

# Insane Impact Warranty

## Client Sign-Off Form



# Dynamic Visual Solutions, LLC

## Limited Lifetime Extended Warranty



All Insane Impact products are warranted to the original purchaser to be free of defects in products from date of purchase at the original installation location as follows. The purchase of Insane Impact products constitutes the customer's acceptance of all warranty terms and conditions as listed in this limited warranty statement. All aspects of warranty are contracted and fulfilled with the OEM LED manufacturer, DVS. Insane Impact will help administer and fulfill all service requests as the official dealer of sale.

| Product                               | Warranty Period                                 | Coverage                                                                            |
|---------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------|
| LED Panels (DioPlex-HO, D, CG Models) | 11-Years/100,000 Hours* (Whichever Comes First) | Manufacturing Defects, Components, Pixel/IC Chip Failure (Parts Only)               |
| Service Labor                         | 5-Years (1,825 Days)                            | Manufacturing Defects, Internal Component Replacement, Diagnostic (Non-Maintenance) |
| Video Processors (NovaStar)           | 1-Year                                          | As Warrantied by NovaStar                                                           |
| Rigging Hardware/GSR                  | 1-Year                                          | Manufacturing Defects (Parts Only)                                                  |
| Cables & Accessories                  | 30-Days                                         | Manufacturing Defects (Parts Only)                                                  |

*\*Hours based on constant  $\leq 60\%$  brightness.*

### Non-Warranty Service

If it is determined that the product does not meet the terms of our warranty, you will be billed for labor and materials, as well as applicable shipping, insurance, and travel costs. Appropriate shipping charges will be applied. Payment in advance of repair is required by credit card. Insane Impact will contact you and inform you of the cost of the repair before any work is completed.

During this period, Insane Impact will, at its discretion, repair or replace (i.e. determine if a spare part is defective) the defective component of a unit or replace it with a new or rebuilt one of equal model and product classification. Dynamic Visual Solutions will bear labor and shipping costs for all repairs completed by its authorized service personnel subject to exclusions within the stated warranty terms above. This warranty is not a maintenance contract. Registration is required within 30 days of installation to receive the terms of this warranty.

| The Warranty Does NOT Cover:                                                                                                                                                                                                       |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Damage due to abuse, misuse, accident, or normal wear and tear.                                                                                                                                                                    | X |
| Improper installation workmanship by user or 3rd parties.                                                                                                                                                                          | X |
| Products used or installed in conditions or environments exceeding specified application type.                                                                                                                                     | X |
| Customer supplied power, data, or rigging.                                                                                                                                                                                         | X |
| Units on which the product or its sticker has been removed or altered.                                                                                                                                                             | X |
| Units that have been serviced and/or tampered with by user or other unauthorized personnel.                                                                                                                                        | X |
| Labor for module or component installation replaced by user or integration personnel.                                                                                                                                              | X |
| Damage from exposure to extreme environmental/atmospheric conditions including but not limited to severe weather, natural disaster, salinity or pressure or other conditions which exceed the product's ingress protection rating. | X |
| Failure to perform periodic maintenance of the product as specified by Insane Impact or its manufacturer.                                                                                                                          | X |
| 3rd party installation, hardware or auxiliary equipment.                                                                                                                                                                           | X |
| Color and/or brightness consistency without compromising basic product functionality.                                                                                                                                              | X |

All implied warranties, including warranties on merchantability and fitness, are limited in time to the length of this warranty. The terms of this warranty are applicable to the original purchasing end-user and products installed at their original, location. Any warranted products relocated from the original installation point shall be subject to review, on-site inspection and approval by Insane Impact to maintain the validity of this warranty subject to local state laws.

Marine/coastal and/or extreme outdoor environment installation and/or use must be pre-approved by Insane Impact's manufacturer, and a special corrosion-resistant coating and sealing process (available at an additional cost) is required to be applied to the fixture before installation and/or use. Such installation and/or use without Insane Impact's pre-approval may void this warranty. Insane Impact and its manufacturer's liability is strictly limited to the repair and/or replacement of its product or component. Insane Impact shall in no way be held liable for incidental or consequential damages resulting from the use of their product or its software, including, without limitation, damages from loss of business profits, downtime costs, business interruption, loss of business information, or other pecuniary loss. Insane Impact will ship repaired and/or replacement components best way at its sole discretion, purchaser is responsible for any expedited shipping costs.

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and understand the contents of this  
section of the warranty document

# Rack Component Warranty Schedule



## Rack Equipment

## Mfg Warranty (Limited)

|                                                              |          |
|--------------------------------------------------------------|----------|
| REI 4x1 HDMI Switcher                                        | 1 Year   |
| Dynacord Amplifiers                                          | 3 Years  |
| Rolls RM169 Professional Bluetooth Audio Mixer               | 1 Year   |
| Denon DN-500DMKII Professional Blu-ray Disc and Media Player | 2 Years  |
| NovaStar VX Series Processors                                | 3 Years  |
| DDB Rack Enclosure                                           | 15 Years |
| ElectroVoice Speakers                                        | 5 Years  |
| Dell Inspiron 14 Laptop                                      | 1 Year   |

## Power Options

|                       |         |
|-----------------------|---------|
| GENMAX GM9000iE       | 1 Year  |
| PowMR Battery Package | 5 Years |
| Power Tech Generator  | 2 Years |

