

Warranty Information North America

Industrial and Power Generation Power Systems Parts and Accessories

- Includes:***
- ***Power Systems Warranty Statement***
 - ***Parts and Accessories Warranty Statement***
 - ***Registration Update Form***

**VOLVO
PENTA®**

QUALITY – SAFETY – ENVIRONMENTAL CARE

Quality. Safety. Environmental Care. These are Volvo Penta's core values and our commitment to you, the Volvo Penta owner. From engineering design and manufacturing to support activities in Parts, Service, and Sales, we have set ourselves high standards to ensure your satisfaction with your Volvo Penta product.

The coverage detailed in this Warranty Booklet demonstrates the confidence and quality commitment we have in our product. Take the time to review your responsibilities as an owner, as well as Volvo Penta's obligations and responsibilities under the terms of your limited warranty. Your Operator's Manual fully explains the operation and required maintenance of your Volvo Penta power package; it should be reviewed by you and others who operate this equipment.

Volvo Penta on the Web

Volvo Penta is located on the world-wide web at www.volvopenta.com

Dealer Locator Number

For the name of your nearest authorized Volvo Penta Dealer consult your yellow pages, call toll free 1-800-522-1959 (USA only), or visit www.volvopenta.com.

Warranty Coverage

Your Volvo Penta warranty coverage starts on the day you take possession of your new Power System regardless of how or when you use your Power System. On the day your new Power System is delivered, the Volvo Penta dealer should register the product using Volvo Penta's online Product Center. To enable you to assert your rights in connection with this warranty, our dealers will check warranty validity in the Product Center. For your convenience, the dealer can supply a printed copy of the warranty registration for safekeeping in the CD folder which contains additional warranty information. If your Power System is not warranty registered at the time of delivery by your selling dealer, you will be asked to present written proof of ownership and/or delivery date to obtain warranty coverage. For warranty coverage of repair parts or accessories, a copy of the relevant invoice or receipt is valid as proof of the in-service date. Contact your Volvo Penta dealer if you have not received an Operator's Manual or if you are uncertain whether product registration has been carried out.

Transfer of Ownership

The Volvo Penta Limited Warranty is transferable to subsequent engine owners at no charge. If there is a change of ownership or address, complete the Product Registration Update Form located in the back of this booklet and mail to Volvo Penta.

If You Have a Problem

Your satisfaction with our products and dealer services is important. Volvo Penta takes pride in producing durable, reliable products, and our efforts are supported by a strong dealer network. If you have questions about service or your Product's performance, your Volvo Penta dealer will be happy to answer them. There may be times though, that in spite of the best intentions, differences develop between a Product's owner and a dealer. If this happens to you, Volvo Penta and your dealer will work together to pursue a reasonable resolution.

Extended Protection

Extended protection coverage may be available for your Industrial product. Contact your Volvo Penta dealer for more information and ask about *IXC*.

If you experience a problem with your Volvo Penta product:

Maintain a written record of events (the problem, related conversations/with whom, important dates, etc.), as well as any supporting documents (invoices, work orders, etc.). Then, take the following steps:

1. Discuss the matter with the appropriate department manager at the dealership (e.g., Service Manager, Parts Manager, etc.). Explain exactly what caused the problem and ask what action will be taken.

If the matter remains unresolved after a reasonable amount of time:

2. Discuss the matter with the Dealer Principal (usually the owner or co-owner of the dealership). Explain what occurred in step 1.

If the matter is not resolved within a reasonable amount of time:

3. Contact Volvo Penta Consumer Relations at:

Volvo Penta of the Americas, LLC
1300 Volvo Penta Drive
Chesapeake, VA 23320
(866) 273-2539
(757) 436-5150 FAX

Volvo Penta Canada
7972 Enterprise Street
Burnaby, BC V5A 1V7
(604) 872-7511
(604) 872-4606 FAX

Please be prepared to provide the following information:

- Your name, address, and daytime telephone number.
- The Volvo Penta product model and serial number for each Volvo Penta component in the power package. Check your operator's manual for the serial number plate location.
- Date of purchase.
- Current engine operating hours.
- Selling and/or Servicing Dealer's name.
- Description of the problem.
- Your service and maintenance records



Volvo Penta of the Americas, LLC

1300 Volvo Penta Drive
Chesapeake, VA 23320

**POWER SYSTEMS ENGINE
LIMITED WARRANTY
(Includes Industrial and Power Generation)**

What is Warranted

Variable Speed (VE) Off-Road and Stationary Use - Volvo Penta of the Americas, Inc., warrants that new Power Systems packages will be free from defects in material or workmanship for a period of twenty-four (24) months or 3,000 hours, whichever occurs first (with the first twelve (12) months at unlimited running hours). In addition to the base engine warranty, the following base engine components are warranted for an additional twelve (12) months or a total of 12,000 operating hours, whichever occurs first: cylinder block, crankshaft, intake manifold, exhaust manifold, fresh water pump housing, flywheel, flywheel housing, front transmission cover, oil pan, and connection rod forging. During the second year of the warranty period, warrantable parts that are progressively damaged by non covered parts are not covered by this warranty.

