

## SERVICE INFORMATION

**CONTACT THE  
PRAMAC AMERICA  
PRODUCT SERVICE  
DEPARTMENT AT  
1-800-445-1805  
or at [www.powermate.com](http://www.powermate.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 electric generator 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. and Serial No. and all specifications shown on the Model No./Serial No. plate.
2. Part number or numbers as shown in the Parts List section.
3. A brief description of the trouble with the generator.

**Pramac America, LLC  
4970 Airport Road  
P. O. Box 6001  
Kearney, NE 68847  
1-800-445-1805  
[www.powermate.com](http://www.powermate.com)**

## LIMITED WARRANTY

**Warranty Coverage:** Pramac America, LLC (the Company) warrants to the original retail customer in North America that it will repair or replace, free of charge, any parts found by the Company or its authorized service representative to be defective in material or workmanship. This warranty covers the cost of replacement parts and labor for defects in material or workmanship.

### Not Covered:

- Transportation charges for sending the product to the Company or its authorized service representative for warranty service, or for shipping repaired or replacement products back to the customer; these charges must be borne by the customer.
- If a separate operator's manual and engine warranty from the engine manufacturer is included with this product, only that warranty will apply to the engine.
- Damages caused by abuse or accident, and the effects of corrosion, erosion and normal wear and tear.
- Warranty is voided if the customer fails to install, maintain and operate the product in accordance with the instructions and recommendations of the Company set forth in the owner's manual, or if the product is used as rental equipment.
- The Company will not pay for repairs or adjustments to the product, or for any costs or labor, performed without the Company's prior authorization.

**Warranty Period:** Two (2) years from the date of purchase on products used solely for consumer applications; if a product is used for business or commercial applications, the warranty period will be limited to one (1) year from the date of purchase. For warranty service, the customer must provide dated proof of purchase and must notify the Company within the warranty period.

**For warranty service: Call toll free 800-445-1805, or write to Pramac America, LLC, Product Services, 4970 Airport Road, P. O. Box 6001, Kearney, NE 68847.**

**EXCLUSIONS AND LIMITATIONS:** THE COMPANY MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. THE WARRANTY SERVICE DESCRIBED ABOVE IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY; LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED TO THE EXTENT PERMITTED BY LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow a disclaimer of implied warranties, or the exclusion or limitation of incidental and consequential damages, so the above disclaimers and exclusions may not apply to you.