## LED Spare Parts Package

|                |          |
|----------------|----------|
| Receiving Card | 11 Years |
| Modules        | 11 Years |
| Power Supply   | 11 Years |
| Hub Board      | 11 Years |

## Accessories

|          |         |
|----------|---------|
| Starlink | 2 Years |
|----------|---------|

# Electronics Limited Liability Warranty



1. The manufacturer guarantees that products, which are used under normal circumstances and according to instructions of use and the applicable legislation, will function properly and are manufactured of defect-free materials.
2. The warranty period for all electronics will be a manufacturer's warranty or otherwise stated in this document unless otherwise limited or agreed upon for a specific product or a product batch. The warranty period goes into effect the day the end user receives the product.
3. When receiving the delivery, those preceding the end user, in the supply chain as well as the end user are to carefully inspect that the shipment is according to the packing list and technical documentation and that no visible damages occur. Insane Impact, LLC is to be informed of any deviations immediately.
4. The warranty liability covers the repair or replacement of the defected product, including freights, forwarding and other direct costs linked with delivery of the repaired or replaced product under warranty.
5. The warranty repair shall be made by Insane Impact, LLC or Insane Impact, LLC's authorized representatives, who, when needed, shall replace the defected product in whole or in part with a new product. The pre-condition of the liability to carry out a repair under the warranty, if Insane Impact, LLC so demands, is that the defected product or the defected part of the product is returned to Insane Impact, LLC or a third party nominated by Insane Impact, LLC.

## 6. The Warranty Is Limited as Follows:

- A. The warranty liability does not cover the cost of dismantling the defective product or the cost of assembling the repaired and/or replaced product, nor does it cover the cost of any direct or indirect losses resulting from dismantling or re-assembling equipment not considered defective.
- B. Insane Impact, LLC's liability does not cover damages or defects which could have been detected in the inspections specified in paragraph 3 above, or consequences of such matters.
- C. Insane Impact, LLC has fulfilled its obligations according to warranty in respect with the defected product when Insane Impact, LLC has delivered a new product as replacement or returned the duly repaired product.
- D. After the termination of the warranty period, Insane Impact, LLC shall be liable for only such defects
- E. Insane Impact, LLC's contracting party is to limit its own warranty liability accordingly in its terms of sale.
- F. Insane Impact, LLC's warranty is limited up to the listed terms, scope, and availability of each individual manufacturer in regards to its specific product and warranty.

## Insane Impact, LLC Product Liability

1. Insane Impact, LLC shall not be liable for damages to products and damages to third-party equipment, staff, and products caused by products according to current product liability laws and these conditions. Both parties shall have sufficient product liability insurance.
2. Insane Impact, LLC shall not be liable for indirect losses and pure financial losses, lost profit, or other consequential economic losses.
3. Insane Impact, LLC shall not be liable for damages caused by negligence of a contracting party or a third party and not for damages caused by the use of the product for other purposes than it is intended use.
4. Insane Impact, LLC shall not be liable for damages caused by raw materials, or "designs of work methods instructed by the purchaser".

## Insane Impact, LLC Spare Parts Allotment

|                 | MAX 106         | MAX 106 DS      | MAX 127 | MAX 169         | MAX 1710 | MAX 2313 6.67mm | MAX 2313 4.8mm |
|-----------------|-----------------|-----------------|---------|-----------------|----------|-----------------|----------------|
| Modules         | 1-Left, 1-Right | 2-Left, 2-Right | 3       | 3-Left, 3-Right | 5        | 5-Left, 5-Right | 11             |
| Hubs            | 2               | 2               | 2       | 2               | 2        | 2               | 4              |
| Receiving Cards | 2               | 2               | 2       | 2               | 2        | 2               | 4              |
| Power Supplies  | 2               | 2               | 2       | 2               | 2        | 2               | 4              |
| Cables          | 1               | 1               | 1       | 1               | 2        | 2               | 3              |

*\*Additional modules available for purchase (4.8mm - \$149.50, 5.57mm - \$199.50, etc.)*

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# Warranty FAQs

## What is the duration of the product warranty?

- LED panel warranties range anywhere from five (5) to eleven (11) years depending on the product selected. The trailer frame and all components includes a 5 year warranty from date of delivery. Generators include a manufacturer warranty ranging from 2-3 years from the date of purchase.

## If I have a question that is not covered here, what should I do?

- For any further questions regarding the Insane Impact warranty, please contact Insane Impact Customer Service at [service@insaneimpact.com](mailto:service@insaneimpact.com) or (515) 349-7708. Our team is available to assist you.

## How do I make a warranty claim?

- To make a warranty claim, please contact Insane Impact customer service at [service@insaneimpact.com](mailto:service@insaneimpact.com) or (515) 349-7708 and provide a detailed description of the issue. Upon reaching out to our customer support team, a case # will be assigned to your request to help you monitor the status of solving the issue.

## What happens if our screen is impacted by inclement weather or natural disaster?

- In the event that your screen gets struck by lightning or other extreme weather, the customer is responsible for the cost of extra spare parts and labor for the installation of the screen. Oftentimes your insurance policy will help cover those perils. However, each screen comes with a 5% spare parts allocation to help cover the damaged items.

