

GENEFORCE EMERGENCY POWER SYSTEM WARRANTY INFORMATION

Introduction

Your warranty takes effect from the date of purchase, and no further action on your part is required.

If you have any questions about your Geneforce product, please refer to the contact information.

Warranty and Product Information

What does this warranty cover? This Limited Warranty is provided by Geneforce Limited Company ("GENEFORCE") and covers defects in workmanship and materials in your GENEFORCE Emergency Power System. This warranty lasts for 24 months from the date of purchase at the point of sale to you, the original end user customer.

You require proof of purchase to make warranty claims. This Limited Warranty is transferable to subsequent owners but only for the unexpired portion of the Warranty Period. Subsequent owners also require proof of purchase.

What will the GENEFORCE Company do? Geneforce will, at its option, repair or replace the defective product free of charge, provided that you notify Geneforce of the product defect within the Warranty Period, and provided that Geneforce through inspection establishes the existence of such a defect and that it is covered by this Limited Warranty. Geneforce will, at its option, use new and/or reconditioned parts in performing warranty repair and building replacement products. Geneforce reserves the right to use parts or products of original or improved design in the repair or replacement. If Geneforce repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the return shipment to the customer, whichever is greater. All replaced products and all parts removed from repaired products become the property of Geneforce. Geneforce covers both parts and labor necessary to repair the product, and return shipment to the customer via a Geneforce -selected non-expedited surface freight within the contiguous United States and Canada. Alaska and Hawaii are excluded. Contact Geneforce Customer Service for details on freight policy for return shipments outside of the contiguous United States and Canada.

How do you get service? If your product requires troubleshooting or warranty service, contact your merchant. If you are unable to contact your merchant, or the merchant is unable to provide service, contact Geneforce directly at:

Phone:

(305) 215-5443 (direct)

Email: techsupport@geneforcepower.com

Warranty

Direct returns may be performed according to the Geneforce Return Material Authorization Policy described in your product manual. For some products, Geneforce maintains a network of regional Authorized Service Centers. Call Geneforce or check our website to see if your product can be repaired at one of these facilities.

What proof of purchase is required? In any warranty claim, dated proof of purchase must accompany the product and the product must not have been disassembled or modified without prior written authorization by Geneforce.

Proof of purchase may be in any one of the following forms.

- The dated purchase receipt from the original purchase of the product at point of sale to the end user, or
- The dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or
- The dated invoice or purchase receipt showing the product exchanged under warranty

What does this warranty not cover? This Limited Warranty does not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. This warranty does not apply to and Geneforce will not be responsible for any defect in or damage to:

- a) the product if it has been internally opened, has broken seals, tampered with, misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) the product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Geneforce product specifications including high input voltage from generators and lightning strikes;
- c) the product if repairs have been done to it other than by Geneforce or its authorized service centers (hereafter "ASCs");
- d) the product if it is used as a component part of a product expressly warranted by another manufacturer;
- e) the product if its original identification (trade-mark, serial number) markings have been defaced, altered, or removed.

Disclaimer

Product

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY GENEFORCE IN CONNECTION WITH YOUR GENEFORCE PRODUCT AND IS, WHERE PERMITTED BY LAW, IN LIEU OF ALL OTHER WARRANTIES, CONDITIONS, GUARANTEES, REPRESENTATIONS, OBLIGATIONS AND LIABILITIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING (WHETHER BY CONTRACT, TORT, NEGLIGENCE, PRINCIPLES OF MANUFACTURER'S LIABILITY, OPERATION OF LAW, CONDUCT, STATEMENT OR OTHERWISE), INCLUDING WITHOUT RESTRICTION ANY IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT REQUIRED UNDER APPLICABLE LAW TO APPLY TO THE PRODUCT SHALL BE LIMITED IN DURATION TO THE PERIOD STIPULATED UNDER THIS LIMITED WARRANTY. IN NO EVENT WILL GENEFORCE BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSE HOWEVER ARISING WHETHER IN CONTRACT OR TORT INCLUDING WITHOUT RESTRICTION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, ANY PERSONAL INJURY, ANY DAMAGE OR INJURY ARISING FROM OR AS A RESULT OF MISUSE OR ABUSE, OR THE INCORRECT INSTALLATION, INTEGRATION OR OPERATION OF THE PRODUCT.

Exclusions

If this product is a consumer product, federal law does not allow an exclusion of implied warranties. To the extent you are entitled to implied warranties under federal law, to the extent permitted by applicable law they are limited to the duration of this Limited Warranty. Some states and provinces do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, so the above limitation(s) or exclusion(s) may not apply to you. This Limited Warranty gives you specific legal rights. You may have other rights which may vary from state to state or province to province.