

WARRANTY STATEMENT



DUAL FUEL RV GENERATORS

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RV Mobile Power LLC., (“RVMP”) Commitment to Quality and Performance

At RVMP, we're dedicated to ensuring that each RVMP Flex Power® generator set delivers exceptional quality and performance. This Limited Warranty is our guarantee to you that your generator is free from defects in materials and workmanship under normal use.

1. Two-Year Limited Warranty

This document outlines the warranty coverage, conditions, and exclusions for the RVMP Flex Power 2800i, 2800e, 4000i, 4000e, 5500i, and 5500e models. Please review carefully to understand your rights and obligations under this warranty.

2. Warranty Coverage

RVMP warrants that its RVMP Flex Power 2800i, 2800e, 4000i, 4000e, 5500i, and 5500e generators shall be free from defects in material and workmanship during normal use and service, subject to the conditions set forth below.

2.1 Term of Coverage

1. **Standard RV-Use:** Your RVMP Flex Power® generator is covered for **two years** from the purchase date or 2,000 operating hours, whichever occurs first.
2. **Rental and Non-RV Applications:** Coverage extends for 1-year from the purchase date or 1,000 operating hours, whichever is reached first.

2.1.1 Definition of Recreational Vehicle (“RV”)

An RV is defined as a vehicle that includes sleeping quarters, a kitchen, and bathroom facilities for personal purpose.

2.1.2 Term of Coverage

This limited warranty covers your generator for a period of two (2) years or 2,000 operating hours from the original purchase date, with specific terms based on years of use:

1. **Year 1 (Comprehensive Coverage):** First 1,000 Operating Hours
 - a. Full coverage for parts and labor required for repairs due to defects in material or workmanship.
2. **Years 2 (Limited Coverage):** Second 1,000 Operating Hours
 - a. Coverage is limited to major components, including engine and generator parts like stators, rotors, and control systems.

2.2 Transferability

This warranty is non-transferable and applies only to the **original purchaser**.

2.1.2 Components Covered

1. **Engine:** Crankshaft, pistons, cylinder heads, valve assemblies, and other internal components.
2. **Alternator:** Rotor, stator, voltage regulator, and other core components.
3. **Control System:** Control boards, wiring harnesses, and associated electronics.
4. **Fuel System:** Carburetor, fuel pump, fuel injectors, and fuel lines.
5. **Exhaust System:** Muffler, exhaust manifold, and related parts.

3. Eligibility for Warranty

To maintain eligibility, you must:

1. Register your generator with RVMP within **60 days of purchase** at www.rvmp.com/register.
2. Provide proof of purchase at the time of any warranty claim.
3. Use the generator in accordance with the RVMP Owner's Manual (<https://rvmp.com/manuals>).

4. Exclusions from Coverage

The following situations shall void the warranty and/or are not covered:

4.1. Unauthorized Modifications and Repairs

1. Any unauthorized modifications or repairs not performed by an authorized RVMP service center or without RVMP's approval will void the warranty.

4.2. Improper Use or Operation

1. Use of the generator in ways contrary to the intended purpose, such as for **non-approved commercial** or industrial applications.
2. Operating the generator in extreme environmental conditions (e.g., very high or low temperatures, poor ventilation, or submerged environments) outside of the stated product specifications.

4.3. Neglect and Lack of Maintenance

1. Failure to perform the recommended maintenance (oil changes, filter replacements, etc.) as outlined in the RVMP Owner's Manual (<https://rvmp.com/manuals>).
2. Using improper fluids, parts, or fuels not recommended by RVMP.
3. Failing to use RVMP original equipment replacement parts.

4.4. Accidental Damage or Acts of Nature

1. Physical damage caused by accidents, misuse, vandalism, or external events such as fire, flood, or lightning.
2. Damage caused by overloading or operating beyond **recommended capacity**.

4.5. Commercial Use

1. Units used for commercial purposes are subject to a **90-day limited parts-only warranty** and are excluded from the two-year warranty coverage.

4.6. Consumable Items

1. Parts subject to regular wear and tear such as spark plugs, air filters and fuel filters are not covered.

4.7. Third-Party Components

1. Failures caused by attachments, accessories, or components not manufactured or approved by RVMP.

4.8. Failure to Register

1. Generators not registered with RVMP within 60 days of purchase shall not qualify for warranty coverage.

4.8 Owner's Obligations:

As the owner, you are responsible for:

1. Providing proof of purchase.
2. Reporting any potential defects within 30 days of discovery.
3. Ensuring the generator is installed, operated, and maintained according to RVMP guidelines outlined in the Owner's Manual, Service Manual and Installation Manual.
4. Facilitating access for product servicing.

