



FuelMaker Corporation Basic Limited Warranty *Phill* – Home Refueling Appliance (HRA) (North America)

What Does This Warranty Cover?

This warranty covers any safety or performance related defects in material or workmanship of *Phill*, FuelMaker's Home Refueling Appliance (HRA). Only consumers purchasing or leasing *Phill* directly from FuelMaker or through a FuelMaker authorized dealer in the United States of America may obtain coverage under this warranty.

How Long Does The Coverage Last?

The warranty period is 1 year or 1000 hours of operation (whichever comes first). It starts from either the date of installation or one month from the date of delivery (whichever comes first). You may be required to provide FuelMaker with proof of purchase and installation date. This warranty is non-transferable and is made to the original purchaser, provided the purchase was done through FuelMaker directly or an authorized dealer.

What Does This Warranty Not Cover?

This warranty does not cover:

- Normal wear and tear or cosmetic issues.
- Any installation, de-installation or re-installation costs of *Phill*.
- Any problem caused by improper use and/or improper installation as is described in the operating and installation manuals. This includes, but is not limited to:
 - Installation by non-factory trained installers.
 - Improper electrical or gas supply.
 - Specific failures caused by contamination of the gas supply which could include: Glycol in the gas, excessive water in the gas, deviations from pipeline quality gas, and blowbacks caused by frozen or leaky vehicle receptacle check valves.
 - Improper refueling scenarios as are outlined in Chapter 3 of the *Installation Instructions*.
 - Improper care and cleaning.
 - Accidental damage, misuse, and/or abuse.
 - Acts of God, nature or any other matters not within FuelMaker control
 - Any labor, construction, transportation or other related costs/expenses arising from defective part(s), repair, or replacement.

This warranty does not cover consequential damages, incidental damages and costs related to loss of use of a vehicle due to any problems with *Phill*.

The warranty does not apply to *Phill* where:

- The serial number has been removed, altered, or cannot be determined.
- *Phill* is used in applications that require the use of it for 10 hours or more per day on a regular basis.
- *Phill* has been used for purposes other than its intended use as described in the *Operating Instructions*.
- Any repairs, modifications or alterations not authorized by FuelMaker Corp.
- Damage has occurred during shipment back to FuelMaker due to improper packaging.

What Do You Have To Do?

To request warranty and/or repair service, contact FuelMaker directly at (toll free) 1-866-697-4455 and press "2" for technical support. You may be required to provide proof of purchase and installation date. Technical support will attempt to diagnose any problem that might exist. If technical support determines that *Phill* needs to be returned to FuelMaker for repair, they will issue you a return authorization number. Products returned to FuelMaker must be properly packaged in their original packaging and shipped to the address provided to you by technical support. The return authorization number must be clearly visible on the packaging and shipping documents. All shipping costs are your responsibility and must be prepaid.

FuelMaker will not provide any warranty coverage unless your claim is in compliance with all terms of this warranty statement and you follow proper return/repair procedure. **Do not attempt to do any service work yourself. THIS WILL VOID YOUR WARRANTY.**

What Will FuelMaker Do?

If FuelMaker acknowledges that the issue is a valid claim, FuelMaker will either repair the *Phill*, or provide a functionally equivalent replacement unit. FuelMaker has no obligation to send you back your original *Phill*.

How Does State Law Apply?

Some states do not allow for the exclusion or limitations of incidental and consequential damages or limitations on how long an implied warranty lasts, so the above limitations may not apply to your circumstances. This warranty gives you specific rights and you may have other rights which vary from state to state.

For any questions regarding this warranty please contact FuelMaker customer service at (toll free) 1-866-697-4455.