre-approval, warranty will be void in its entirety.
- Damage to any covered components or consequential damages caused by the use of a non-OEM part will not be covered by the warranty.
- Block heater controls and circulating pumps are only covered during the first year of the warranty provision.
- GMP may choose to repair, replace, or refund a piece of equipment.
- Warranty Labor Rates are based on normal working hours. Additional costs for overtime, holiday or emergency labor costs for repairs outside of normal business hours will be the responsibility of the customer.
- Batteries are warranted by the battery manufacturer.
- Verification of required maintenance may be required for warranty coverage.
- Engines and alternators used in Generac mobile generators carry a separate manufacturer's (OEM) warranty (the "OEM Warranties"), unless otherwise expressly stated. All warranty claims for defects in material and/or workmanship on GMP product OEM components should be directed through the OEM distributor/dealer network. OEM Warranties may vary and are subject to change. GMP shall have no liability under OEM warranties.

The following will NOT be covered by this warranty:

- Costs of normal maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up).
- Any failure caused by contaminated fuels, oils, coolants/antifreeze or lack of proper fuels, oils or coolants/antifreeze.
- Failures caused by any act of God or external cause such as, but not limited to, collision, fire, theft, freezing, vandalism, riot or wars, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado, hurricane, terrorist acts or nuclear holocaust, or any other matters which are reasonably beyond the manufacturer's control.
- Products that are modified or altered in a manner not authorized by GMP in writing.
- Failures due, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing.
- Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s).
- Damage related to rodent and/or insect infestation.
- Overnight freight costs for replacement part(s).
- Failure due to misapplication, misrepresentation, or bi-fuel conversion.
- Telephone, facsimile, cellular phone, satellite, internet, or any other communication expenses.
- Rental equipment used while warranty repairs are being performed (i.e. rental generators, cranes, etc.).
- The warranty does not cover sales tax or any incidental costs including, without limitation, shipping or associated transportation charges, travel to and from repair sites, damages related to the loss of use, lost rentals, rental expenses and damages to property or equipment.
- Any and all expenses incurred investigating performance complaints unless defective GMP materials and/or workmanship were the direct cause of the problem.
- Any failed components warranted by the OEM (i.e. engine, generator, starting batteries, etc.).
- Normal maintenance and/or wear items (i.e. bearings, belts, bulbs, brakes, filters, fuses, fluids, hoses, tires, etc.).

This warranty is in place of all other warranties, expressed or implied, specifically GMP Makes no other warranties as to the merchantability or fitness for a particular purpose. Any implied warranties which are allowed by law, shall be limited in duration to the terms of the express warranty provided herein. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to purchaser/owner. GMP's only liability shall be the repair or replacement of part(s) as stated above. In no event shall GMP be liable for any incidental or consequential damages, even if such damages are a direct result of GMP's negligence. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. You agree to make no claims against GMP based on negligence. This warranty gives you specific legal rights. You may also have other rights under applicable law.

FOR AUSTRALIA ONLY: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FOR NEW ZEALAND ONLY: Nothing in this warranty statement excludes, restricts or modifies any condition, warranty right or remedy which pursuant to the New Zealand Legislation (Commonwealth or State) including the Fair Trading Practices Act of 1986 or the Consumer Guarantees Act 1993 ("CGA") applies to this limited warranty and may not be so excluded, restricted or modified. Nothing in this statement is intended to have the effect of contracting out of the provisions of the CGA, except to the extent permitted by that Act, and these terms are to be modified to the extent necessary to give effect to that intention. If you acquire goods from Generac Power Systems or any of its authorized resellers and distributors for the purposes of a business, then pursuant to section 43(2) of the CGA, it is agreed that the provisions of the CGA do not apply.