Prime Power Use (GE Gen Set Prime Power) - Volvo Penta of the Americas, Inc., warrants that new Power Systems packages will be free from defects in material or workmanship for a period of twelve (12) months with no hour limitation. In addition to the base engine warranty, the following base engine components are warranted for an additional twelve (12) months or a total of 12,000 operating hours, whichever occurs first: cylinder block, crankshaft, intake manifold, exhaust manifold, fresh water pump housing, flywheel, flywheel housing, front transmission cover, oil pan, and connection rod forging. During the second year of the warranty period, warrantable parts that are progressively damaged by non covered parts are not covered by this warranty.

Stand-by Use - Volvo Penta of the Americas, Inc., warrants that new Power Systems packages will be free from defects in material or workmanship for a period of twenty-four (24) months or a total of 1,000 operating hours, whichever occurs first. In addition to the base engine warranty, the following base engine components are warranted for an additional twenty-four (24) months or a total of 3,000 hours, whichever occurs first: cylinder block, crankshaft, intake manifold, exhaust manifold, fresh water pump housing, flywheel, flywheel housing, front transmission cover, oil pan, and connection rod forging. During the third and fourth years of the warranty period, warrantable parts that are progressively damaged by non covered parts are not covered by this warranty.

Fire Pump Use - Volvo Penta of the Americas, Inc., warrants that new Power Systems packages will be free from defects in material or workmanship for a period of twenty-four (24) months or a total of 400 operating hours, whichever occurs first.

Warranty travel time coverage is limited to 500 miles and 10 hours per repair from the nearest servicing Volvo Penta Power Systems Distributor or Dealer.

The warranty commences on the date of delivery to the first retail purchaser, from the date put into service as a dealer demonstrator, the date first placed in rental service, or on the first day of the 25th month from the date of shipment from Volvo Penta, whichever occurs first, and applies only to warranted defects first arising and reported to Volvo Penta or one of its authorized service dealers during the applicable warranty period. During the warranty period, the warranty is transferable to subsequent owners. Volvo Penta products are eligible for this warranty coverage only if registered with Volvo Penta. Submission of the warranty registration in Volvo Penta's Product Center or other suitable, dated, proof of purchase is required for registration and to obtain warranty coverage. A copy of the registration from the Product Center can be printed out by a Volvo Penta dealer.

Any part of the Volvo Penta engine that is covered by this warranty and that is found in the reasonable judgment of Volvo Penta to be defective in materials or workmanship will be repaired or replaced at Volvo Penta's option. If a problem occurs, the owner must contact an authorized Volvo Penta Power Systems Distributor or Dealer as soon as possible. All repairs (except for those listed under *What is Not Covered by the Warranty*) will be made by the authorized Volvo Penta Power Systems Distributor or Dealer at no charge during the warranty period. Repairs will be made within a reasonable period of time during the dealer's normal business hours. Parts replacement will be made using genuine new or remanufactured Volvo Penta parts. Volvo Penta's responsibility in respect to warranty claims is limited to making the required repairs or replacements. Parts used in repairs under this warranty will assume the identity of the warranted part being replaced and are entitled to the remaining coverage hereunder.

***LIMITATION AND DISCLAIMER OF IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS***

TO THE EXTENT PERMITTED BY APPLICABLE LAWS:

- 1. VOLVO PENTA DOES NOT MAKE ANY IMPLIED WARRANTY OF MERCHANTABILITY AS TO ANY PRODUCT OR PART, WHETHER OR NOT THAT PRODUCT OR PART IS COVERED BY ANY EXPRESS WARRANTY CONTAINED HEREIN;**
- 2. VOLVO PENTA DOES NOT MAKE ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF;**
- 3. IN THOSE JURISDICTIONS WHERE IMPLIED WARRANTIES MAY NOT BE DISCLAIMED, ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTIES DESCRIBED IN THIS WARRANTY STATEMENT. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**
- 4. THE REPAIR OR REPLACEMENT OF PARTS OR THE PERFORMANCE OF SERVICE UNDER THIS WARRANTY DOES NOT EXTEND THE LIFE OF THIS WARRANTY BEYOND ITS ORIGINAL EXPIRATION DATE.**

