



## LIMITED WARRANTY

Nature's Generator Inc. warrants to you, **the original purchaser/owner** of the product purchased and used in the United States, that all products shall be free of defects in the original manufacture of the materials or workmanship from the original date of delivery through the specific "Warranty Period" — with each product's warranty period specifics set forth herein.

This Limited Warranty is **non-transferable**. Warranty coverage applies only to the original purchaser/owner and automatically terminates if the product is sold, transferred, or otherwise conveyed to another party.

Nature's Generator warrants the product(s) purchased directly online from Nature's Generator or from a Nature's Generator authorized dealer/reseller (in its original packaging and with its warranty statement inside) against defects in materials and workmanship when used in accordance with the product's Nature's Generator User Manual, technical specifications, and other Product published guidelines during the specific product's Warranty Period stated below, starting from the date of delivery to the original purchaser/owner.

The exclusive remedies available under this Limited Warranty are product repair or replacement, which can only be performed by Nature's Generator or an approved dealer. To receive warranty service, the purchaser/owner must contact Nature's Generator customer service for issue-determining troubleshooting and to ensure the owner understands all of the service procedure steps.

### **Limited Warranty Coverage for Specified Products:**

For all Nature's Generator Portable Generators or the Whole-home Powerhouse Generators or Solar Panels or Wind Turbines or Accessories: Warranty Coverage Period for:

- Twelve (12) Months: Shipping, Parts and Labor.

For Nature's Generator Whole-home MyGrid 10K System: Warranty Coverage Period is for Thirty-six (36) months with:

- Months 1-12: Shipping, Parts & Labor
- Months 13-36: Parts Only.

For Nature's Generator Transfer Switches: Warranty Coverage for sixty (60) Months with:

- Months 1-12: Shipping, Parts and Labor.
- Months 13-24: Parts & Labor
- Months 25-36: Parts Only
- Months 37-60: Major Parts Component\*  
(\*i.e. Contactors, Controlling Modules.)

See chart for more product warranty period information.

### **Warranty Guidelines:**

1. Warranty begins upon delivery of the product to the purchaser/owner.
2. Unit must be registered and have proof of purchase available.
3. Any and all applicable warranty repairs and/or concerns must be performed and/or addressed by Nature's Generator.
4. Nature's Generator will, at its sole discretion, repair or replace any part(s) which, upon evaluation, inspection, and testing by Nature's Generator is found to be defective.
5. Any equipment the purchaser/owner claims to be defective must be evaluated by Nature's Generator.
6. Damage to any covered components caused by use of an after-manufacture incompatible part or parts will not be covered by this warranty.

7. Any damage caused by the owner after receipt of the product is the responsibility of the owner and is not covered by this warranty.
8. Proof of performance of all required maintenance must be available.
9. Shipping to and from Nature's Generator for service will only be covered for 12 months and for a product with a manufacturer's defect requiring repair or replacement. If, upon inspection, it is found there is not a manufacturer's defect -- but instead an issue was caused by owner error or maintenance negligence or misuse -- the shipping, parts, and repair labor will be paid by the owner.

### **What does this Warranty Cover?**

This Limited Warranty is conditioned on proper use of the product.

During the Warranty Period, if the original manufacture of the materials or workmanship of the product is determined to be defective by an authorized dealer or Natures Generator, then Natures Generator will at its sole discretion: (1) repair the product with new or rebuilt parts; or (2) replace the product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Natures Generator Inc. and are not returned. If service of products or parts are required after the Warranty Period expires, the product owner must pay all shipping, parts and labor charges. This warranty lasts as long as the original purchaser owns the product during the Warranty Period. Warranty coverage terminates if the original owner sells or otherwise transfers the product. As far as applicable law allows, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent exchange, repair, or replacement of the Product. Product or part(s) repaired or replaced during the Warranty Period will be warranted for the remainder of the original Warranty Period from the date of repair or replacement.

### **The following will NOT be covered by this warranty:**

1. Costs of normal maintenance.
2. Normal wear and tear including, without limitations, wear and tear of batteries which are consumables.
  - Normal wear and tear, including, without limitation, wear and tear of batteries which are consumables. This includes battery failure or degradation due to

improper maintenance—such as allowing the battery to drain completely as a result of not charging the generator.

3. Damage to product caused by accidents, handling, or incorrect storage.
4. Damage/failures caused by operation with loads or installations other than what is recommended or specified by Nature's Generator.
5. Unauthorized modification/misapplication will not be warranted unless authorized by Nature's Generator in writing.
6. Damage to any covered components or consequential damages caused by the use of a non-compatible part(s) or noncompliance with Product instructions.
7. Failures due to normal wear and tear, rough handling, accident, misuse, abuse, negligence, improper installation, incorrect sizing, as well as fire, water, lightning or other acts of nature.
8. Damage related to rodent, reptile, and/or insect infestation.
9. Diagnostics or repairs performed by individuals other than Nature's Generator or not authorized in writing by Nature's Generator.
10. Damage that occurs because the product was not properly installed and/or was installed in a location that is not protected from weather if the product's user manual so directs.
11. Failures caused by any force majeure (act of God) or external cause including, and without limitation, fire, theft, freezing, war, lightning, earthquake, windstorm, hail, water, tornado, hurricane, or any other matters which are reasonably beyond the manufacturer's control.
12. Shipping costs associated with expedited shipping.
13. Any incidental, consequential, or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s).
14. Failure to adequately package the product for transportation.

15. Extreme or external causes beyond the manufacturer's reasonable control including but not limited to failures or surge fluctuations in electrical power or failures to wireless networks or environmental electromagnetic interference or damaging solar flares.

16. Connection to improper power supply or faulty home wiring.

17. Any product with a warranty period that has expired.

**Please note that the Limited Warranty does not cover the following:**

- Cosmetic damage
- Damage due to force majeure, such as lightning strikes, fire, flood, etc..
- Accident
- Misuse
- Abuse
- Negligence
- Modification of any part of the product
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage supply or faulty house wiring
- Refurbished products
- Consumables, such as batteries
- Products where the factory applied serial number has been altered or removed.

For these cases, repair labor fee, plus the cost of the part(s) to be replaced, and shipping will be charged to the customer.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE PURCHASER/OWNER'S EXCLUSIVE REMEDY. NATURES GENERATOR INC SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO: LOSS OR CORRUPTION OF DATA, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF CONTRACTS, LOSS OF PROFITS, LOSS OF REVENUES, LOSS OF ANTICIPATED SAVINGS, INCREASED COSTS OR EXPENSES FOR ANY INDIRECT LOSS OR DAMAGE OR ANY CONSEQUENTIAL LOSS OR DAMAGE OR ANY SPECIAL LOSS OR DAMAGE WITH RESPECT TO THE PRODUCT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT

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**PLEASE NOTE:** ALL CLAIMS MADE UNDER THIS LIMITED WARRANTY WILL BE GOVERNED BY THE TERMS SET FORTH IN THIS WARRANTY DOCUMENT AND THIS LIMITED WARRANTY SUPERCEDES ALL PREVIOUS NATURE'S GENERATOR WARRANTY STATEMENTS OR OTHER MARKETING MATERIALS.

### **How to Obtain Warranty Service**

To request warranty service, please complete our warranty claim form at: <https://naturesgenerator.com/pages/warranty-claim-form>

Be sure to provide a valid email address and phone number so our customer service team can contact you if additional information is needed to process your claim.