GENERAC MOBILE PRODUCTS - 215 POWER DRIVE, BERLIN, WI. 54923-2420

Ph: (800) 926-9768 • Fax: (920) 361-2214

To locate the nearest GMP ASD and to download schematics, exploded parts views and parts lists visit our website:

www.GeneracMobileProducts.com

Generac Mobile Products LLC Limited Warranty for Light Towers

NOTE: ALL UNITS MUST HAVE A START-UP INSPECTION PERFORMED BY A
GENERAC MOBILE PRODUCTS AUTHORIZED SERVICE DEALER

Generac Mobile Products LLC. (GMP) will, at its discretion, repair or replace any part(s) that, upon examination, inspection, and testing by GMP or a GMP Authorized Service Dealer (ASD), or branch thereof, is found to be defective under normal use and service, in accordance with the warranty schedule set forth below. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty period. Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest GMP ASD, or branch thereof. It is highly recommended that scheduled maintenance, as outlined by the owner's manual and any component documentation, be performed by a GMP ASD, or branch thereof. This will verify service has been performed on the unit throughout the warranty period. Emissions warranty coverage, if applicable, is detailed in a separate emissions warranty statement.

Warranty Coverage: Warranty coverage starts at the ship date from Generac Mobile Products, LLC. Registration of the unit will restart the warranty period up to six months from date of shipment.

Product Group	Warranty Period
MLC - Mobile Light Cart	1 year / unlimited hours
MLT - Mobile Light Tower	2 years / 2000 hours
PLT - Portable Light Tower	2 years

Guidelines:

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| <ol style="list-style-type: none"> 1. All warranty repairs, must be performed and/or addressed by a GMP ASD, or branch thereof. 2. All warranty expense allowances are subject to the conditions defined in <i>GMP Claim Policy Manual</i> (p/n 1000000820). 3. Damage to any covered components or consequential damages caused by the use of a non-OEM part will not be covered by the warranty. 4. Block heater controls and circulating pumps are only covered during the first year of the warranty provision. 5. GMP may choose to repair, replace, or refund a piece of equipment. 6. LED lights and drivers are covered under warranty 2 years for parts and labor and an additional 3 years for parts only. | <ol style="list-style-type: none"> 7. Warranty labor rates are based on normal working hours. Additional costs for overtime, holiday or emergency labor costs for repairs outside of normal business hours will be the responsibility of the customer. 8. Batteries are warranted by the battery manufacturer. 9. Verification of required maintenance may be required for warranty coverage. 10. Engines and alternators used in GMP light towers carry a separate manufacturer's (OEM) warranty (the "OEM Warranties"), unless otherwise expressly stated. All warranty claims for defects in material and/or workmanship on GMP product OEM components should be directed through the OEM distributor/dealer network. OEM Warranties may vary and are subject to change. GMP shall have no liability under OEM warranties. |
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The following will NOT be covered by this warranty:

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| <ol style="list-style-type: none"> 1. Any failed components warranted by the OEM (i.e. engine, generator, starting battery, etc.). 2. Costs of normal maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up). 3. Any failure caused by contaminated fuels, oils, coolants/antifreeze or lack of proper fuels, oils or coolants/antifreeze. 4. Failures caused by any act of God or external cause such as, but not limited to, collision, fire, theft, freezing, vandalism, riot or wars, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado, hurricane, terrorist acts or nuclear holocaust, or any other matters which are reasonably beyond the manufacturer's control. 5. Products that are modified or altered in a manner not authorized by GMP in writing. 6. Failures due, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing. 7. Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s). | <ol style="list-style-type: none"> 8. Damage related to rodent and/or insect infestation. 9. Failure due to misapplication, misrepresentation, or bi-fuel conversion. 10. Telephone, facsimile, cellular phone, satellite, internet, or any other communication expenses. 11. Rental equipment used while warranty repairs are being performed (i.e. rental generators, cranes, etc.). 12. The warranty does not cover sales tax or any incidental costs including, without limitation, shipping or associated transportation charges, travel to and from repair sites, damages related to the loss of use, lost rentals, rental expenses and damages to property or equipment. 13. Any and all expenses incurred investigating performance complaints unless defective GMP materials and/or workmanship were the direct cause of the problem. 14. Overnight freight costs for replacement part(s). 15. Normal maintenance and/or wear items (i.e. bearings, brakes, belts, bulbs, filters, fluids, fuses, hoses, tires, etc.). |
|---|---|

Subject to the foregoing, this warranty supersedes of all other warranties, expressed or implied. Specifically, GMP makes no other warranties as to merchantability or fitness for a particular purpose. Any implied warranties which are allowed by law, shall be limited in duration to the terms of the express warranty provided herein. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. GMP's only liability shall be the repair or replacement of part(s) as stated above. In no event shall GMP be liable for any incidental or consequential damages, even if such damages are a direct result of GMP's negligence. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights under applicable law.