## How do I submit an RMA if I have defective spare parts that need to be fixed and/or replaced?

- To request an RMA for service or repair, please contact Insane Impact Technical Support via [service@insaneimpact.com](mailto:service@insaneimpact.com) or visit <https://insaneimpact.com/owners-portal/support/>. Include a detailed description of the issue you are experiencing to obtain an RMA number. Insane Impact will then work with relevant parties to resolve the issue.

## What is the wind rating for my LED trailer? Is engineering approved for all 50 states?

- Every Insane Impact trailer is engineered to code in all 50 states to withstand a 45 mph wind load rating. For winds above 45mph, the screen should be lowered and secured. However, even in high winds as long as your trailer is lowered, the screen can still be in use.

## How long does it take to set up and tear down my trailer?

- The typical setup time for a trailer user—unhooking, raising the screen, rotating, and displaying content—usually takes between 15 and 45 minutes. Teardown on average takes about half as long as the setup

### What kind of rental opportunities are available to Insane Impact partners who are interested in further partnership with Insane Impact?

- Upon purchase of an LED trailer from Insane Impact, customers are added into our nationwide rental partner database. When Insane Impact receives a rental inquiry, we will reach out to our partners in the rental location and collaborate with them on the event.

### Assuming Insane Impact labor is unavailable to help support me on-site, how long would it take me to replace defective parts on my trailer?

| Part            | Estimated Replacement Time |
|-----------------|----------------------------|
| Modules         | 1 minute                   |
| Hubs            | 5 minutes                  |
| Receiving Cards | 5 minutes                  |
| Power Supplies  | 5 minutes                  |
| Cables          | 1 minute                   |

For more detailed instructions and support, including a spare parts training video database, visit our [Support Portal] (<https://insaneimpact.com/owners-portal/>).

### What are the most encountered warranty claims or RMAs?

- The most encountered warranty claims typically include the items in the LED cabinet assembly consisting of modules, power supplies, hub boards, and receiving cards.

### What is included in my LED trailer purchase?

- Each LED screen trailer from Insane Impact features a high-resolution LED display mounted on a custom-built trailer chassis with stabilizers for secure placement. The trailer includes a hydraulic lift system for optimal viewing angles, an equipment rack for housing AV gear, and onboard storage compartments for cables and spare parts. Additionally, every trailer comes with a 5% spare parts allocation, including LED modules, receiving cards, hub boards, power supplies, and cables, all organized in a self-contained tote for easy identification.

### What constitutes the official start date of my warranty across all components on my LED trailer?

- All warranties for each respective product (trailer frame, generator, production rack, LED and accessories) start upon the day of delivery to the client or pick-up from Insane Impact HQ. Once the customer has completed their complimentary training from an Insane Impact certified staff member, the warranty timeframe will begin officially as the date of record.

## What are the average turn times for an RMA (mods, hubs, data/power, receiving cards, power supplies)?

- From point of shipment, all spare parts typically will be replaced, repaired and delivered back to the customer within the following timeframes (subject to change):

| Spare Part Type | DioPlex-+ |
|-----------------|-----------|
| LED Module      | 4-6 weeks |
| Power Supply    | 1 week    |
| Receiving Card  | 1 week    |
| Hub Boards      | 1 week    |
| Power Cables    | 1 week    |
| Data Cables     | 1 week    |

| Spare Part Type | DioPlex-HD |
|-----------------|------------|
| LED Module      | 4-6 weeks  |
| Power Supply    | 1 week     |
| Receiving Card  | 1 week     |
| Hub Boards      | 1 week     |
| Power Cables    | 1 week     |
| Data Cables     | 1 week     |

## What are the costs for each part if I lose my spare parts?

**DioPlex HD-3**

| Spare Part Type | Cost/Unit |
|-----------------|-----------|
| LED Module      | \$179.50  |
| Power Supply    | \$79.75   |
| Receiving Card  | \$33.00   |
| Hub Boards      | \$178.75  |
| Power Cables    | \$93.50   |
| Data Cables     | \$38.50   |

**DioPlex HD-4**

| Spare Part Type | Cost/Unit |
|-----------------|-----------|
| LED Module      | \$149.50  |
| Power Supply    | \$79.75   |
| Receiving Card  | \$33.00   |
| Hub Boards      | \$178.75  |
| Power Cables    | \$93.50   |
| Data Cables     | \$38.50   |

**DioPlex HO-5**

| Spare Part Type | Cost/Unit |
|-----------------|-----------|
| LED Module      | \$199.50  |
| Power Supply    | \$79.75   |
| Receiving Card  | \$33.00   |
| Hub Boards      | \$178.75  |
| Power Cables    | \$93.50   |
| Data Cables     | \$38.50   |

**DioPlex HO-6**

| Spare Part Type | Cost/Unit |
|-----------------|-----------|
| LED Module      | \$149.50  |
| Power Supply    | \$79.75   |
| Receiving Card  | \$33.00   |
| Hub Boards      | \$178.75  |
| Power Cables    | \$93.50   |
| Data Cables     | \$38.50   |

**DioPlex HO-10**

| Spare Part Type | Cost/Unit |
|-----------------|-----------|
| LED Module      | \$124.50  |
| Power Supply    | \$79.75   |
| Receiving Card  | \$33.00   |
| Hub Boards      | \$178.75  |
| Power Cables    | \$93.50   |
| Data Cables     | \$38.50   |

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## What upgrade options are available to me outside of my standard trailer purchase?