What is Not Covered by the Warranty

- This warranty does not cover Bosch fuel injection equipment or Bosch electrical components. These items are warranted separately by the Robert Bosch Corp.
- This warranty does not cover any Volvo Penta product that has been subject to misuse, neglect, accident or that has been improperly installed, operated, or maintained.
- This warranty does not cover Volvo Penta product sold or transferred as part of an AS IS transaction without warranties.
- This warranty does not apply to any damage that is the result of rust, corrosion, or prolonged or improper storage.
- This warranty does not cover any Volvo Penta product that has been altered or modified so as to adversely affect its operation, performance or durability or that has been altered or modified to change its intended use.
- This warranty does not extend to repairs made necessary by normal wear and tear, or by the use of parts, accessories, lubricants, or fuels which, in the reasonable judgment of Volvo Penta, are either incompatible with the Volvo Penta product or adversely affect its operation, performance, or durability.
- This warranty does not cover travel or transportation exceeding 500 miles and 10 hours travel time per repair from the nearest servicing Volvo Penta Power Systems Distributor or Dealer.
- This warranty does not cover charges for fuel or lubricant usage, rental costs of any type, removal from or reinstallation of the product, or excessive time necessary to gain service access.
- This warranty does not cover other incidental or consequential expenses including loss of use of the engine, loss of income, or inconvenience.
- Covered parts that are damaged from non-covered parts are not covered by this warranty.
- This warranty does not cover pre-delivery inspection labor and any parts expense.
- This warranty does not cover first service inspection labor and any parts expense.

Owner's Responsibility

As the Volvo Penta Power System owner, you are responsible for the performance of the required maintenance listed in your operator's manual. Volvo Penta recommends that you retain all receipts covering maintenance on your engine. This record of proper maintenance may be required to determine warranty coverage on certain repairs and should be transferred to each subsequent owner. While Volvo Penta cannot deny warranty coverage solely for the lack of receipts or your failure to ensure the performance of all scheduled maintenance, Volvo Penta may deny coverage if your Volvo Penta engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

You are responsible for presenting your Volvo Penta product to a Volvo Penta authorized distributor or dealer as soon as a problem exists and use all reasonable means to protect the product from further damage. The warranty repairs will be completed in a reasonable amount of time.

If you have any questions regarding your warranty rights and responsibilities, you should contact Volvo Penta Consumer Relations, Volvo Penta of the America's, 1300 Volvo Penta Drive, Chesapeake, VA 23320. Our telephone number is 1-866-273-2539.

Other Information

This warranty is only valid for Products registered and/or normally operated within the United States, Canada, and other selected areas including Bermuda, Puerto Rico, Bahamas, U. S. Virgin Islands, Saipan, and Guam. The warranty (if any) for Products operated outside these areas is described in the AB Volvo International Warranty statement. Copies of the International Warranty Statement are available from Volvo Penta Consumer Relations.

Note: Outside the U.S. and Canada, there may be additional charges based on local practices and conditions. These charges may include, but are not limited to: freight, insurance, taxes, import duties, and/or other financial charges, including those levied by local governments and their respective agencies. These charges are not covered by the Volvo Penta Limited Warranty and are the responsibility of the retail purchaser.

Volvo Penta reserves the right to change or improve the design of any Volvo Penta product without assuming any obligation to modify any Volvo Penta product previously manufactured.

In certain areas, this product may also be covered by an emissions system warranty. Please refer to the emissions system warranty statement supplement. Copies may be obtained from Volvo Penta Consumer Relations at the address on page two of this document.

REMEDIES AND EXCLUSION OF CERTAIN DAMAGES

Any part of the Volvo Penta engine or power system that is covered by this warranty and that is found in the reasonable judgment of Volvo Penta to be defective in materials or workmanship will be repaired or replaced at Volvo Penta's option. If a problem occurs, the owner must bring the product to an authorized Volvo Penta Service Dealer in a timely manner. All repairs (except for those listed under *What is Not Covered by the Warranty*) will be made by an authorized Volvo Penta Service Dealer at no charge during the warranty period. Repairs will be made within a reasonable period of time during the dealer's normal business hours. Parts replacement will be made using genuine new or remanufactured Volvo Penta parts. Volvo Penta's responsibility with respect to warranty claims is limited to making the required repairs or replacements. All parts will be shipped via standard ground methods. Engines or parts provided under this warranty assume the identity of the engine or part being replaced, and are entitled to the remaining warranty coverage only.

