



## Warranty & Repair Procedures

### Valid For: Generators and Inverters

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 three (3) years (parts) 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 Service Center 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.

### 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.

## Step by Step Repair Procedure

**Step 1: Do not return unit to store or dealer!**

**Step 2: If a problem occurs call 1-844-347-6261 or email [support@firmanpowerequipment.com](mailto:support@firmanpowerequipment.com)**

**Step 3: Talk to 24 hour technical service to trouble shoot your problem.**

**Step 4: If problem can not be solved by phone, provide your zip code to locate 1 of our 8,700 authorized service centers in your area.**

**Step 5: If a specific part is broken, replacement parts can be shipped directly to the customer.**

