

Product Support (Product: information, application, service info & warranty questions)

support@maxtool.com

or call 1-800-629-3325 (option 3) Monday -Thursday 6am to 7pm, Friday 6am to 5:30pm. PST

Generator cannot be exchanged unless there is a failure that is not repairable. The warranty covers parts only so you would have to get a diagnostic done at a small engine mechanic to verify the failure and perform the repairs. Repairs and shipping would be the responsibility of the customer.