

Product Warranty Policy & Warranty Submission Procedures



Warranty Coverage:

Warranty coverage and length varies. Please refer to the warranty document provided with each particular product to verify warranty terms and conditions.

Warranty Period:

The warranty period begins on the invoice date. The warranty start date can be adjusted to the date the unit was put into service, provided that the unit is installed, and the Start-Up Instructions & Warranty Validation form has been completed properly and returned to Blue Star Power Systems, Inc. within 180 days from the invoice date of the product. The warranty will not be effective unless a copy of the Blue Star Power Systems, Inc. Start-Up Instructions & Warranty Validation form is returned to Blue Star Power Systems, Inc. within 30 days of the start-up date. If the completed Start-Up Instructions & Warranty Validation form are not returned to Blue Star Power Systems, Inc. within 365 days (1 year), from the product invoice date, all applicable unit warranties will be void. Additionally, the engine manufacturer's engine registration form must be completed and returned to the engine manufacturer as stated in the instructions with the registration form.

Component department sales warranty is 1 year from invoice date; components only, no mileage, labor, or travel. No exceptions will be made.

Submitting a Warranty Request:

All warranty repairs must be authorized by the Blue Star Power Systems, Inc. warranty department prior to the work being performed. A reference number will be assigned to each case. The issued case reference number is used for record keeping only and is not an authorization for payment. All requests for warranty reimbursement must be completed and submitted on a Blue Star Power Systems, Inc. warranty claim form with the correct issued reference number. Replacement parts must be purchased through the Blue Star Power Systems, Inc. components department for warranty repairs. Warranty approvals through the sales department are not valid authorization.

All requests for warranty reimbursement must be submitted for consideration within 60 days of the case number issuing date.

A copy of your work order should be provided along with the claim form. Provide as much complete, detailed information regarding the problem, correction, parts used, and charges as possible. Photos of the problem, correction and installation are encouraged and at times required.

If requested by Blue Star Power Systems, Inc., defective parts are to be returned to the address below, along with the completed forms. Please mark all packages with the case number. Parts may be returned to product manufacturers at times to determine cause of failure. All warranties may not be valid or enforceable unless (1) all supporting maintenance records are kept on file with the end user and made available upon request from factory, and (2) the generator set is routinely exercised in accordance with operating instructions. Product warranty does not apply to malfunctions caused by physical damage, misuse, improper installation, repair or service by unauthorized persons, or normal wear and tear. Failure/faults beyond materials or workmanship will not be considered for warranty. Any requested rental equipment to perform warranty repairs is beyond coverage.

Travel not paid when additional trip required due to the distributor not carrying proper service tools, diagnostic equipment, including generator control panels, and normal service and maintenance parts.

Rate Agreements:

The rates for labor, travel and mileage, and maximum travel distance radius must be pre-approved and on file with Blue Star Power Systems, Inc. prior to the commencement of any work. Requests for rate adjustments must be submitted for approval to Blue Star Power Systems, Inc. in writing 60 days prior to the desired effectivity date.

Any work that is to be performed outside of normal working hours that could result in over-time rates must be approved prior to the work being performed. Sub-contracted work performed by others will be reimbursed at the actual cost, not exceeding the pre-approved rate agreements with the distributor.

Payment:

Reimbursement of approved warranty settlements will be in the form of a credit to your account with Blue Star Power Systems, Inc. To receive approved warranty settlement credits, your account must be in good standing, which includes all open accounts receivable balances being current and within approved terms. If at the time of approved warranty settlement your account is not current or within the approved terms you will be notified that you have 30 days to get your account current or you will forfeit your approved warranty settlement credits. No exceptions will be made.

Contact and shipping information:

Blue Star Power Systems, Inc.
Attn: Warranty Department
2250 Carlson Drive
North Mankato, Minnesota 56003
Ph: + 1 507-345-1776
warranty@bluestarps.com

This agreement is deemed made and executed in North Mankato, Nicollet County, Minnesota and shall be construed and interpreted in accordance with the laws of the state of Minnesota without giving effect to its conflicts of laws principals. Each of the parties submits to the exclusive personal jurisdiction and venue with respect to any action or proceeding arising out of, in connection with, relating to, or by reason of this agreement before the district court of the state of Minnesota, located in Nicollet County and agrees that all claims in respect of the action or proceeding may be heard and determined in any such court.