All of these options are available at an additional cost.

| Upgrade Options    | Cost              |
|--------------------|-------------------|
| Generator          | \$5,000-\$28,000  |
| Audio Package      | \$16,000-\$22,000 |
| Signage            | \$1200-\$2400     |
| Starlink Internet  | \$1,400           |
| Custom Paint Color | \$2,500           |

## What should I do in the event that my Starlink loses service?

- Start by verifying that the Starlink subscription for the Kit that is offline is active. If the subscription is active, check that all payments are up-to-date, and there are no pending payments. If the Kit is active and all payments are up-to-date, contact Starlink Support at [starlink.com/support](https://starlink.com/support).

# Spare Parts Replacement Tutorials

## DP 2-10 Power Supply Removal

How to remove and replace a power supply on a Dioplex panel.



DP 2-10 Pwr Sply Removal

## Hub Board Removal & Replacement

How to remove and replace hub boards on a Dioplex LED panel.



DP 2-10 Hub Removal

## Module Removal & Replacement Front Access

How to remove and replace a mod on a Dioplex panel from the front.



DP 2-10 Mod Replacement

## Viusite Hub Replacement

How to remove and replace a hub board on a Viusite panel.



Viusite Hub replacement

## DP 2-10 Receiving Card Removal

How to remove and replace a receiving card on a Dioplex panel.



DP 2-10 Rec Card Removal

## DP 2-10 Module Replacement

How to remove and replace a Dioplex panel from the back.



DP 2-10 Mod Replacement

# **Dose Steelworks, Inc -** *Limited Warranty*



Dose Steelworks, Inc. 324 Factory Outlet Dr. Story City, IA 500248 (Warrantor) warrants to the original consumer purchaser for a trailer manufactured. Warranty terms and conditions are as follows:

## **Mobile LED Max Series Products - MAX127, MAX1710, MAX2313 Steel Trailer Frames**

The trailer (the product) shall be free of defects in materials and workmanship of the frame attributable to the warrantor for a period of five (5) years from the date of purchase (warranty period) by the purchaser. Excluded from the frame warranty on the products specified above, are components to include electrical, hydraulic, sealant, and paint, which are warranted from the date of purchase by the original purchaser as follows:

- Wiring and electrical for a one (1) year period
- Hydraulic components for a one (1) year period

## **Mobile LED Max Series Products - MAX 169 Steel Trailer Frames**

The trailer (the product) shall be free of defects in materials and workmanship of the frame attributable to the warrantor for a period of three (3) years from the date of purchase (warranty period) by the purchaser. Excluded from the frame warranty on the products specified above, are components to include electrical, hydraulic, sealant, and paint, which are warranted from the date of purchase by the original purchaser as follows:

- Wiring and electrical for a one (1) year period
- Hydraulic components for a one (1) year period

## **Mobile LED Max Series Products - MAX 106 Steel Trailer Frames**

Trailer (the product) shall be free of defects in materials and workmanship of the frame attributable to the warrantor for a period of one (1) year from the date of purchase (warranty period) by the purchaser. Excluded from the frame warranty on the products specified above, are components to include electrical, hydraulic, sealant, and paint, which are warranted from the date of purchase by the original purchaser as follows:

- Wiring and electrical for a six month period
- Hydraulic components for a six month period

## All Mobile LED Max Series Trailers;

1. PAINT for a ONE (1) YEAR period. Paint warranty does not cover wear, misuse, rock chips, deterioration, and/or damage from road elements, improper wash solvents, salt, sand, and/or weather conditions. Any damage caused by or attributed to any act of God whatsoever is not covered by the manufacturer's warranty.
2. Tires Warranty claims must be made directly to the Tire Manufacturer.
3. All other components supplied by external manufacturers follow the supplying manufacturer's warranty

**Warrantor is not responsible for claims relating to the following:** (1) Overloading to exceed GVWR, (2) Trailer rental; (3) Defacing: scratches, dents, chips, tears, and defacing on any surface not caused by Warrantor; (4) Routine maintenance; (5) Damage from unauthorized repairs, abuse, misuse or neglect; (6) Damage caused from improper hitch ball or tow vehicle hook up; (7) Vibration, water damage, freezing breakage, or other damage to the contents of any trailer, regardless of cause; Dose Steelworks, Inc. reserves the right for final determination whether or not the product has been abused or misused by the Purchaser. Any modification, alteration, or repair to any product manufactured by Dose Steelworks, Inc. without their prior knowledge and written consent will void the manufacturer's warranty. This warranty is not transferable by the original purchaser. Dose Steelworks, Inc. reserves the right to modify or improve its products covered by this warranty.

## Warrantor's Obligation - How to Get Warranty Service

Warrantor shall elect to remedy defects in materials and workmanship caused by Warrantor by repair, replacement or refund, if replacement or repair is not possible. All defective products shall be delivered to Warrantor's address listed above unless prior written approval is obtained from Warrantor. Warrantor may, as its option, select another qualified location for the repair to be completed. Warrantor will not be obligated, in any way, to pay for any repairs made without its specific approval. All costs incurred in shipping or delivering the products for warranty service shall be borne by the Purchaser. Warrantor shall remedy defects within a reasonable time, not to exceed sixty (60) days after delivery by Purchaser.