5. Warranty Replacement Units

To apply for a Warranty Replacement of a Flex Power® 2800i, 2800e, 4000i, 4000e, 5500i, and 5500e contact RVMP at 1-855-HAPPYRV (437-7978) or support@rvmp.com. If a replacement unit is issued under this warranty, the following terms apply:

- **5.1 Warranty Period**

The replacement unit will be covered for the remaining duration of the original unit's warranty. For instance, if the original unit is replaced during the second year of coverage, the replacement unit will only be covered for the remainder of the second year under the original warranty terms.

- **5.2 Extended Warranty Coverage**

If an extended warranty was purchased for the original unit, it will continue to apply to the replacement unit for the remainder of the extended warranty period.

- **5.3 Conditions of Coverage**

The same warranty terms and conditions, including those related to proper use, regular maintenance, and warranty registration, apply to the replacement unit. The issuance of a replacement unit does not extend or restart the original warranty period.

- **5.4 Exclusions**

All exclusions listed in the original warranty apply to the replacement unit, including unauthorized repairs, improper use, and failure to register the replacement unit within the required time frame.

Please ensure that your replacement unit is registered and maintained in accordance with the original warranty terms to retain coverage.

6. Extended Warranty Options

RVMP offers extended warranty options to extend coverage beyond the standard two-year term. Customers must purchase the extended warranty within **60 days** of their original purchase. For more details, visit www.rvmp.com/extended-warranty or call 1-855-HAPPYRV (427-7978) to speak with an RVMP representative.

7. How to File a Warranty Claim

To file a warranty claim, follow these steps:

1. Contact RVMP Customer Support at **1-855-HAPPYRV (427-7978)** or via email at **support@rvmp.com**.
2. Provide your generator's **model and serial number**, proof of purchase, and a detailed description of the problem.
3. RVMP shall evaluate your claim and, if approved, provide further instructions detailing where to send the generator for service or repair. If repair is required, an authorized RVMP service center must carry out the necessary work.

8. Shipping and Handling

During the **second year**, customers are responsible for any shipping and handling costs associated with warranty claims.

9. Limitations of Liability

RVMP's liability is limited to the repair or replacement of defective parts. In no case shall RVMP be liable for incidental, consequential, or special damages arising from the use or failure of the generator, whether based upon contract, tort, or any other legal theory.

Some states may not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so these limitations or exclusions may not apply to you.

9.1 Warranty Limitations

This warranty does not cover:

1. Failures due to misuse, neglect, or unauthorized modifications.
2. Regular wear and tear, including rust or corrosion.
3. Installation that does not adhere to RVMP specifications.
4. Use of non-RVMP approved parts or modifications.

10. Warranty Registration

To ensure your warranty is activated and valid, register your product within **60 days** of purchase at www.rvmp.com/register.

11. Additional Owner Costs

You may incur costs related to:

1. Non-standard installation removal or reinstallation.
2. Generator rental during repair periods.
3. Premium shipping or labor expenses requested by you.
4. Travel and living expenses incurred during the repair process.

12. RVMP, U.S. Environmental Protection Agency, and California Exhaust Emissions Control Warranty Statement

12.1 Your Warranty Rights And Obligations

The U.S. Environmental Protection Agency (EPA), the California Air Resources Board and RV Mobile Power LLC., are pleased to explain the exhaust emissions control system warranty on your 2021, 2022 and 2023 model year small off-road engine. In California, new equipment that uses small off-road engines must be designed, built, and equipped to meet the State's stringent anti-smog standards. RVMP must warrant the emissions control system on your small off-road engine for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your small off-road engine leading to the failure of the emissions control system.

Your emissions control system may include parts such as the carburetor or fuel-injection system, the ignition system, catalytic converter, valves, canisters, filters, clamps and other associated components. Also included may be hoses, belts, connectors, and other emission-related assemblies.

Where a warrantable condition exists, RVMP will repair your small off-road engine at no cost to you including diagnosis, parts and labor.

In other states, new small off-road engines must be designed, built and equipped at the time of sale to meet the U.S. EPA regulations for small off-road engines.

12.2 Manufacturer's Warranty Coverage:

The exhaust emissions control system on your small off-road engine is warranted for the amount of time referenced in §2.1 (Terms of Coverage). If any emissions-related part on your small off-road engine is defective, the part will be repaired or replaced by RVMP.

12.3 Owner's Warranty Responsibilities

1. As the small off-road engine owner, you are responsible for the performance of the required maintenance listed in your owner's manual. RVMP recommends that you retain all receipts covering maintenance on your small off-road engine, but RVMP cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.
2. As the small off-road engine owner, you should be aware that RVMP may deny you warranty coverage if your small off-road engine or a part has failed due to abuse, neglect, or improper maintenance or unapproved modifications.
3. You are responsible for presenting your small off-road engine to a RVMP distribution center or service center as soon as the problem exists. The warranty repairs shall be completed in a reasonable amount of time, not to exceed 30 days.

