

Owner Warranty Policy **Limited Warranty**

Clarke will replace or repair free of charge any part or parts of the generator of their manufacture that are defective in workmanship and materials for a period of time as set forth in the Warranty Period chart below. All Clarke products requiring warranty service shall be transported or shipped freight pre-paid to an authorized Clarke generator repair facility. Notification of the defect or problem, a description of the manner in which the Clarke generator is used, and the name, address and telephone number of the customer requiring warranty service must be included. Clarke is not responsible for removal and shipment of the Clarke product to the service center or for the reinstallation of the Clarke product upon its return to the customer, or any incidental or consequential damages resulting from the defect, removal, reinstallation, shipment, or otherwise. Problems with

Clarke products can be due to improper maintenance, faulty installation, non-Clarke additions or modifications, or other problems not due to defects in Clarke workmanship or materials. If an authorized Clarke generator repair facility determines that the problem with a Clarke product is not due to defects in Clarke workmanship or materials, then the customer will be responsible for the cost of any necessary repairs. Genset engines are covered under the engine manufacturer's warranty. Proper engine maintenance is required. Any request for engine warranty or repair should be made directly with the engine manufacturer's warranty center. See engine manufacturer's data for applicable engine warranty periods and location of repair centers. This Limited Warranty and Service Policy represents Clarke's sole and exclusive warranty obligation with respect to Clarke products. Clarke's liability to a customer or any other person shall not exceed Clarke's sales price of the applicable Clarke product.

CLARKE DISCLAIMS ALL OTHER EXPRESSED AND IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY.

Warranty Period

Generator Series	Labor*	Parts
Standard (CE) Mobile Products	1 Year / 2,000 Hours	2 Years / 2,000 Hours
Rental Construction (RC) Mobile Products Extended Warranty ¹	1 Year Unlimited 2 Years / 4,000 Hours	2 Years / 2,000 Hours 2 Years / 4,000 Hours – alternator only
Stationary Emergency Standby Systems (20G-420G, 20D-2000D)	2 Years / 3,000 Hours	3 Years / 3,000 Hours
Stationary Non-Emergency Systems	1 Year / 1,000 Hours	1 Year / 1,000 Hours
International	1 Year / 1,000 Hours	1 Year / 1,000 Hours

1 - Clarke extended engine warranty (two years/4000 hours) is based on the use of Clarke fluids and filters (Oil and Coolant) per the Clarke recommended service intervals. All claims must be accompanied by all receipts for service intervals to equal the number of service hours.

Clarke may require defective parts such as electronic components, genset controllers, voltage regulators, engine control modules, circuit breakers, governor controls, fuel solenoids, battery chargers, block heaters and engine or generator components to be returned to the Clarke generator factory. It is the warranty providers' responsibility to obtain disposition from a Clarke factory technician and retain parts until such disposition is received. Failure to return any defective component as requested by Clarke may result in declining any warranty consideration.

* For mobile, diesel, and gas products, travel expenses will be allowed up to 7 hours and up to 300 miles round trip per warrantable incident. Proof of purchase, date of installation, serial number and model number will be required for any product to qualify for any warranty consideration. Factory approval is required for labor beyond the 7 hour coverage and 300 mile roundtrip limit. Please contact your local Clarke district office or factory technician for pre-approval.

A start-up inspection form/warranty registration must be completed in its entirety and submitted to Clarke within 30 days of start-up to qualify for any warranty consideration. Portables and Mobiles are excluded from any start-up inspection or warranty registration form. Systems requiring start-up inspection / warranty forms that are not received by Clarke within 90 calendar days of shipment from the factory to the first customer will automatically be registered by Clarke at the effective date of shipment.

Warranty exclusions shall include, but are not limited, to the following:

1. Normal engine wear, tune-ups, engine tune-up parts, and maintenance
2. Damage caused by operation with improper fuel, at loads, speed, or conditions contrary to published specifications, improper application or sizing
3. Improper storage
4. Damage caused by improper maintenance
5. Original installation and start-up costs
6. Labor and travel charges related to starting battery service
7. Engine coolant heaters, heater controls, and circulating pumps after the first year
8. Rental of equipment as a result of genset failure or mis-operation
9. Engine fluids including fuel, oil, coolant
10. Parts purchased from sources other than Clarke
11. Radiators replaced rather than repaired
12. Shop supplies, solvents, rags, adhesives
13. Expenses incurred investigating performance complaints unless the problem is caused by defective Clarke materials or workmanship
14. Damage due to rodent or insect infestation
15. Rusting of steel enclosures and fuel tanks due to improper installation, location in a harsh or saltwater environment or scratched where integrity of paint is compromised
16. Overtime, holiday or emergency labor
17. Failure due to misapplication
18. Failures by any external cause, act of war, or act of god
19. Work performed by unauthorized service provider