## Purchaser's Obligations

Purchaser must complete and return to Warrantor the attached Warranty Card within fifteen (15) days of purchase to obtain warranty service. Purchaser must notify the Warrantor, at the above address, of any defects within fifteen (15) days after it is, or should have been discovered. Purchaser must pay all services, towing and transportation charges incurred to obtain warranty service.

## Disclaimer of Consequential and Incidental Damages

The original purchaser of Warrantor's product and any person to whom the product is transferred, and any person who is an intended user or beneficiary of the product shall not be entitled to recover from warrantor any consequential or incidental damages resulting from any defect in the product. Excluded damages include loss of use of trailer, damage to contents of trailer, loss of revenues or any other commercial losses, subsequent use of rental equipment, loss of time and inconvenience.

## Limitation and Disclaimer of Implied Warranties

Warrantor expressly limits the duration of all implied warranties of merchantability, all implied warranties of fitness for a particular purpose and other implied warranties to the warranty period. The warrantor expressly disclaims all implied warranties of merchant ability and all implied warranties of fitness for a particular purpose after expiration of the warranty period. There is no warranty made by warrantor beyond that contained in this warranty. No person has authority to enlarge, amend or modify this warranty.

## Design Changes

Warrantor reserves the right to change the design of its products from time to time without notice and with no obligation to make corresponding changes in its products previously manufactured.

## Legal Remedies of Purchaser

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. No action to enforce this warranty shall be commenced later than six (6) months after the discovery of any defect or after expiration of the warranty period.

## Submission of Registration

You may mail or email this form to Dose Steelworks, Inc. directly.

## Contact Information

Phone: 515-337-2577

Email: [info@dosesteel.com](mailto:info@dosesteel.com)

Dose Steelworks, Inc  
PO 234 Factory Outlet Dr  
Story City, IA 50248

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# Dose Steelworks, Inc - Extended Limited Warranty



Dose Steelworks, Inc. 324 Factory Outlet Dr. Story City, IA 500248 (WARRANTOR) warrants to the original consumer purchaser (PURCHASER) for a period from the date of purchase by PURCHASER (WARRANTY PERIOD) on Mobile LED Max Series Product; MAX 127 Platform. This extended warranty provides an extended time frame on the standard limited warranty (see Limited Warranty). The outline of extended timelines and components covered are listed below.

## Coverage With Purchase of Extended Warranty

|            | Trailer Frame | Paint  | Wiring/<br>Electrical | Axles  | Jacks  | Hydraulic<br>Components | Travel<br>Allocation                    |
|------------|---------------|--------|-----------------------|--------|--------|-------------------------|-----------------------------------------|
| MAX 106 SS | 5 Year        | 2 Year | 2 Year                | 3 Year | 3 Year | 1 Year                  | One way mileage<br>Federal mileage rate |
| MAX 106 DS | 5 Year        | 2 Year | 2 Year                | 3 Year | 3 Year | 1 Year                  | One way mileage<br>Federal mileage rate |
| MAX 127    | 10 Year       | 3 Year | 5 Year                | 5 Year | 5 Year | 2 Year                  | One way mileage<br>Federal mileage rate |
| MAX 169    | 5 Year        | 2 Year | 2 Year                | 3 Year | 3 Year | 1 Year                  | One way mileage<br>Federal mileage rate |
| MAX 1710   | 10 Year       | 3 Year | 5 Year                | 5 Year | 5 Year | 2 Year                  | One way mileage<br>Federal mileage rate |
| MAX 2313   | 10 Year       | 3 Year | 5 Year                | 5 Year | 5 Year | 2 Year                  | One way mileage<br>Federal mileage rate |

## Coverage With Standard Limited Warranty

|            | Trailer Frame | Paint  | Wiring/<br>Electrical | Axles  | Jacks  | Hydraulic<br>Components | Travel<br>Allocation |
|------------|---------------|--------|-----------------------|--------|--------|-------------------------|----------------------|
| MAX 106 SS | 5 Year        | 1 Year | 1 Year                | 1 Year | 1 Year | 1 Year                  | None                 |
| MAX 106 DS | 5 Year        | 1 Year | 1 Year                | 1 Year | 1 Year | 1 Year                  | None                 |
| MAX 127    | 5 Year        | 1 Year | 1 Year                | 1 Year | 1 Year | 1 Year                  | None                 |
| MAX 169    | 3 Year        | 1 Year | 1 Year                | 1 Year | 1 Year | 180 Days                | None                 |
| MAX 1710   | 5 Year        | 1 Year | 1 Year                | 1 Year | 1 Year | 1 Year                  | None                 |
| MAX 2313   | 5 Year        | 1 Year | 1 Year                | 1 Year | 1 Year | 1 Year                  | None                 |