FOR AUSTRALIA ONLY: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FOR NEW ZEALAND ONLY: Nothing in this warranty statement excludes, restricts or modifies any condition, warranty right or remedy which pursuant to the New Zealand Legislation (Commonwealth or State) including the Fair Trading Practices Act of 1986 or the Consumer Guarantees Act 1993 ("CGA") applies to this limited warranty and may not be so excluded, restricted or modified. Nothing in this statement is intended to have the effect of contracting out of the provisions of the CGA, except to the extent permitted by that Act, and these terms are to be modified to the extent necessary to give effect to that intention. If you acquire goods from Generac Power Systems or any of its authorized resellers and distributors for the purposes of a business, then pursuant to section 43(2) of the CGA, it is agreed that the provisions of the CGA do not apply.

GENERAC MOBILE PRODUCTS - 215 POWER DRIVE, BERLIN, WI. 54923-2420
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www.generacmobileproducts.com

Generac Mobile Products LLC Limited Warranty for Mobile Pumps

NOTE: ALL UNITS MUST HAVE A START-UP INSPECTION PERFORMED BY A
GENERAC MOBILE PRODUCTS AUTHORIZED SERVICE DEALER

Generac Mobile Products LLC (GMP) will, at its discretion, repair or replace any part(s) that, upon examination, inspection, and testing by GMP or a GMP Authorized Service Dealer (ASD), or branch thereof, is found to be defective under normal use and service, in accordance with the warranty schedule set forth below. Repair or replacement pursuant to this limited warranty shall not renew or extend the original warranty period. Any repaired product shall be warranted for the remaining original warranty period only. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest GMP ASD, or branch thereof. It is highly recommended that scheduled maintenance, as outlined by the owner's manual and any component documentation, be performed by a GMP ASD, or branch thereof. This will verify service has been performed on the unit throughout the warranty period. Emissions warranty coverage, if applicable, is detailed in a separate emissions warranty statement.

Warranty Coverage: Warranty coverage starts at the ship date from Generac Mobile Products, LLC. Registration of the unit will restart the warranty period up to six months from date of shipment.

Product Group	Warranty Period
MTP - Mobile Trash Pumps	1 year / unlimited hours; 2 years / 2000 hours
MTT - Mobile Tank and Tower	
MWT - Mobile Water Trailer	1 year / unlimited hours
MCP - Mobile CH&E Pump	6 months / unlimited hours

Guidelines:

1. All warranty repairs, must be performed and/or addressed by a GMP ASD, or branch thereof.
2. All warranty expense allowances are subject to the conditions defined in *GMP Claim Policy Manual* (p/n 1000000820).
3. Damage to any covered components or consequential damages caused by the use of a non-OEM part will not be covered by the warranty.
4. Block heater controls and circulating pumps are only covered during the first year of the warranty provision.
5. GMP may choose to repair, replace, or refund a piece of equipment.
6. Warranty labor rates are based on normal working hours. Additional costs for overtime, holiday, or emergency labor costs for repairs outside of normal business hours will be the responsibility of the customer.
7. Batteries are warranted by the battery manufacturer.
8. Verification of required maintenance may be required for warranty coverage.
9. LED lights and drivers are covered under warranty 2 years for parts and labor and an additional 3 years for parts only.
10. Engines, pumps, and alternators used in GMP mobile pumps carry a separate manufacturer's (OEM) warranty (the "OEM Warranties"), unless otherwise expressly stated. All warranty claims for defects in material and/or workmanship on GMP product OEM components should be directed through the OEM distributor/dealer network. OEM Warranties may vary and are subject to change. GMP shall have no liability under OEM warranties.