If you have any questions regarding your warranty rights and responsibilities, you should contact a RVMP authorized warranty service facility.

12.4 Defects Warranty Requirements

1. The warranty period begins on the date the engine or equipment is delivered to an ultimate purchaser.
2. General Emissions Warranty Coverage. RVMP warrants to the ultimate purchaser and each subsequent owner that the engine is:

- a. Designed, built, and equipped so as to conform with all applicable regulations adopted by US EPA & Air Resources Board; And
 - b. Free from defects in materials and workmanship that causes the failure of a warranted part for the period referenced in §2.1.
3. The warranty on emissions-related parts will be interpreted as below:
- a. Any warranted part that is not scheduled for replacement as required maintenance in the written instructions required by §12.5 must be warranted for the warranty period defined in §12.4(2).
 - b. If any such part fails during the period of warranty coverage, it must be repaired or replaced by RVMP according to §12.4(3d). Any such part repaired or replaced under the warranty must be warranted for the remaining warranty period.
 - c. Any warranted part that is scheduled only for regular inspection in the written instructions required by §12.5 must be warranted for the warranty period defined in §12.4(2). A statement in such written instructions to the effect of "repair or replace as necessary" will not reduce the period of warranty coverage. Any such part repaired or replaced under warranty must be warranted for the remaining warranty period.
 - d. Any warranted part that is scheduled for replacement as required maintenance in the written instructions required by §12.5 must be warranted for the period of time prior to the first scheduled replacement point for that part. If the part fails prior to the first scheduled replacement, the part must be repaired or replaced by RVMP according to §12.4(3e). Any such part repaired or replaced under warranty must be warranted for the remainder of the period prior to the first scheduled replacement point for the part.
 - e. Repair or replacement of any warranted part under the warranty must be performed at no charge to the owner at a warranty station.
 - f. Notwithstanding the provisions of §12.4(3e), warranty services or repairs must be provided at all RVMP distribution centers that are franchised to service the subject engines.
 - g. The owner must not be charged for diagnostic labor that leads to the determination that a warranted part is in fact defective, provided that such diagnostic work is performed at a warranty station.
 - h. RVMP is liable for damages to other engine components proximately caused by a failure under warranty of any warranted part.
 - i. Throughout the emissions warranty period defined in §12.4(2), RVMP must maintain a supply of warranted parts sufficient to meet the expected demand for such parts.
 - j. Any replacement part may be used in the performance of any warranty maintenance or repairs and must be provided without charge to the owner; such use will not reduce the warranty obligations of RVMP.
 - k. Add-on or modified parts that are not exempted by the Air Resources Board may not be used. The use of any non-exempted add-on or modified parts will be grounds for disallowing a warranty claim. RVMP will not be liable to warrant failures of warranted parts caused by the use of a non-exempted add-on or modified part.

- I. RVMP issuing the warranty shall provide any documents that describe the manufacturer's warranty procedures or policies within five working days of request by the U.S. EPA or Air Resources Board.

12.5 Emission Warranty Parts List

1. Fuel Metering System
 - a. Carburetor and internal parts (and/or pressure regulator or fuel injection system).
 - b. Air/fuel ratio feedback and control system.
 - c. Cold start enrichment system.
2. Air induction system
 - a. Controlled hot air intake system.
 - b. Intake manifolds.
 - c. Air filter.
3. Ignition System
 - a. Spark Plugs.
 - b. Magneto or electronic ignition system.
 - c. Spark advance/retard system.
4. Exhaust Gas Recirculation (EGR) System
 - a. EGR valve body, and carburetor spacer if applicable.
 - b. EGR rate feedback and control system.
5. Air Injection System
 - a. Air pump or pulse valve.
 - b. Valves affecting distribution of flow.
 - c. Distribution manifold.
6. Catalyst or Thermal Reactor System
 - a. Catalytic converter.
 - b. Thermal reactor.
 - c. Exhaust manifold.
7. Particulate Controls
 - a. Traps, filters, precipitators, and any other device used to capture particulate emissions.
8. Miscellaneous Items Used in Above Systems
 - a. Electronic controls
 - b. Vacuum, temperature, and time sensitive valves and switches.
 - c. Hoses, belts, connectors, and assemblies.

RVMP will furnish with each new engine written instructions for the maintenance and use of the engine by the owner. Current and following model year will be updated annually in the warranty statement provided to the consumer.

13. Contact Information

For any additional information regarding your warranty or to submit a claim, please contact:

1. **Website:** www.rvmp.com
2. **Phone:** 1-855-HAPPYRV (427-7978)
3. **Email:** support@rvmp.com

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