## Scope of The Warranty

1. This warranty and its services only apply to units located within the 48 contiguous United States.
2. This limited extended warranty does not extend to:
  - a. Wearable parts; brake linings, wheel bearings, internally greaseable components, tires, etc.
  - b. Claims relating to the following: (1) Overloading to exceed GVWR, (2) Trailer rental; (3) Defacing: scratches, dents, chips, tears, and defacing on any surface not caused by WARRANTOR; (4) Routine maintenance; (5) Damage from unauthorized repairs, abuse, misuse or neglect; (6) Damage caused from improper hitch ball or tow vehicle hook up; (7) Vibration, water damage, freezing breakage, or other damage to the contents of any trailer, regardless of cause; WARRANTOR reserves the right for final determination whether or not the product has been abused or misused by the PURCHASER.
  - c. Paint warranty does not cover wear, misuse, rock chips, deterioration, and/or damage from road elements, improper wash solvents, salt, sand, and/or weather conditions. Any damage caused by or attributed to any act of God whatsoever is not covered by the manufacturer's warranty.
3. WARRANTOR reserves the right to invalidate this warranty:
  - a. If repairs or other interventions are performed by persons not authorized by WARRANTOR or to take such action, or the product has been altered in any way.
4. WARRANTOR will decide whether the rectification of defect(s) will take the form of a repair or replacement.
5. Replacement items may or may not be exact as original due to manufacturer's changes.
6. Services provided/performed under this warranty do not commence a new warranty period. The warranty of any new parts fitted ends with the expiration of the original warranty period.
7. To receive service under this warranty, the PURCHASER must show proof of purchase of extended warranty and vehicle needing service must be registered by PURCHASER to WARRANTOR within 30 days of original purchase date.

## Warrantor's Obligation: How to Get Warranty Services

Warrantor shall elect to remedy defects in materials and workmanship caused by WARRANTOR by repair, replacement or refund, if replacement or repair is not possible. All defective products shall be delivered to WARRANTOR's address listed above unless prior written approval is obtained from WARRANTOR. WARRANTOR may, as its option, select another qualified location for the repair to be completed. The WARRANTOR will not be obligated, in any way, to pay for any repairs made without its specific prior written approval. WARRANTOR shall remedy defects within a reasonable time, not to exceed sixty (60) days after delivery by PURCHASER.

## Disclaimer of Consequential and Incidental Damages

The original purchaser of warrantor's product and any person to whom the product is transferred, and any person who is an intended user or beneficiary of the product shall not be entitled to recover from warrantor any consequential or incidental damages resulting from any defect in the product. Excluded damages include loss of use of trailer, damage to contents of trailer, loss of revenues or any other commercial losses, subsequent use of rental equipment, loss of time and inconvenience.

- \* All warranty work must be pre-approved by WARRANTOR
- \*\* All transportation costs must be pre-approved by WARRANTOR

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# PowerTech Generators

## Limited Warranty



Mobile Power Generators LLC dba Power Technology Southeast herein referred to as PowerTech warrants to you, the original end user, that each product of our manufacture is free from defects in materials and workmanship for the items and periods set forth below, and that each generator will deliver its rated output, at standard temperature and pressure, as indicated on the PowerTech brand nameplate, if properly installed, serviced, and operated under normal conditions in accordance with PowerTech's operating instructions.

### The Warranty Coverage Terms

- 3 years from generator date of manufacture, 2 years from date of purchase or 3,000 hours of operation, whichever comes first.
- Parts, labor, including diagnostic labor, removal, and reinstallation are covered for the first 12 months from the date of purchase or 1,000 hours, whichever comes first.
- Engines used in the manufacture of PowerTech products are warranted solely by the engine manufacturer. In the case of repairs pertaining to the engine only, you must use an authorized dealer or distributor of that make of engine, to be covered under their warranty.
- Replacement parts are warranted by the Parts manufacturer excluding the following: voltage regulators, fuses, controllers, capacitors, brushes, and switches which have no warranty. No labor charges paid on installation of replacement parts.
- Operation hours shown on the generator-mounted hour meter/controller shall be conclusive for the determination of number of hours referenced in this warranty, absent fraud, tempering, or manifest error.

### What PowerTech Will Do

PowerTech will at its option, repair or replace any part covered by this warranty which becomes defective, malfunctions or otherwise fails to conform to this warranty under normal use and service during the term of this warranty.

### What You Must Do to Obtain Warranty Service

In order to obtain warranty repairs:

- Power Tech must be notified, by telephone or e-mail, within five (5) business days of any product failure. Please provide the generators serial number and the operation hours shown on the generator mounted hour meter/controller;
- Deliver the product to an authorized PowerTech service dealer;
- Service dealer must obtain written authorization and an repair authorization number from PowerTech prior to any repair being performed;
- Failure to obtain authorization prior to the repair being performed will result in the claim being denied by PowerTech;