THE REPAIR AND REPLACEMENT REMEDIES DESCRIBED IN THIS WARRANTY STATEMENT ARE THE OWNER'S SOLE AND EXCLUSIVE REMEDY. IN NO EVENT SHALL VOLVO PENTA BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE TERMS, LIMITATIONS AND DISCLAIMERS CONTAINED IN THIS LIMITED WARRANTY, AS WELL AS THOSE DOCUMENTS PREPARED IN CONJUNCTION WITH THE SALE OF VOLVO PENTA PRODUCTS, MAY NOT BE MODIFIED, ALTERED, OR WAIVED BY ANY ACTION, INACTION OR REPRESENTATIONS, WHETHER ORAL OR IN WRITING, EXCEPT UPON THE EXPRESSED, WRITTEN AUTHORITY OF A MANAGEMENT LEVEL EMPLOYEE OF VOLVO PENTA.



Volvo Penta of the Americas, LLC

1300 Volvo Penta Drive
Chesapeake, VA 23320
757.436.5100

REPLACEMENT PARTS AND ACCESSORIES LIMITED WARRANTY

What is Warranted

Volvo Penta of the Americas, Inc., warrants that new or factory remanufactured replacement parts and accessories will be free from defects in material or workmanship for a period of one (1) year.

The warranty commences on the date the part or accessory is first sold by an authorized Volvo Penta Dealer or Distributor, or if installed in new equipment by an Original Equipment Manufacturer, the date of first retail purchase, or from the date put into service as a demonstrator and applies only to warranted defects reported to Volvo Penta or one of its authorized service centers during the applicable warranty period. During the warranty period, the warranty is transferable to subsequent owners. Suitable dated proof of purchase such as a retail receipt or work order is required to obtain warranty coverage.

Parts used in repairs under this warranty will assume the identity of the warranted part being replaced and are entitled to the remaining coverage hereunder.

LIMITATION AND DISCLAIMER OF IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS

TO THE EXTENT PERMITTED BY APPLICABLE LAWS:

- 1. VOLVO PENTA DOES NOT MAKE ANY IMPLIED WARRANTY OF MERCHANTABILITY AS TO ANY PRODUCT OR PART, WHETHER OR NOT THAT PRODUCT OR PART IS COVERED BY ANY EXPRESS WARRANTY CONTAINED HEREIN;**
- 2. VOLVO PENTA DOES NOT MAKE ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF;**
- 3. IN THOSE JURISDICTIONS WHERE IMPLIED WARRANTIES MAY NOT BE DISCLAIMED, ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THE EXPRESS WARRANTIES DESCRIBED IN THIS WARRANTY STATEMENT. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**
- 4. THE REPAIR OR REPLACEMENT OF PARTS OR THE PERFORMANCE OF SERVICE UNDER THIS WARRANTY DOES NOT EXTEND THE LIFE OF THIS WARRANTY BEYOND ITS ORIGINAL EXPIRATION DATE.**

What is Not Covered by the Warranty

- Volvo Penta parts that were sold as part of an engine or power systems package.
- any Volvo Penta product that has been subject to misuse, neglect, accident, or that has been improperly installed, operated, or maintained. This warranty does not apply to any damage that is the result of rust or corrosion.
- any Volvo Penta product that has been used for racing or in the preparation for racing; has been altered or modified so as to adversely affect its operation, performance or durability; or that has been altered or modified to change its intended use.
- any Volvo Penta product sold or transferred in an AS IS transaction without warranties.
- costs to modify fuel systems or other components needed to meet local altitude requirements.
- repairs made necessary by normal wear and tear, or by the use of parts, accessories, lubricants, or fuels which, in the reasonable judgment of Volvo Penta, are either incompatible with the Volvo Penta product or adversely affect its operation, performance, or durability.
- travel to or from the product or transportation of the product to and from the servicing dealer or distributor; charges for towing, storage, fuel or lubricant usage, premium (air or overnight) freight charges; rental costs of any type; and excessive time necessary to gain service access, or any other incidental or consequential expenses including loss of use of the engine or drive train, loss of income, or inconvenience.
- labor charges for removal or reinstallation of the failed part or accessory unless the part or accessory was originally installed by an authorized Volvo Penta Dealer, Distributor or Original Equipment Manufacturer.
- Covered parts that are damaged by non-covered parts.

