



## **GLACIER BAY, INC. LIMITED WARRANTY**

### **Glacier Bay Generator Warranty Coverage**

Glacier Bay generators are warranted with the following conditions:

The warranty covers defects in materials and workmanship causing a system failure or serious malfunction for a period of two (2) years or 2,000 hrs of operation from the date of purchase for the motor and three (3) years or 5,000 hours of operation for the electronics. The warranty is limited to the actual cost of the defective component(s) and does not include coverage for any labor costs incurred in the removal or reinstallation of such component(s). Shipping costs are not included. Warranted components shall be repaired or replaced at the sole discretion of the manufacturer. This warranty does not include failure due to:

- improper installation
- damage from lightning or other sources of excessive voltage
- abuse, misuse or improper maintenance/service
- rust/corrosion due to water exposure

Expressly excluded from this warranty is:

- cost for any independent service, repair or troubleshooting
- shipping expenses including loss or damage
- pumps

Glacier Bay, Inc. shall not be liable for consequential damages resulting from the use of this product. Coverage for any incidental damage to vessel, equipment or supplies caused, either directly or indirectly, by the failure of any Glacier Bay component is specifically excluded. This warranty is valid only for complete systems and does not include equipment used in conjunction with system components supplied by other manufacturers. The coverage herein described constitutes the whole, no other warranty written or verbal is authorized.

### **Your Rights Under This Warranty**

Customers seeking coverage under this warranty have the right to choose one of the following:

**Option 1** - "Repair" of the customer's equipment at a factory authorized service center.

With the "Repair" option, your original equipment is repaired at the factory or a factory authorized service center and returned to you upon completion. You, or an agent you appoint, remove the equipment from the vessel and return it to us prepaid and fully insured. (Note: Glacier Bay is not liable for shipping loss or damage). After the equipment is examined and tested, you will be

notified of the cause of the problem and will be informed whether the cost of the repair is covered under the terms of this warranty. If warranty coverage is valid, the cost of all in-house service labor and parts will be covered. If warranty coverage is declined, a quotation will be provided, and you may choose to have the unit repaired at your expense or returned to you unrepaired. Whether or not the unit is repaired under this warranty, you will be responsible for the cost of removal and replacement of the equipment on your vessel.

**Option 2** - "Replacement" with a functionally identical new or factory-refurbished system.

The "Replacement" option offers you the opportunity to get up and running without waiting for equipment repair. In this option, a functionally identical new or factory-refurbished (at Glacier Bay's sole option) will be shipped directly to you before you remove your defective component. Because no determination of warranty coverage has yet been made, you will be asked to sign a purchase agreement and authorize a charge to your credit card for up to the retail purchase price of the component plus shipping costs. The card will only be charged for shipping costs. The value of the component will not be charged for 15 days (or longer if prior arrangement is made). Upon receipt of the new component, you or your appointed agent, swap out the problematic component for the new one. You then return the old component to us prepaid and fully insured (Note: Glacier Bay is not liable for shipping loss or damage).

Upon receipt of the old equipment, it will be examined and tested. You will be notified of the cause of the problem and whether the cost of the repair is covered under the terms of this warranty. If warranty coverage is valid, there will be no additional charges to your credit card and the matter considered closed. If warranty coverage is declined, a quotation will be provided and your credit card charged to refurbish the unit to "like-new" standards. Whether or not warranty coverage is found, additional cost may be incurred to improve the appearance of the unit if it has suffered cosmetic damage. In all cases, you will be responsible for all shipping costs and the removal and replacement of the equipment on your vessel.

**To Obtain Warranty Service:**

Decide which of the two options you prefer. Contact Glacier Bay for an RMA number by calling the sales department at 510-437-9100 or emailing [warranty@glacierbay.com](mailto:warranty@glacierbay.com). Do not return anything to us without our RMA number clearly written on the outside of the shipping container. Once the RMA number is obtained, return the defective component(s), properly packaged and postage paid to Glacier Bay, Inc., 2930 Faber St, Union City, CA 94587. Glacier Bay is not responsible for loss or incidental damage during shipping. Write the RMA number on the outside of the box. When obtaining an RMA number you will need to provide the purchase date, model and serial number, a detailed explanation of the problem (reason for return), and place of purchase along with your name address and telephone number.

**The issuance of an RMA number or an agreement to accept a product for return does not constitute a decision or commitment to provide warranty coverage.**

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