
SERVICE INFORMATION

CONTACT THE FIRMAN PRODUCT SERVICE DEPARTMENT AT 1-844-347-6261

or at

www.firmanpowerequipment.com

**to obtain warranty service
information or to order
replacement parts or
accessories.**

HOW TO ORDER REPLACEMENT PARTS

Even quality built equipment such as the parallel kit you have purchased might need occasional replacement parts to maintain it in good condition over the years. To order replacement parts, please give the following information:

1. Model No. ,Rev. Level and Serial No. and all specifications shown on the Model No./Serial No. plate.
2. Parts number or numbers as shown in the Parts List section.
3. A brief description of the trouble with the generator.

REGISTER YOUR PRODUCT

Register your Firman Parallel Kit online at www.firmanpowerequipment.com.

WARRANTY

FIRMAN ONE (1) Year Limited Warranty

Warranty Qualifications

FIRMAN Power Equipment will register the warranty upon receipt of your Warranty Registration Card and a copy of your sales receipt from one of FIRMAN's retail locations as proof of purchase. Please submit your warranty registration and your proof of purchase within ten (10) days of the date of purchase.

Repair/Replacement Warranty

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) from the original date of purchase 120 days [parts and labor] 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.

Warranty Exclusions

This warranty does not cover the following repairs and equipment:

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.

Installation, Use and Maintenance

This warranty will not apply to parts and/or labor if your product is deemed to have been misused, neglected, involved in an accident, abused, loaded beyond the equipment limits, modified, installed improperly or connected incorrectly to any electrical component.

Normal maintenance is not covered by this warranty.

Other Exclusions

This warranty excludes:

- cosmetic defects such as paint, decals, etc.
- wear items
- accessory parts
- failures due to acts of God and other force majeure events beyond the manufacturer's control
- problems caused by parts that are not original FIRMAN parts

Limits of Implied Warranty and Consequential Damage

FIRMAN disclaims any obligation to cover any loss of time, use of this product, freight, or any incidental or consequential claim by anyone from using this product. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

A unit provided as an exchange will be subject to the warranty of the original unit. The length of the warranty governing the exchanged unit will remain calculated by reference to the purchase date of the original unit.

This warranty gives you certain legal rights which may change from state to state. Your state may also have other rights you may be entitled to that are not listed within this warranty.

Contact Information

You may contact FIRMAN at:

Address

Firman Power Equipment Inc.
Attn: Customer Service
8716 West Ludlow Dr. Suite #6
Peoria, AZ 85381
www.firmanpowerequipment.com

We are FIRMAN POWER - And we are here for you.
Customer Service Desk - 1-844-347-6261(1-844-FIRMAN1)
6am PST(9am EST) until 8pm EST(5pm PST)
Technical Service Desk - 1-844-347-6261(1-844-FIRMAN1)
6am PST(9am EST) until 8pm EST(5pm PST)
24/7 Tech Support - 1-844-347-6261(1-844-FIRMAN1)