Owner's Responsibility

The operation, maintenance, and care of the Volvo Penta part or accessory must follow the same guidelines established for the engine and power systems package as outlined in the Operator's Manual and are the owner's responsibility. You shall use all reasonable means to protect the Product from further damage. The owner must keep records of all maintenance services performed. This record of proper maintenance and service may be required to determine warranty coverage on certain repairs and should be transferred to each subsequent owner. If you are not sure of the proper maintenance procedures, contact the Volvo Penta Service Department.

If you have any questions regarding your warranty rights and responsibilities, you should contact Volvo Penta at Volvo Penta of the Americas, 1300 Volvo Penta Drive, Chesapeake, VA 23320. Our telephone number is 1-866-273-2539.

Other Information

This warranty is only valid within the United States, Canada, and other selected areas including Bermuda, Puerto Rico, Bahamas, U. S. Virgin Islands, Saipan, and Guam. The warranty (if any) for parts and accessories outside these areas is described in the AB Volvo International Warranty statement. Copies of the International Warranty Statement are available from Volvo Penta.

Note: Outside the U.S. and Canada, there may be additional charges based on local practices and conditions. These charges may include, but are not limited to, freight, insurance, taxes, import duties, and or other financial charges including those levied by local governments and their respective agencies. These charges are not covered by the Volvo Penta Warranty and are the responsibility of the retail purchaser.

Volvo Penta reserves the right to change or improve the design of any Volvo Penta product without assuming any obligation to modify any Volvo Penta product previously manufactured.

To obtain copies of this warranty, please contact Volvo Penta of the Americas, Inc. at the address listed above.

REMEDIES AND EXCLUSION OF CERTAIN DAMAGES

Any Volvo Penta part or accessory that is covered by this warranty and that is found in the reasonable judgment of Volvo Penta to be defective in materials or workmanship will be repaired or replaced at Volvo Penta's option. If a problem occurs, the owner must bring the part or accessory to an authorized Volvo Penta Dealer or Distributor as soon as possible. All repairs (except for those listed under *What is Not Covered by the Warranty*) will be made by an authorized Volvo Penta Dealer or Distributor at no charge during the warranty period. Repairs will be made within a reasonable period of time during the dealer or distributor's normal business hours. Parts replacement will be made using genuine new or remanufactured Volvo Penta parts. Volvo Penta's responsibility with respect to warranty claims is limited to making the required repairs or replacements. All parts will be shipped via standard ground methods. Labor to remove and replace the part or accessory will only be covered if the part or accessory was originally installed by an Authorized Volvo Penta Dealer, Distributor or Original Equipment Manufacturer.

THE REPAIR AND REPLACEMENT REMEDIES DESCRIBED IN THIS WARRANTY STATEMENT ARE THE OWNER'S SOLE AND EXCLUSIVE REMEDY. IN NO EVENT SHALL VOLVO PENTA BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE TERMS, LIMITATIONS AND DISCLAIMERS CONTAINED IN THIS LIMITED WARRANTY, AS WELL AS THOSE DOCUMENTS PREPARED IN CONJUNCTION WITH THE SALE OF VOLVO PENTA PRODUCTS, MAY NOT BE MODIFIED, ALTERED, OR WAIVED BY ANY ACTION, INACTION OR REPRESENTATIONS, WHETHER ORAL OR IN WRITING, EXCEPT UPON THE EXPRESSED, WRITTEN AUTHORITY OF A MANAGEMENT LEVEL EMPLOYEE OF VOLVO PENTA.



Volvo Penta of the Americas, LLC

1300 Volvo Penta Drive

Chesapeake, VA 23320

Ph: 757-436-2800

Fax: 757-436-5152

Email: vpa.warrantyadministration@volvo.com

PRODUCT REGISTRATION UPDATE FORM

This form is to be used to update owner information with Volvo Penta of the Americas in the event of a change of address or transfer of ownership. Mail, fax, or e-mail to the above address.

Product Information:

Engine serial number(s) _____

Other components serial number(s) _____

Request type:

Change of address Change of ownership

New owner and / or new address information (proof of ownership required):

Name _____

Address _____

City _____ State _____ ZIP _____

For transfer of ownership only:

Original owner (if known) _____

Reselling dealer (if any) _____ Transfer date _____

Contact in the event additional information is needed (proof of ownership required):

Contact Name _____

Telephone _____ Fax _____ E-Mail _____

VOLVO PENTA

Volvo Penta of the Americas, LLC
1300 Volvo Penta Drive
Chesapeake, VA 23320