## This Warranty **Does Not** Cover The Following

- A. Normal wear items, including but not limited to: turbo-chargers, fuel injector (s), starter, alternator, and electronic components, as well as normal engine and/or generator end and/or generator end bearings;
- B. Travel time and fuel or other transportation charges to and from the repair facility and travel time and fuel or other transportation charges for mobile service;
- C. Defects, malfunctions or failure resulting from improper installation , improper servicing, lack of performance of scheduled or required maintenance service;
- D. Accidents, abuse, misuse, and improper storage
- E. Products which have been subjected to alteration, modification, neglect or unauthorized repairs;
- F. Troubleshooting, routine service, tune-ups, replacement of filters, belts, coolant, lubricants, hoses, clamps, exhaust system components, fuel system components, gaskets and/or seals;
- G. Electrical items damaged by welding or jump-starting;
- H. Installation of inverters and automatic transfer switches;
- I. Damage caused by water ingestion or electrolysis;
- J. Damage caused by ingestion of substances other than clean filtered air, fuel, or intake water, or use of contaminated oils, coolants or additives;
- K. Damage caused by faulty repairs performed by a repair facility or third party (including the purchaser) not authorized in writing by Power Tech;
- L. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations;
- M. Original installation charges and startup costs;
- N. Removal and re-installation charges of more than 1-hour labor for outside units, 2-hours for compartment mounted units, and 3-hours for below deck marine units. Customer is responsible for equipment used for removal/reinstallation of generator (cranes, hoists, lifts, etc.) and for additional labor/charges due to difficult access, removal or installation;
- O. Starting batteries and labor or charges related to battery service;
- P. Loss of revenue or the rental of equipment due to down time;
- Q. Generator repairs made within the warranty period by other than an authorized PowerTech service dealer;

- R.** Damage caused by negligent maintenance such as but not limited to: Failure to use the specified type and quantity of lubricating oil, cooling air flow, and proper coolant mixture and level. Failure to provide adequate air intake and/or maintenance of the air intake system. Failure to provide scheduled maintenance as prescribed in supplied manuals.
- S.** Engine fluids such as fuel, oil or coolant/antifreeze.
- T.** Shop supplies such as adhesives, cleaning agents, rags, paint, or other miscellaneous supplies;
- U.** Use of other than factory supplied or approved repair parts or procedures. Replacement of a failed PowerTech component with a non-PowerTech component voids the PowerTech warranty on that component and any and all failures related to that component;
- V.** Fuel injection pumps repaired by anyone other than the engine manufacturer's authorized dealer of that engine;
- W.** Generator sets used in non-commercial, retail rental applications;
- X.** Cleaning, service, or repair of generator sets that have not been kept free of dirt, debris, or other items that prevent the unit from being able to operate properly;
- Y.** Any failure, including loss of excitation, due to prolonged storage;
- Z.** Any damage attributed to low battery monitoring or automatic generator starting systems;
- AA.** Optional accessories are warranted solely by the manufacturer of that item including but not limited to the following item: block heaters, oil pan heaters, electric cooling fans, air-bag isolators, compartment heaters, fuel tanks, trailers, battery chargers, battery monitors;
- BB.** Any failure due to Wi-Fi, GPS, GSM, or connectivity;
- CC.** Charges for any overtime, holiday or emergency labor you request.
- DD.** Failures caused by any external cause or act of God, including without limitation, accident, theft, vandalism, collision, riot, acts of terrorism or sabotage, fire, freezing, lightning, earthquake, animals or insects, windstorm, hail, water or flood, tornado or hurricane.

The foregoing warranty is exclusive and in lieu of all other warranties whether written, oral, expressed or implied. There are no warranties of merchantability or fitness of any product for a particular purpose. power tech's only liability shall be the repair or replacement of parts as stated above. In no event shall power tech be responsible for any losses or damages that are indirect, consequential, punitive, special, exemplary or for economic loss, loss of revenues, loss of profits, or loss of business opportunity, regardless of whether such liability is based on breach of contract, tort, strict liability, breach of warranties, failure of essential purpose or otherwise, or is a direct result of power tech's own actions or inactions.

## To Obtain Warranty Service

For your nearest PowerTech authorized service dealer:

Visit us at [www.powertechgenerators.com](http://www.powertechgenerators.com). Call us toll free at 800-760-0027 or write us at:

PowerTech Generators  
Attn: Warranty Department  
State Road 44  
Leesburg, FL 34748 USA

## General Conditions

This warranty is the sole property of the original owner/purchaser/user of the vehicle in which the PowerTech brand generator is properly installed. A transfer of ownership of the generator in question shall terminate and void this warranty.

## Service Dealer Map

Look for a service center near you!

<https://www.powertechgenerators.com/pages/service-dealer-map>

By initialing here, \_\_\_\_\_  
you confirm that you have reviewed  
and understand the contents of this  
section of the warranty document

# PowMr Limited Warranty



| Unit     | Batteries | Inverter | Battery Warranty | Inverter Warranty |
|----------|-----------|----------|------------------|-------------------|
| MAX 127  | 2         | 6k       | 5 Years          | 2 Years           |
| MAX 169  | 4         | 10k      | 5 Years          | 2 Years           |
| MAX 1710 | 4         | 10k      | 5 Years          | 2 Years           |
| MAX 2313 | 6         | 18k      | 5 Years          | 2 Years           |

## Duration

5 Years from the date of purchase.

## Coverage

This warranty covers defects in materials and workmanship under normal use.

## Exclusions

The warranty does not cover damage caused by improper use, unauthorized repairs, or normal wear and tear.

## Claims Process:

To claim the warranty, contact our customer service at [support@powmr.com](mailto:support@powmr.com) with your purchase receipt and a description of the issue.

By initialing here, \_\_\_\_\_  
you confirm that you have reviewed  
and understand the contents of this  
warranty document.