The following will NOT be covered by this warranty:

1. Costs of normal maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up).
2. Any failure caused by contaminated fuels, oils, coolants/antifreeze or lack of proper fuels, oils or coolants/antifreeze.
3. Failures caused by any act of God or external cause such as, but not limited to, collision, fire, theft, freezing, vandalism, riot or wars, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado, hurricane, terrorist acts or nuclear holocaust, or any other matters which are reasonably beyond the manufacturer's control.
4. Products that are modified or altered in a manner not authorized by GMP in writing.
5. Failures due, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, or improper installation or sizing.
6. Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s).
7. Normal maintenance and/or wear items (i.e. filters, fluids, brakes, bearings, fuses, tires, belts, bulbs, hoses, etc.).
8. Damage related to rodent and/or insect infestation.
9. Failure due to misapplication, misrepresentation, or bi-fuel conversion.
10. Telephone, facsimile, cellular phone, satellite, Internet, or any other communication expenses.
11. Rental equipment used while warranty repairs are being performed (i.e. rental generators, cranes, etc.).
12. The warranty does not cover sales tax or any incidental costs including, without limitation, shipping or associated transportation charges, travel to and from repair sites, damages related to the loss of use, lost rentals, rental expenses and damages to property or equipment.
13. Any and all expenses incurred investigating performance complaints unless defective GMP materials and/or workmanship were the direct cause of the problem.
14. Any failed components warranted by the OEM (i.e. Engine, generator, pump, starting batteries, etc.).
15. Overnight freight costs for replacement part(s).

Subject to the foregoing, this warranty supersedes of all other warranties, expressed or implied. Specifically, GMP makes no other warranties as to merchantability or fitness for a particular purpose. Any implied warranties which are allowed by law, shall be limited in duration to the terms of the express warranty provided herein. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

GMP's only liability shall be the repair or replacement of part(s) as stated above. In no event shall GMP be liable for any incidental or consequential damages, even if such damages are a direct result of GMP's negligence. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights under applicable law.

FOR AUSTRALIA ONLY: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FOR NEW ZEALAND ONLY: Nothing in this warranty statement excludes, restricts or modifies any condition, warranty right or remedy which pursuant to the New Zealand Legislation (Commonwealth or State) including the Fair Trading Practices Act of 1986 or the Consumer Guarantees Act 1993 ("CGA") applies to this limited warranty and may not be so excluded, restricted or modified. Nothing in this statement is intended to have the effect of contracting out of the provisions of the CGA, except to the extent permitted by that Act, and these terms are to be modified to the extent necessary to give effect to that intention. If you acquire goods from Generac Power Systems or any of its authorized resellers and distributors for the purposes of a business, then pursuant to section 43(2) of the CGA, it is agreed that the provisions of the CGA do not apply.

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www.generacmobileproducts.com

Generac Mobile Products LLC Limited Warranty for Mobile Heaters

For the period of warranty noted below, Generac Mobile Products LLC (GMP) warrants that its Mobile Heaters will be free from defects in material and workmanship for the items and period set forth below. GMP will, at its sole discretion, repair or replace any part(s) which, upon evaluation, inspection, and testing by Generac or a GMP Authorized Service Dealer (ASD), is found to be defective. Any equipment that the purchaser/owner claims to be defective must be evaluated by the nearest GMP ASD. Emissions warranty coverage, if applicable, is detailed in a separate emissions warranty statement.

Warranty Coverage: Warranty coverage starts at the ship date from Generac Mobile Products, LLC.

Product Group	Warranty Period
MIH - Mobile Indirect Heater	1 year/unlimited hours
MFH - Mobile Flameless Heater	
MHH - Mobile Hydronic Heater	

Guidelines:

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| <ol style="list-style-type: none"> 1. All warranty repairs must be performed and/or addressed by a GMP ASD, or branch there of. 2. Repairs or diagnostics performed by individuals other than a GMP ASD not authorized in writing by GMP will not be covered. 3. This Warranty is NOT transferable between ownership. 4. Damage to enclosures caused after receipt of the unit is the responsibility of the owner and is not covered by this warranty. Nicks, scrapes, dents or scratches to the painted enclosure should be repaired promptly by the owner. 5. Proof of performance of all required maintenance must be available. 6. Block heater controls and circulating pumps are only covered during the first year of the warranty provision. | <ol style="list-style-type: none"> 7. GMP, in its sole discretion, may choose to repair, replace or refund a piece of equipment 8. Damages caused by the use of non-OEM parts will not be covered. 9. Engines, diesel fired burners, driven components and fuel tanks used in GMP Mobile Heaters can carry a separate manufacturer's (OEM) warranty; unless otherwise expressly stated, OEM warranties are in addition to this warranty. All warranty claims for defects in material and/or workmanship on GMP product OEM components should be directed through the OEM distributor/dealer network. OEM warranties may vary and are subject to change. GMP shall have no liability under OEM warranties. |
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The following will NOT be covered by this warranty:

