



# GeneratorJoe



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Cage 1U5V7 - TIN/EIN #943026355 - Duns #054590203 - GSA GS-07F-5964R  
A small business owned by a service connected disabled veteran.  
sales@generatorjoe.net or PowerPixie@ generatorjoe.net

## **GENERATORJOE LIMITED WARRANTY**

GeneratorJoe or its supplier that builds equipment for GeneratorJoe on an OEM basis warrants to the purchaser; each product sold or manufactured is free from defects in materials and workmanship and that its products will work properly when properly installed, serviced and operated under normal conditions and in accordance with the instruction manual and/or common generator operating practices whichever is stricter.

This warranty shall be in effect on **New Products for five (5) year or 5,000 hours**, whichever occurs first, from the date the retail customer takes ownership or 180 days from the date the unit left the manufacturing facility, whichever occurs first and shall cover product built exclusively by or for GeneratorJoe. The warranty applies only to parts installed on that product at the time of the sale and delivery to the customer. Otherwise, the standard new parts warranty shall apply which is ninety (90) days from date of sale. The company must be notified within five (5) business days, in writing of any product failure and warranty claim.

GeneratorJoe's liability shall be limited to the cost of repairing or replacing such defective or failed part(s), based on vendor warranty only, provided the cost of such repair does not exceed the original unit cost of the part. The company will not assume any expense or liability for repairs made outside its facility without written consent. Warranty coverage for removal and replacement of an engine is that which the Original Equipment engine manufacturer dictates. The customer will be responsible for additional labor for difficulty of access to or removal of or installation of said engine. Use of replacement parts not supplied or specified by GeneratorJoe will invalidate this limited warranty. Limits of mileage, travel time and labor exist applicable to vendor warranty coverage including shipping costs which are limited to ground service. Airfare for personnel or equipment transport is not covered. For products located outside the USA warranty is limited to parts only.

GeneratorJoe warranty does not cover troubleshooting expense, customer down time, labor charges associated with general service calls, disassembly, reassembly, transportation to or from a service facility or job site, malfunctions resulting from improper installation or alignment, lack of performance made in connection with normal maintenance services or the replacement of normal maintenance items or stress on the product caused by add-on components unknown to or not installed by GeneratorJoe.

GeneratorJoe will reimburse or credit the distributor/dealer or customer for the repair or replacement under this warranty for any part found to be defective or the cause of a malfunction. Such reimbursement of credit will be based on current Distributor/Dealer cost of the warranty. Labor reimbursement will be for mileage at 50 cents a mile, not to exceed 200 miles total; Travel time is at one-half published labor rate on file with GeneratorJoe; Warranty labor will be paid 100% up to \$50.00 per hour; anything over \$50.00 per hour will be paid at 50% of the Distributor/Dealer's published Customer Labor Rate on file with GeneratorJoe.

This warranty shall not apply to any product or parts which have been damaged or rendered defective by misuse, negligence, mechanic or installer error, modification by any party or any Act of God, criminal action or accident outside of GeneratorJoe facility. Electrolysis and normal wear and tear and cosmetics are not covered by warranty. The company shall not be liable for consequential and incidental damages, loss or expense, directly or indirectly, from the use of its product or parts or any other cause. We disclaim any warranty of merchantability or fitness for a particular purpose.

The above warranty supersedes and is in lieu of all other warranties, expressed or implied, and of all other liabilities or obligations on the part of GeneratorJoe. No person, agent or dealer is authorized to give any warranties on the behalf of GeneratorJoe, nor is to assume for this company any other liability in connection with any of its products unless made in writing and signed by an officer of GeneratorJoe.

For engine warranty see the manufacturer's warranty. Other than the engine we extend the generator warranty to 5 years or 5,000 hours whichever occurs first.