# Genmax

## Limited Warranty



1. Duration : One (1) year from the date of purchase by the original purchaser ( retail customer ) on products used solely for consumer applications; if a product is used for business, commercial, or industrial applications, the warranty period will be limited to ninety (90) days from the date of purchase.

2. Who gives this warranty (Warrantor): ChongQing Dinking Power Machinery CO., LTD

3. Who receives this warranty(Purchaser):The original purchaser (other than for purposes of resale) of the Genmax's inverter.

4. What products are covered by this warranty: Any portable generator supplied or manufactured by Warrantor.

5. What is covered under this warranty: Substantial defects on material and workmanship which occur within the duration of the warranty period.

6. What is not covered under this warranty: A. Transportation charges for sending the product to Warrantor 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. B. Damages caused by abuse, accident, shipping, misuse, overloading, modification, and the effects of corrosion, erosion and normal wear and tear. C. Warranty is voided if the customer fails to install, maintain and operate the product in accordance with the instructions and recommendations set forth in the owner's manual(s), or if the product is used as rental equipment. D. Pre-delivery service, i.e. assembly, oil or lubricants, and adjustment. E. Items or service that are normally required to maintain the product, i.e. lubricants and filters. F. Warrantor will not pay for repairs or adjustments to the product, or for any costs or labour, performed without Warrantor's prior authorization. EXCLUSIONS AND LIMITATIONS : Warrantor 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. This 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.

7. Responsibilities of the purchaser under this warranty: A. The purchaser must provide dated proof of purchase and must notify Warrantor within the warranty period. B. Deliver or ship the serviced generator or component to the nearest Warrantor's authorized service representative. Freight costs, if any, must be borne by the purchaser.

8. Have questions?

Email: [service@genmaxpower.com](mailto:service@genmaxpower.com) Phone: 866-960-2920

By initialing here, \_\_\_\_\_  
you confirm that you have reviewed  
and understand the contents of this  
warranty document.

# Powerhorse Limited Warranty



## Dear Valued Customer:

The Powerhorse Product you just purchased is built with the finest material and craftsmanship. Use this product properly and enjoy the benefits from its high performance. By purchasing a Powerhorse product, you show a desire for quality and durability. Like all mechanical equipment this unit requires a due amount of care. Treat this unit like the high quality piece of machinery it is. Neglect and improper handling may impair its performance. Please thoroughly read the instructions and understand the operation before using your product. Always contact Powerhorse Product Support at 1-866-443-2576 prior to having any service or warranty work performed, as some services performed by parties other than Powerhorse approved service centers may void this warranty. This warranty is in lieu of any other warranty expressed or implied and Powerhorse assumes no other responsibility or liability outside that expressed within this warranty.

Powerhorse shall warranty any piece of equipment manufactured, or parts of equipment manufactured, to be free from defects in material or workmanship for a period of:

| Item # | Consumer Warranty Period              | Commercial Warranty Period            |
|--------|---------------------------------------|---------------------------------------|
| 74006  | 2 years from date of purchase by user | 90 days from date of purchase by user |

“Consumer use” means personal residential household use by a consumer. “Commercial use” means all other uses, including use for commercial, income producing or rental purposes or when purchased by a business.

This warranty applies to the original purchaser of the equipment (verification of purchase, in the form of a receipt, is the responsibility of the buyer), is non-transferable, and covers parts and labor. Parts will be replaced or repaired at no charge, except when the equipment has failed due to lack of proper maintenance. If a part is no longer available, the part may be replaced with a similar part of equal function. Any misuse, abuse, alteration or improper installation or operations will void warranty. Determining whether a part is to be replaced or repaired is the sole decision of Powerhorse. Powerhorse will not provide for replacement of complete products due to defective parts. Any costs incurred due to replacement or repair of items outside of a Powerhorse approved facility is the responsibility of the buyer and not covered under warranty. Transportation costs to and from service center is the responsibility of the customer.

In addition to the normal warranty, Powerhorse shall warrant any normal wear item from defects in material or workmanship for a period of 90 days from the date of purchase by user. Normal wear items include, but are not limited to, filter elements.

This warranty specifically excludes the following; failure of parts due to damage caused by accident, fire, flood, windstorm, acts of God, applications not approved by Powerhorse in writing, corrosion caused by chemicals, use of replacement parts which do not conform to manufacturer’s specifications, damage to accessory parts such as starting batteries, damage related to rodent and/or insect infestation and damage caused by vandalism. Additional exclusions: loss of running time, inconvenience, loss of income, or loss of use, including any implied warranty of merchantability of fitness for a specific use. Also, Outdoor Power Equipment needs periodic parts and service to perform well, and this warranty does not cover instances when normal use has exhausted the life of a component or the engine.

This warranty does not cover any personal injury or damage to surrounding property caused by failure of any part. Repair or replacement of parts does not extend the warranty period.

The engine warranty is covered under the same terms and conditions as outlined above. Normal engine maintenance such as spark plugs, air filters, adjustments, fuel system cleaning and obstruction due to build up is not covered by this Powerhorse warranty.

Please fill in the following information and have it on hand when you call in on a warranty claim.

Customer Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Powerhorse Serial Number: \_\_\_\_\_

Item Number: \_\_\_\_\_