

Pulsar Products Inc.

Consumer Warranty & Return Policy



SECTION 1: General Description & Policy

SECTION 2: Critical Contact Info

*** This warranty only applies to units sold for use in the US and Canada ***

SECTION 1A: General Description & Policy

Warranty Period:

Pulsar pressure washers, air compressors, small generators (up to 3250W)

- Personal Use: 1 Year parts & labor
- Commercial Use: 90 Days

Pulsar big generators (3500W and above), Ford pressure washer,

- Personal Use: 1 Year parts & labor, 1 Year parts only
- Commercial Use: 90 Days

Ford generators

- Personal Use: 1 Year parts & labor, 2 Year parts only
- Commercial Use: 90 Days

Pulsar Products provides post-sales support for all brands sold by Pulsar Products, including but not limited to Pulsar, AAVIX and Ford Power Equipment.

Pulsar Products will attempt to troubleshoot by phone, send parts, or send consumer to an authorized service center. If Pulsar Products deems the unit non-repairable, a request for returning the unit is placed with the RMA Dept.

For non-warranty products, Pulsar Products will still provide technical phone support, and sell parts as needed to the consumer.

Customer's responsibilities include, but not limited to:

- Contact Pulsar Products directly with any issues
- Providing a copy of purchase receipt to verify warranty
- Properly maintaining unit, per owner's manual and warning labels on product.
- Report any issue within warranty period.

Consumers that have returns must contact RMA department and submit a return authorization request.

SECTION 1B: Guidelines

- Any warranty repairs must be complete by an authorized service center.
- Warranty is not transferable and is only valid to the original registering consumer.
- Use of non-approved replacement parts will void the warranty in its entirety.
- Failures caused by bad or contaminated fuels and/or oil will void the warranty in its entirety.
- Engine alterations or modifications of any kind will void the warranty in its entirety.
- Warranty services do not apply to overtime, holiday, or emergency labor.

REFER TO OWNER MANUAL FOR FULL WARRANTY COVERAGE & EXCLUSIONS RETURN

SHIPMENTS WITHOUT RMA# FROM MANUFACTURER WILL BE REFUSED

SECTION 2: Critical Contact Info

Please use the following information to contact us regarding any issues.

All consumers are to call toll-free 866-591-8921 for warranty services

Dept.	Email	Tel	Fax
Warranty, Service & Parts (Advanced Warranties)	support@advanced-warranties.com	866-591-8921	800-545-9811
Returns (RMA Dept.)	RA@pulsar-products.com	909-218-5292	800-545-9811
All other inquiries	info@pulsar-products.com		