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It is the selling dealer'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 Portable Power by completing an Equipment Transfer Request. This form may be found at the Doosan website under Aftermarket > Warranty: <http://www.doosanportablepower.com/en/aftermarket/warranty>

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# ***DOOSAN***

## **WARRANTY POLICY Generators**



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## Portable Generator Warranty

Doosan Portable Power warrants to (i) its authorized dealers, 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 dealer, whichever is earliest.

Doosan 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 Portable Power dealer authorized to sell the type of equipment involved or other establishment authorized by Doosan Portable Power. User must present proof of purchase at the time of a warranty claim.

This warranty does not apply to failures occurring from:

1. Abuse, misuse, negligent repairs, corrosion, erosion, normal wear and tear, poor fuel quality, or alterations or modifications made to the product without express written consent of DPP.
2. Failure to follow the recommended operating practices and maintenance procedures as provided in the product's operating and maintenance publications.
3. Accessories or equipment furnished by DPP, but manufactured by others, shall carry whatever warranty the manufacturers have conveyed to DPP 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 from the date of shipment to the initial user, (b) the accumulation of 4,000 hours of service by the initial user, or (c) thirty (30) months from the date of delivery from the factory to the dealer, whichever is earliest. The warranty against defects will include replacement of the original generator, provided the original generator is returned fully assembled and unopened.

**Engine Warranty** – Doosan engines will be free from defects in material and workmanship for a period of (a) twelve (12) months and unlimited hours, or (b) thirty six (36) months and 3000 hours. John Deere and Mitsubishi engines will be free from defects in material and workmanship for a period of (c) twenty-four (24) months from the date of shipment to the initial user, (d) the accumulation of 2,000 hours of service by the initial user, or (e) thirty (30) months from the date of delivery from the factory to the dealer, whichever is earliest.

## Optional Platinum Major Component Engine Limited Warranty

Doosan Portable Power warrants that each Doosan engine will be free from defects in material and workmanship for a period of (a) sixty (60) months from the date of shipment to the initial user, (b) the accumulation of 10,000 hours of service by the initial user, (c) or sixty-six (66) months from the date of delivery from the factory to the dealer, whichever is earliest.

This warranty covers major internal engine components only. The starter, alternator, fuel system components, and all electrical components are excluded from this optional warranty.

Products	Package	Extended Coverage	
		Package	Generator
<b>Portable Generators 10KVA thru 570 KVA</b>	1 yr/2000 hrs Parts & Labor	None	None

The following chart summarizes the warranty time periods applicable to generator engines and is for reference purposes only. A complete description of the applicable warranties for these engines is available upon request.

Engines in Generators	Months	Hours	Extended Coverage
<b>Cummins – T4i &amp; T4F</b> *Must be repaired by Cummins.	24	2000	N/A
<b>Cummins – T2 &amp; T3</b> *Must be repaired by Cummins.	12	Unlm.	N/A
<b>Doosan</b> *Must be repaired by Doosan or Bobcat authorized dealer.	12 36	Unlm 3000	*5 yrs / 10000 hrs Limited warranty- requires Doosan fluids & filters.
<b>John Deere</b>	24	2000	*2 yrs / 4000 hrs, Limited warranty requires Doosan fluids & filters.
<b>Mitsubishi</b>	24	2000	*2 yrs / 4000 hrs, Limited warranty requires Doosan fluids & filters.

\* The optional warranty is automatically available when the initial user registers their machine prior to expiration of the standard warranty and can demonstrate that the following conditions are met during the warranty period

1. All maintenance is completed at prescribed intervals using only genuine Doosan parts, fluids and filters.
2. The starter, alternator, fuel system components, and all electrical components are explicitly excluded from this optional warranty.
3. To register please click the following link [Doosan Extended Warranty](#) or contact your local Doosan dealer to sign up.

## Warranty Procedure

Failures occurring within the warranty period must be reported to a DPP authorized dealer. Contact your local phonebook, or visit our website at: <http://doosanportablepowermobile.maporama.com> or call 1-800-633-5206 for the dealer nearest you. Arrange with the dealer to have the machine repaired per the terms of this Warranty Policy.

Dealer travel up to 200 miles each way will be considered for warranty on machines that were manufactured without running gear, or machines that have two or more axles. Single-axle machines must be transported to the dealer location for warranty repairs.

## 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".

Engines manufactured by Cummins® require the engine manufacturer's representative to perform the warranty repairs.

Doosan Portable Power dealers can provide parts, service and warranty repairs on Mitsubishi® and John Deere® engines in Doosan Portable Power equipment.

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

## Vendor Components not Warranted by Doosan Portable Power

Vendor components that are warranted direct to the user-purchaser by the manufacturer, including, but not limited to the following items, are not warranted by DPP:

- Cummins Engines
- Engine components for Cummins, such as starters, generator/alternators and regulators.
- Accessories

Failures of these components are to be directed to the representative manufacturer's local service facility.