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| <ol style="list-style-type: none"> 1. Costs of normal maintenance (i.e. tune-ups, associated part(s), adjustments, loose/leaking clamps, installation and start-up). 2. Damage/failures caused by accidents, shipping, handling, or improper storage. 3. Damage/failures caused by operation with improper fuels, speeds, loads, sizing, or application; other than what's recommended or specified by GMP. 4. Damage due to the use of non-GMP parts and/or equipment, contaminated fuels, oils, coolants/antifreeze or lack of proper fuels, oil or coolants/antifreeze. 5. Failures due to normal wear and tear, accident, misuse, abuse, neglect, improper application, improper sizing, or rodent, reptile and/or insect infestation. 6. Rental equipment used while warranty repairs are being performed and/or any extraordinary equipment used for removal of the unit (i.e. cranes, hoists, lifts, etc.). 7. Planes, ferries, railroad, buses, helicopters, snowmobiles, snow-cats, off-road vehicles or any other mode of transport deemed not standard by GMP. | <ol style="list-style-type: none"> 8. Products that are modified or altered in a manner not authorized by GMP in writing. 9. Starting batteries, fuses, light bulbs, engine fluids and any related labor. 10. Steel enclosures that rust as a result of improper installation, location in a harsh or salt water environment, or are scratched where the integrity of applied paint is compromised. 11. Shipping costs associated with expedited shipping. 12. Additional costs for overtime, holiday or emergency labor costs for repairs outside of normal business hours. 13. Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s). 14. Normal maintenance and/or wear items (i.e. filters, fluids, brakes, bearings, fuses, tires, belts, bulbs, hoses, etc.). 15. Failures caused by any act of God or external cause including without limitation, fire, theft, freezing, war, lightning, earthquake, windstorm, hail, water, tornado, hurricane, or any other matters which are reasonably beyond GMP's control. |
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SUBJECT TO THE FOREGOING, THIS WARRANTY SUPERSEDES OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. SPECIFICALLY, GMP MAKES NO OTHER WARRANTIES AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES WHICH ARE ALLOWED BY LAW, SHALL BE LIMITED IN DURATION TO THE TERMS OF THE EXPRESS WARRANTY PROVIDED HEREIN. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

GMP'S ONLY LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF PART(S) AS STATED ABOVE. IN NO EVENT SHALL GMP BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF SUCH DAMAGES ARE A DIRECT RESULT OF GMP'S NEGLIGENCE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS UNDER APPLICABLE LAW.

FOR AUSTRALIA ONLY: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FOR NEW ZEALAND ONLY: Nothing in this warranty statement excludes, restricts or modifies any condition, warranty right or remedy which pursuant to the New Zealand Legislation (Commonwealth or State) including the Fair Trading Practices Act of 1986 or the Consumer Guarantees Act 1993 ("CGA") applies to this limited warranty and may not be so excluded, restricted or modified. Nothing in this statement is intended to have the effect of contracting out of the provisions of the CGA, except to the extent permitted by that Act, and these terms are to be modified to the extent necessary to give effect to that intention. If you acquire goods from Generac Power Systems or any of its authorized resellers and distributors for the purposes of a business, then pursuant to section 43(2) of the CGA, it is agreed that the provisions of the CGA do not apply.

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Section 3 Technician Certification Program

Level I

Description

The GMP Level I certification courses are designed to teach technicians the proper techniques for maintenance, troubleshooting, diagnosis, and repair or replacement of specific components on GMP equipment.

