



11690 N 132nd AVE. Surprise, AZ 85379
Phone: (602) 269-3581 Fax: (602) 269-8448

Southwest Products Generator/Pump Limited Warranty Policy

Products manufactured by Southwest Products (SWP) are warranted to be free from defects in materials and workmanship, under proper use, application, installation and maintenance in accordance with SWP's written recommendations, instructions and specifications as follows:

Two (2) years or 2,000hrs (whichever occurs first): Parts and labor on SWP workmanship from the unit in-service date by first end-user (not exceeding 24 months following delivery from SWP) as indicated on the warranty registration. Please refer to our warranty registration process included in this policy.

One (1) year: enclosure and structural parts from the date the unit is put into service by SWP or the selling SWP dealer, as indicated on the warranty registration. Structural items are the generator skid, lift bail, enclosure, fuel tank, under structure and tank mounting systems. Decals, stencils and logos installed by SWP as part of the original equipment shall be covered within the stated standard warranty. Damage such as chips, scratches, and corrosion due to dirt build-up or normal wear that occurs through usage of the product is not covered under this warranty. Rust bleed out from inaccessible structural features and panel edges are not covered under this warranty.

SWP Warranty Coverages Does Not Apply To:

- Any unit built/manufactured prior to January 1st, 2019
- Failures due, but not limited to, normal wear and tear, misuse, abuse, unauthorized repair, accident, negligence, improper installation, improper sizing, or any other misapplication
- Deterioration, wear or damage caused by operation in corrosive or abrasive environments.
- Products that are installed, modified or altered in any way not authorized by SWP
- Loose connections (electrical and mechanical) not found during start-up or Pre-Delivery inspections as required by the dealer
- Any penalties (including administrative penalties), business interruptions, loss of sales and/or profits, rental or substitute equipment, costs of delay for any other special, indirect, incidental or consequential losses, costs or damages
- Damages due to shipping, handling or storage
- Any failure caused by contaminated oil, fuels, coolants/antifreeze or lack of proper fuels, oils or coolants/antifreeze
- Improper initial diagnosis, poor workmanship, improper or repetitive repairs caused by failures in the service work.
- Damage resulting from natural disasters, act of nature or force majeure event

NOTE: Examples outlined above may constitute a forfeiture of all obligations of SWP outlined in the policy

Additional Items Not Covered

- Costs of normal maintenance (i.e. tune-ups, adjustments installation and start up)
- Starting batteries, oil, filters, bulbs, tires, brakes and any other service and/or maintenance items
- Unauthorized charges, diagnostic calls, lodging, overtime pay, holiday pay or emergency labor
- Overnight freight for replacement parts
- Any and all costs for towing, service calls or transporting of a unit to and from the service facility where the warranty service is performed, without prior approval from SWP

WARRANTY REGISTRATION – The standard unit warranty is (1) one year or 1,000 hours. The (2) year warranty is instated by completion of the Warranty Registration Form by the purchasing end-user within 30 days of unit purchase. This can be done online at <http://www.southwestproducts.com> or by returning the Warranty Registration Form included with your unit packet. Failure to complete the warranty registration will result with the unit purchase date used as the commencement of the standard warranty period and ineligibility of receiving our extended coverage warranty. Unit hours are to be monitored utilizing analog hour meters, logged by the gen-set controllers, or engine ECMs. Any ancillary hour measuring device must be approved by SWP.

INDIVIDUAL COMPONENT WARRANTIES – SWP Standard (1) one-year warranty covers all components. Individual component manufacturers warranties may extend beyond and will be handled thru their networks. See the applicable manufacturer's documentation for detailed warranty coverages.



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EMISSION SYSTEMS COMPONENT WARRANTY – The warranty coverages of all emissions related components are outlined in the specific engine manufacturer's warranty policy.

PARTS, LABOR AND TRAVEL –
Hourly Rate – Contact SWP for current labor rate
Mileage – Contact SWP for current mileage rate
Travel Time – Any greater than 4 hours must be approved by SWP

Warranty service will be performed by any service center authorized by SWP to service the type of product involved or by SWP in the event of direct sales made by SWP. SWP reserves the right to modify claims for warranty work which appear excessive. Part reimbursement for warranty claims will be one-hundred percent (100%) of the selling price paid by the purchaser to SWP. Labor is not included on maintenance parts. The warranty period for replacement parts used in warranty repairs is 30 days from the date of the end user's receipt of the replacement parts.

PURCHASER'S RESPONSIBILITY - This warranty covers only defective material and workmanship. The purchaser has the obligation of performing the care and maintenance duties discussed in SWP's as well as the component manufacturer's written recommendations, instructions and specifications. Any damage which results because of purchaser's failure to perform such duties shall not be covered by this warranty.

