



FORD POWER EQUIPMENT

WARRANTY INFORMATION FOR FORD UK GENERATORS

Register your UK warranty online at www.fordpowerequipment.co.uk

Ford Power Equipment Limited Warranty

From the date of original purchase, Ford Power Equipment warrants to the original purchaser that each portable generator sold, shall be free from defect in material and workmanship for the items and time period set forth below. Ford Power Equipment, at its discretion, agrees to repair or replace any defective part that upon examination, inspection, and testing by a Ford Power Equipment authorized service dealer, is found to be defective within the original warranty period. Ford Power Equipment will also decide upon the use of new or rebuilt parts or comparable product. Any part or product that is replaced will be retained by Ford Power Equipment. This warranty period shall not be extended and any repaired product shall be warranted for the remaining period of the original warranty. This warranty is non-transferable and proof of purchase must be presented for requesting warranty service. If a proof-of-purchase receipt is not provided, the product's shipping date by the manufacturer will be used to determine the warranty period.

Length of Warranty

Personal use applications of this portable generator are warranted for 2 years or 500 hours use, whichever comes first. Any portable generator used for commercial use will be covered by a limited 12 months or 500 hours (whichever comes first) warranty. Any portable generator used as rental equipment or for the purpose of primary power in place of utility will not be covered under this warranty. Proof of purchase and of maintenance must be provided.

- 1st Year - Limited comprehensive coverage on all generator components and labour.
- 2nd Year (for personal use only) - Limited coverage on generator engine and alternator components, parts only.

"Personal use" means personal residential household use or recreational use by the retail consumer. "Commercial use" means all other uses including commercial, construction, or other income producing purposes. Once a generator has been used for commercial purposes, it shall thereafter be considered as a "commercial use" generator for the purposes of this warranty.

Parts Only Supply

If the customer requests a part to be sent out under warranty, we must have photographic proof that the old part has failed due to a manufacturing defect and have the old part returned to us before we send out the new part. If we are to send out a new part before we have either of these, it is to be chargeable. When we receive the old part back, we will make a refund, if it is found that the old part has failed due to a manufacturing defect.



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Consumer Responsibilities

- Consumer is responsible for carefully reading and following all instructions in the owner's manual. Any product that is damaged due to misuse or abuse will not be covered by this warranty.
- Consumer is responsible for labour costs associated with warranted repairs twelve (12) months after the purchase date. Labour rates will only be based on normal working hours.
- Consumer is responsible for maintaining generator as specified in the owner's manual. Documentation of this maintenance may be required to cover warranty requests.
- Consumer is responsible for presenting any problems with the generator to an authorized Ford Power Equipment Service Centre as soon as the problem exists. Warranted repairs will be completed in a reasonable period of time, not to exceed 30 days.

What this Warranty Does Not Cover

- **Normal wear:** This warranty excludes normal wear items such as filters, spark plugs, gaskets, O-rings, adapter cord sets, wheels, and starting batteries.
- **Maintenance:** This warranty does not apply to tune-ups or routine maintenance and servicing.
- **Misuse:** This warranty does not apply if your product has failed due to abuse, misuse, neglect, using incorrect fuels or lubricants, overloading, over speeding, improper maintenance, improper storage, unapproved modifications, or has been operated in any way contrary to the instructions found in the products owner's manual.
- **Adverse conditions:** This warranty does not apply if your product has failed due to freezing, accident or natural disasters.
- **Product shipment:** This warranty does not apply to damage resulting from shipping, handling, or warehousing. Any damage claims to this product caused by shipment must be filed with freighter.
- **Other exclusions:** This warranty does not apply if your product has been sold "as is" or where the factory applied serial number has been removed. Refurbished, used, demonstration or floor models are not covered by this warranty.

Where Warranty is Valid

For warranty coverage, this product must be purchased from an authorized Ford Power Equipment dealer and the warranty only extends to the original purchaser. Refurbished, used, demonstration or floor models are not covered by this warranty. Products purchased from on-line auction websites are not covered under this warranty. The warranty covers the product while it remains in the UK. Any product that is being used outside of this area will be subject to a parts only warranty with the delivery of these parts limited to within the UK mainland. Any onward shipping will be covered by the customer.

IMPORTANT

IF WE RECEIVE ANY MACHINES BACK TO OUR SERVICE CENTRE THAT HAVE A NON-WARRANTY FAULT, THE CUSTOMER WILL BE CHARGED FOR CARRIAGE BOTH WAYS, LABOUR AND PARTS USED.