

# Service – Warranty

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For service information contact FIRMAN customer service at 1-844-347-6261 or at [www.firmanpowerequipment.com](http://www.firmanpowerequipment.com) to obtain warranty service information or to order replacement parts or accessories.

## HOW TO ORDER REPLACEMENT PARTS

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

- Model No. Rev. Level and Serial No. found on the Data Decal.
- Parts number or numbers as shown in the Parts List section.
- A brief description of the trouble with the generator.

## FIRMAN 4 Years Limited Warranty

### Warranty Qualifications

Register your product using the QR code provided or at [www.firmanpowerequipment.com](http://www.firmanpowerequipment.com). FIRMAN will also register the warranty upon receipt of your Warranty Registration Card and a copy of your sales receipt from one of FIRMAN's retail locations as proof of purchase. Please submit your warranty registration and your proof of purchase within ten(10) days of the date of purchase.



### Repair/Replacement Warranty

FIRMAN warrants to the original purchaser that the mechanical and electrical components will be free of defects in material and workmanship for a period of one (1) year (parts and labor) and 4 years (parts and technical support) from the original date of purchase 90 days [parts and labor] and 180 days [parts] for commercial & industrial use. Transportation charges on product submitted for repair or replacement under this warranty are the sole responsibility of the purchaser. This warranty only applies to the original purchaser and is not transferable.

### Do Not Return the Unit to the Place of Purchase

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

### Warranty Exclusions

This warranty does not cover the following repairs and equipment.

#### Normal Wear

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