

## **WARRANTY OVERVIEW**

BE Power Equipment Inc. warrants that each new product will be free of any manufacture defects in workmanship for the set warranty period of the product. Warranty applies to the original purchaser of the product and cannot be transferred.

This warranty does not cover normal wear items, including but not limited to: seals, packings, valves, o-rings, spark plugs etc. Warranty does not include normal maintenance like oil changes, filters or valve adjustments. Nor does it include misuse of product. Warranty approval is at the sole discretion of BE Power Equipment Inc.

In no event shall BE Power Equipment Inc. be liable for any indirect, incidental or consequential damages from the sale or use of the product. This disclaimer applies both during and after the term of this warranty. BE Power Equipment Inc. disclaims liability for any implied warranties, including implied warranties of merchantability and fitness for a specific purpose, after the applicable term of this warranty.

End users or NAPA Jobbers must contact BE Power Equipment Inc. with any warranty claims at 1-855-444-5208. Any credits will only be issued with approval from BE Power Equipment Inc.

## **SHIPPING CLAIMS**

A. Freight Damage – is defined by product arriving with observable damage to package and/or product

- a. Freight Damages MUST be reported with 48 hours of receipt
- b. Damaged packaging must be photographed immediately for records
- c. If freight company is arranged by dealer, then it is incumbent on them to contact their own freight company and file a claim directly with them.
- d. If freight was arranged by BE Power Equipment Inc., then contact BE Power Equipment Inc. with the following information (regardless of receipt or refusal of shipment)
  - i. Purchase Order of product
  - ii. Pictures of damage
  - iii. List of products effects
    1. Model Number of product
    2. Serial Number of product

BE Power Equipment Inc., will advise on course of action to remedy situation.

B. Hidden Damage - is defined by product arriving and the package has no visible signs of damage

Upon opening the packing damage is noted with the product.

- a. Hidden damage MUST be reported within 48 hours of noticing the damage.
- b. Hidden damage claims cannot be reported on items received more than 6 months prior.
- c. When hidden damage is discovered, contact BE Power Equipment Inc. with the following information.
  - i. Purchase Order of product
  - ii. Pictures of damage
  - iii. Model number of product
  - iv. Serial Number of Product

BE Power Equipment Inc., will advise on course of action to remedy situation.

## **MISSING PART(S) CLAIMS**

A. Items missing from Purchase Order MUST be reported within 48 hours when noticed missing

- a. When missing products are noticed, contact BE Power Equipment Inc. with the following information
  - i. Purchase Order of product
  - ii. Model number of products that are believed to be missing from shipment

BE Power Equipment Inc., will advise on course of action to remedy situation

B. Items missing from inside of box of product

- a. When missing products are noticed, contact BE Power Equipment Inc. with the following information
  - i. Purchase Order of product
  - ii. Model and Serial number of products
  - iii. Items missing from package

BE Power Equipment Inc., will advise on course of action to remedy situation

## **PRESSURE WASHERS**

1. Frames – Lifetime
2. Honda Engines \*\*Must contact local Honda Power Equipment for warranty\*\*
  - a. GX – 3 Years, GC – 2 Years
3. PowerEase Engines – 2 Years or 1000 Hours, whichever comes first
4. Pumps: Axial – 1 Year, Triplex – 5 Years
5. Coil, Burner (HW4013HG model) – 3 Years
6. Accessories (hose, gun, wand, nozzles, etc.) – 90 Days