Objectives

- Full understanding of GMP product line(s)
- Equipment sizing and application scenarios
- Sequence of operation of GMP equipment
- Proper troubleshooting and diagnostic techniques
- Reduce troubleshooting and diagnostic time
- Full understanding of warranty submission process
- Understand responsibilities of an Authorized Service Dealer
- Understand technical documentation and publications
- Review your Customer Number, and understand your Technician ID

Proficiency

This course will utilize presentations, labs, hands-on, and testing to verify the technician's proficiency.

Outcome

Upon successful completion of a Level I course, the technician will be fully versed in the methods and procedures for proper applications, setup, operation, maintenance, and troubleshooting, as it relates to the models covered.

Technician ID

Upon successful completion of this course, the technician will be provided a Generac Technician ID, for warranty submission, parts ordering, and access to additional technical resources.

Warranty Authorization

Completion of the Level I certification provides the technician with the authority to replace and submit warranty on the following components on GMP equipment:

- Driven components
 - Generator
 - Exciter Stator
 - Pump
 - Lighting
 - Burner
- Electronic Controls
 - ComAp
 - Deep Sea
- Electrical System
 - Voltage regulators
 - Transformers, capacitors
 - Switches, potentiometers
 - Relays, solenoids, contactors, circuit breakers
 - Lights, heaters
 - Wiring harness

- Structural and cabinet
 - Panels, doors, hinges, handles
 - Mast, winch, pulleys, guides, cables
 - Brackets, weldments
 - Trailer, axles, wheels, brakes
- External engine components
 - Factory supplied radiators, fans and belts, coolant hoses, water pumps, thermostats, alternators, electric shut-off solenoids
 - Factory installed gear driven auxiliaries, such as compressors, vacuum pumps, hydraulic pump drive, adapters, auxiliary drive blanking plates, starters, dipsticks
 - Tube assemblies, lift pumps and delivery pumps
 - Oil pressure and coolant temperature, senders or switchers, oil filters, valve covers, oil filter heads
 - Factory installed air cleaner assemblies

Prerequisites

Basic Electricity Course Completion

Level I Training Review

After receiving Level I certification, the technician will be required to remain current in their knowledge and capabilities learned during the course, as well as any new processes, procedures, techniques, or methods that are added or modified by GMP.

In order to remain current with the Level I certification, the technician will be required to pass a biennial online course. This review and exam will cover new products, existing product updates, service bulletins, and new troubleshooting techniques, methods, or procedures.

Level II

Description

The GMP Level II certification course is designed to teach technicians proper techniques for maintenance, troubleshooting, diagnosis, and repair or replacement of internal components of Generac, and MAN engines.

Objectives

- Full understanding of diesel and gaseous engines
- Understand proper engine troubleshooting and diagnostic techniques
- Reduce engine troubleshooting and diagnostic time
- Full understanding of warranty submission process
- Understand responsibilities of an Authorized Service Dealer
- Understand technical documentation and publications

Proficiency

This course will utilize presentations, labs, and testing to verify the technician's proficiency.

Outcome

Upon successful completion of this course, the technician will be given the ability to submit engine repair warranties.

Warranty Authorization

- Injectors
- Fuel injection pumps fuel lines, fuel rails, and fuel system components
- Valve train components, rocker arms, bridges, push rods, etc.
- Oil pumps, oil sumps, oil coolers, suction pipes, and lubrication system components
- Electronic sensors
- Cold starting aid components

- Timing cases, flywheels.
- ECM and electronic software

Prerequisites

- GMP Level I Certificate

Level II Training Review

After receiving Level II certification, the technician will be required to remain current in their knowledge and capabilities learned during the course, as well as any new processes, procedures, techniques, or methods that are added or modified by GMP.

In order to remain current with the Level II certification, the technician will be required to pass a biennial online course. This review and exam will cover new products, existing product updates, service bulletins, and new troubleshooting techniques, methods, or procedures.

OEM Training

Several components within Generac Mobile Product equipment, including but not limited to engines, generators, pumps, have separate warranties administered through the OEM. For information on OEM warranty policies and training, please contact Generac Mobile Products service department at 1-800-926-9768.

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GENERAC®

Generac Power Systems, Inc.
S45 W29290 Hwy. 59
Waukesha, WI 53189
1-888-GENERAC (1-888-436-3722)
www.generac.com