

Warranty Procedure

Failures occurring within the warranty period must be reported to a Doosan Infracore Portable Power authorized Power Center. Consult your local phonebook, visit our website at www.doosanportablepower.com or call 1-800-633-5206 for the Power Center nearest you. Arrange with warranty service provider to have the machine repaired per the terms of the warranty policy.

Power Centers are authorized to travel to machines that were manufactured without running gear or machines that have two or more axles. Single-axle machines must be transported to the warranty location for warranty repairs.

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

What The Warranty Covers

Failures that meet the criteria outlined below may be considered as warranty failures:

- A. Must occur within the published warranty period for the particular product.
- B. Must be the result of a defect in materials or workmanship by the factory, and
- C. Must not be listed under "Non-warrantable Items" or "Vendor Components".

Non-warrantable Items

The following items are not considered as warrantable items:

- A. Fuel, hydraulic and lubricating oil, grease, anti-freeze, air and oil filter elements, belts, hoses and replacement parts as the result of normal use or wear

Non-warrantable Items (cont.)

- B. Failures of attachments, accessories or modifications not manufactured or supplied by Doosan Infracore Portable Power.
- C. Failures and progressive damage resulting from the use of a part not approved by Doosan Infracore Portable Power
- D. Failures resulting from improper application, operation, and maintenance or repair practices
- E. Damage resulting from negligence or accidents
- F. Towing, hauling, loading or unloading costs
- G. Loss or damage caused by carrier
- H. Repairs required as the result of improper handling, storage or protection
- I. Down time or lost production costs
- J. Any cost of a replacement or backup unit
- K. Telephone or other communication expenses



Portable Power

WARRANTY POLICY

Natural Gas

Generators



(01/15) Rev B
CPN 46671126

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Portable Natural Gas Generator Warranty

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

Doosan Infracore Portable Power will provide a new or repaired part, at its election, in place of any part that is found upon its inspection to be defective in material or workmanship during the warranty period. Such part will be repaired or replaced without charge to the initial user during normal working hours at the place of business of a Doosan Infracore Portable Power Power Center authorized to sell the type of equipment involved or other establishment authorized by Doosan Infracore Portable Power. User must present proof of purchase at the time of a warranty claim.

This warranty does not apply to failures occurring as a result of:

- A. Abuse, misuse, negligent repairs, corrosion, erosion, normal wear and tear, alterations or modifications made to the product without express written consent of Doosan Infracore Portable Power
- B. Failure to follow the recommended operating practices and maintenance procedures as provided in the product's operating and maintenance publications

Accessories or equipment furnished by Doosan Infracore Portable Power, but manufactured by others, including, but not limited to PSI engines, shall carry whatever warranty the manufacturers have conveyed to Doosan Infracore Portable Power and which can be passed on to the initial user.

Generators – Generator set alternators will be free of defects in material and workmanship for a period of (a) twenty-four (24) months following shipment to the initial user, (b) the accumulation of 4,000 hours of service by the initial user, or (c) thirty (30) months following the date of delivery from the factory to the Power Center whichever is earliest. The warranty against defects will include replacement of the original generator, provided the original generator is returned assembled and unopened.

Engine Warranty

The engine warranty is provided by PSI International, LLC. The full engine warranty is set forth in the operation and maintenance publication for the portable generator.

Your engine is designed to operate on Natural Gas during "Normal" and "Stand by" operation, and/or LPG during "stand by" operation ONLY (please see engine users guide from manufacturer) . Use of any other fuel may result in your engine no longer operating in compliance with the USEPA's emissions requirements

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

Gas analysis, service and maintenance records must be provided upon request

THE WARRANTIES HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (EXCEPT THAT OF TITLE), AND THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DOOSAN INFRACORE PORTABLE POWER OR ITS AUTHORIZED DISTRIBUTORS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, WHETHER BASED ON CONTRACT, WARRANTY, TORT, NEGLIGENCE, STRICT LIABILITY, STATUTE OR OTHERWISE, EVEN IF DOOSAN INFRACORE PORTABLE POWER OR ITS AUTHORIZED DISTRIBUTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL LIABILITY OF DOOSAN INFRACORE PORTABLE POWER AND ITS AUTHORIZED DISTRIBUTORS WITH RESPECT TO THE PRODUCT FURNISHED HEREUNDER SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT UPON WHICH SUCH LIABILITY IS BASED.

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