SWP Warranty Claims Procedure

When contacting SWP for warranty claims and technical support, please have your Southwest Products serial number (ex. 8050/0518) of your equipment available. This will be located on a black and silver tag near the controller or a silver sticker located on the generator end.

If a failure or defect is identified in SWP equipment, contact SWP Tech Support (ph. 602-269-3581) to initiate the claims process and receive a Warranty Claim number. SWP Tech Support will help troubleshoot and evaluate the failure to determine whether a service facility is needed. If so, they will help to determine the closest possible service facility to you. The end user will be responsible to establish contact with the service facility for scheduling of service. The service facility will generally request form of payment from the end user before dispatching to the site.

1. Parts are to be ordered referencing the Warranty Claim number by the customer through the SWP Parts Department (ph. 602-269-3581 or genwarranty@southwestproducts.com).
 - For repairs requiring parts or labor exceeding \$2,000.00, prior approval by the SWP will be needed. Please contact genwarranty@southwestproducts.com for initial approval. Approval will be issued in writing via email by SWP within 48 hours of request.
2. Once equipment is repaired, a detailed invoice must be sent directly to the SWP warranty department within 10 days of completed repairs for warranty consideration. Information for warranty must include:
 - Warranty Claim Number
 - SWP serial number
 - In service date
 - Unit hours at time of failure
 - Complaint, Cause, Correction
 - Parts installed
 - Itemized Labor costs
3. When necessary for determining disposition, SWP may request failed parts be returned, additional information/photos or ECM/controller data. Parts/info must be returned within 14 days of request to do so with proper information included or denial of claim may result.
4. SWP will consider each claim on its own merit and reserves the right to accept or reject a claim request. SWP will approve or deny the warranty claim within 30 days of submittal. Acceptance of the claim will result in credit or payment. Denial will result in a confirmation letter of denial to include details of denial.



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Engine Manufacturer Warranty Links

- Perkins - https://www.perkins.com/en_GB/aftermarket/warranty.html
- Volvo Penta - <http://www.volvopenta.com/industrialpowergeneration/en-en/parts-service/service/warranty.html>
- Isuzu Industrial Engines - <http://www.isuzuengines.com/#!/service>
- Hatz - <http://www.hatz-diesel.com/en/gc/>

Generator End Manufacturer Warranty Links

- Mecc Alte - http://www.meccalte.com/downloads/standard_conditions_of_sales.pdf
- Stamford - <http://stamford-avk.com/customer-support/warranty-information>
- Marathon - <https://www.marathongenerators.com/generators/docs/manuals/GPN411.pdf>

Loss in Transit:

Generators built by SWP have been thoroughly inspected and tested before leaving our facility. However, regardless of the care taken at the factory, there is a possibility that damage may occur in shipment. For this reason, it is recommended that the unit be carefully inspected for evidence of possible damage or malfunction during the first few hours of operation. Responsibility for the safe delivery of the unit was assumed by the carrier at the time of shipment. Therefore, claims for loss or damage to the unit should be filed with the carrier.

Concealed Loss or Damage:

Concealed loss or damage means loss or damage which does not become apparent until the unit is unpacked or the installed unit is run by the purchaser. The contents of the unit may be damaged due to rough handling while in route to its destination, even though the unit shows no external damage. When the damage is discovered upon unpacking, make a written request for inspection by the carrier agent within fifteen days of delivery date. Then file a claim with the carrier since such damage is the carrier's responsibility.

Legal:

IMPLIED WARRANTY EXCLUDED - Only authorized SWP warranties are valid and applicable to SWP product. Subject to change without notice. Please visit our website for the most up to date version of this warranty policy. The limited warranty set forth above only applies to units operating in the United States and Canada. Exclusions and limitations may apply if operated outside of the United States and Canada. These warranties are in lieu of all other express or implied warranties or representations, including warranties of merchantability or fitness for any purpose or of any other obligations on the part of SWP. SWP may, in specific instances and by written approval of an officer of the firm in advance of any bid or sale, modify or extend the terms of the standard SWP warranty.

REPRESENTATIONS EXCLUDED - SWP products are subject to no expressed, implied or statutory warranty other than herein set forth, and no agent, representative or distributor of the manufacturer has any authority to alter the terms of this warranty in any way whatsoever or to make any representations or promises, express or implied, as to the quality or performance of SWP products other than those set forth above.

CHANGE IN DESIGN - SWP reserves the right to make changes in design or improvements upon its products without imposing any obligation upon itself to install the same upon its products manufactured prior to said changes.