



5-Year / 5000 Hour Generator Set Warranty

Your Norpro product has been designed, hand assembled and inspected by trained and highly skilled technicians. Norpro warrants the end user for the period indicated below that each new product to be free from defects in materials and workmanship as equipped at time of sale. Any repair, replacement or suitable adjustment at Norpro's option will be furnished if the product upon Norpro's inspection is found to be properly: installed, maintained, and operated in accordance with Norpro supplied instruction manuals. This warranty does not apply to failure caused by: damage, misuse, service or repair by unauthorized persons.

Engines and Generator Sets in Marine applications; Pleasure Craft & Commercial Vessels
Engines and Generator Sets in Standby & Prime Power Applications; Industrial, Residential & Recreational

Warranty Coverage Term:

*5 years or 2,000 hours

**5 years or 5,000 hours on major components, including: engine block, crankshaft, camshaft, cylinder head gears, connecting rods, flywheel and flywheel housing, intake and exhaust manifold, generator housing and rotor shaft), whichever occurs first, from the date of the first retail purchase, or 1-year from the date of shipment from the Norpro assembly facility. Transferable to subsequent buyers of the generator set in its original land or marine application.

*Years 1 and 2: Parts, Labor and mileage.

**Years 3, 4, and 5: Parts, Labor with \$100 deductible to be paid by the end user per each repair visit.

The following are not covered by warranty:

A. Normal engine and/or generator wear. **B.** Normal wear items, including but not limited to: turbo, fuel injector(s), starter, alternator and electronic components. **C.** Troubleshooting, routine service, tune-ups, belts, hoses, clamps, filters, exhaust system components, fuel system components, gaskets, and/or seals. **D.** Damage caused by accidents, improper installation or handling and/or improper storage. **E.** Damage caused by water ingestion or electrolysis. **F.** Damage caused by ingestion of substances other than clean filtered air, fuel or intake water. **G.** Damage caused by faulty repairs performed by a repair facility not authorized in writing by Norpro. **H.** Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations. **I.** Original installation charges and startup costs. **J.** Removal & Re-Installation charges of more than 1-hour labor for outside or above deck units and 4-hours for inside or below deck units. Customer is responsible for additional labor/charges due to difficult access, removal or installation. **K.** Starting batteries and the following related expenses: **K1.** Labor and Travel charges related to battery service. **L.** Loss of revenue or the rental of equipment due to down time. **M.** Generator repairs made within the warranty period other than by an authorized Norpro service dealer without prior written approval from Norpro warranty department. **N.** Damage caused by negligent maintenance such as: **N1.** Failure to provide the specified type and sufficient quantity of lubricating oil, cooling air and/or coolant. **N2.** Failure to provide adequate air intake and/or maintenance of the air intake system. **N3.** Failure to perform scheduled maintenance as prescribed in supplied manuals. **O.** Engine fluids such as fuel, oil or antifreeze/coolant. **P.** Shop supplies such as adhesives, cleaning agents and rags. **Q.** Use of other than factory supplied or approved repair parts or procedures. Replacement of a failed Norpro part with a non-Norpro part voids Norpro warranty on this part or failures caused by this part. **R.** Fuel injection pumps not repaired locally by an authorized servicing dealer. **S.** Expenses incurred investigating performance complaints unless defective Norpro materials or workmanship are found to be the cause of the problem. **T.** Generator sets used in rental applications. **U.** Gasoline powered portable generators sets (see specific warranty for coverage).

To obtain warranty service, call 1-877-4NORPRO for your nearest authorized Norpro service representative or write to Norpro Warranty Department, PO Box 297, East Haddam, CT. 06423 USA. Norpro must be notified in writing within five (5) business days of any product failure.

Norpro shall not be liable for special, incidental or consequential damages of any kind including, but not limited to, labor costs, installation charges, telephone charges, or transportation charges including air fare in connection with the replacement or repair of defective parts. Liability is limited to the pro-rated cost of repairing or replacing such defective or failed part(s) provided the costs of such repair does not exceed the original unit cost. Limits may exist for mileage, travel and labor.

This warranty is offered in lieu of, and supersedes any other warranty or guarantee, including the implied warranty of merchantability or suitability for a particular purpose. Norpro will not be liable for any general, special, incidental or consequential damages beyond the express terms hereof. No person, agent or dealer is authorized to give any warranties on the behalf of Norpro, nor is to assume for this company any other liability in connection with any of its products unless made in writing and signed by an officer of Norpro. It is the intention of the parties that any claim, action or proceeding arising from or in connection with issues of warranty, shall be resolved by final & binding arbitration in the state of Connecticut in the county of Middlesex. Arbitration shall be by a single arbitrator experienced in the matters at issue in accordance with the Commercial Arbitration Rules of the American Arbitration Association. A complaint must have sought recourse through litigation (and been denied) from each subsequent installer and seller before entering into arbitration with Norpro. Norpro's maximum liability will not exceed Norpro's selling price of unit and will be prorated from the original purchase date at the rate of 1.66% per month based on Norpro's selling price of unit. Each party shall be responsible for its own legal expenses and court fees incurred in connection with any such arbitration proceeding. The decision of the arbitrator shall be binding and final.

Norpro Power Products
385 Town Street
East Haddam, CT 06423
<http://www.4norpro.com>

To find your local sales and service outlet visit our web site
Or call 1-877-4NORPRO