



Doosan Portable Power: Protection Plus Extended Warranty



DOOSAN
Portable Power

WHAT IS THE PROTECTION PLUS EXTENDED WARRANTY?

Protection Plus® is a unique extended warranty plan that allows you to purchase additional protection on the full machine package beyond the term of the standard Doosan Portable Power warranty. Multiple lengths of coverage are available up to a total of 60 months and 7,000 operating hours.

HOW IS PROTECTION PLUS DIFFERENT FROM THE STANDARD DOOSAN PORTABLE POWER WARRANTY?

Doosan Portable Power's factory standard warranty comes with each new machine at no extra cost. Our warranty is given to you as a promise backed by more than 120 years of leadership in the portable power industry.

Our standard warranty promises to reimburse you for any defects in the materials or workmanship of a new Doosan Portable Power machine for the first 12 months of ownership or 3,000 hours of operation, whichever occurs first. The warranty also describes the responsibilities of Doosan Portable Power and the dealer in the event of an equipment failure.

Protection Plus® goes a step further than the standard warranty. It allows you to purchase additional protection on the full machine with multiple lengths of coverage time available. In this way, you may benefit from longer coverage.



BENEFITS TO THE CUSTOMER

- **PEACE OF MIND:**
For a small investment, you can protect your Doosan Portable Power machine by purchasing extended warranty. By minimizing repair costs, Protection Plus gives you an extended sense of security and added peace of mind.
- **NO DEDUCTIBLE:**
Your Protection Plus policy pays for the full cost of any warrantable repair work (parts and labor), with no deductible required.
- **RISK MANAGEMENT:**
By providing a comfortable shield of protection against repairs due to failures in materials or workmanship, an extended warranty greatly decreases your exposure to financial risk
- **TRANSFERABLE TO NEXT OWNER:**
If you sell a machine, any remaining Protection Plus coverage can be transferred to a new owner for a minimal fee.
- **HIGHER RESALE VALUE:**
A machine with Protection Plus coverage will likely be perceived by a potential purchaser as having added value because of the superior care and maintenance provided by the original owner – you.
- **HONORED AT ANY DEALERSHIP:**
Any U.S. or Canadian Doosan Portable Power dealership can perform maintenance or repair work on a machine covered by this extended warranty.
- **QUALITY PARTS AND TECHNICIANS:**
Factory-trained Doosan technicians perform the maintenance and warranty work using genuine Doosan parts.



FREQUENTLY ASKED QUESTIONS

WHICH DOOSAN PORTABLE POWER MACHINES ARE COVERED BY PROTECTION PLUS?

Coverage is available for all models of these new, never-before sold Doosan Portable Power Machines: Air Compressors and Generators,

WHAT IS A PROTECTION PLUS FULL MACHINE WARRANTY?

A full machine warranty provides coverage from the front of the machine to the back of the machine. It is an extension of our standard warranty and offers the same level of protection.

WHAT ISN'T COVERED BY PROTECTION PLUS?

The Protection Plus extended warranty does NOT cover the following items:

- Maintenance items such as oil, filters, belts and batteries
- Wear items such as tires
- Miscellaneous items such as lamps and bulbs
- Hauling expenses
- Travel time
- Mileage
- Overtime or shift premiums
- Damage
- Abuse
- Failures arising due to lack of maintenance



FAQ CONTINUED

HOW MUCH DOES PROTECTION PLUS COST?

The cost of Protection Plus varies both by machine type and length of coverage desired. Your Doosan Portable Power dealer can advise you on the cost of the Protection Plus plan you are interested in.

WHO BACKS THE PROTECTION PLUS PROGRAM?

It is backed by Doosan Portable Power and administered by the entire network of Doosan Portable Power dealers. Service is provided only by qualified Doosan Portable Power technicians.

HOW DOES PROTECTION PLUS COVERAGE EXTEND THE STANDARD WARRANTY TIME PERIOD?

Protection Plus time periods include the original standard warranty period or 12 months. For example, a 3 year Protection Plus plan provides an additional 24 months of Full Machine coverage beyond the standard warranty’s 12 month time period, or a total of 36 months.

WHO DO I CONTACT AND WHERE DO I GO TO GET EXTENDED WARRANTY SERVICE?

Simply contact the Doosan Portable Power dealer nearest you. A machine covered by Protection Plus can be serviced by any U.S. or Canadian Doosan Portable Power dealer.

WHAT WILL THE COMPANY DO IF THE PRODUCT FAILS?

Doosan Portable Power will repair or replace any part or component that fails because of defects in materials or workmanship.

ARE THERE ANY CONDITIONS OR LIMITATIONS ON THE EXTENDED WARRANTY?

Protection Plus customers are required to perform maintenance on the covered machine at regular intervals. Also, Doosan Portable Power will not be liable for any damage to the machine caused by the use of non-Doosan Portable Power fluids or filters.

HOURS	24 MONTHS	36 MONTHS	48 MONTHS	60 MONTHS
3,000				
4,000	✓			
5,000		✓		
6,000			✓	
7,000				✓

Time periods defined above include the original standard warranty period.



TERMS AND CONDITIONS

GENERAL EXPLANATION OF COVERAGE

During the applicable period of the Protection Plus extended warranty plan, the authorized Doosan Portable Power dealer shall repair or replace, at the option of Doosan Company, without charge for parts and labor, any covered component of the Doosan machine which fails because of defects in material or workmanship except as otherwise provided below. The owner of the protected machine agrees to provide the dealer from which the Doosan machine was purchased with prompt written notice of any defects covered by the Protection Plus extended warranty plan and to allow a reasonable time for replacement or repair. Doosan may, at its option, request the return of failed parts to a specified destination.

Protection Plus extended warranty is not intended to restore the entire product to like-new condition. Coverage is limited to the repair or replacement of the failed component and any resulting damaged parts. Other parts removed in the process of repair will be reinstalled as is, unless the customer authorizes the additional cost of replacing such parts at the customer's expense.

CUSTOMER PARTICIPATION AND RESPONSIBILITIES

Fluid analysis is recommended, although not a requirement, to obtain Protection Plus extended warranty coverage. The ideal scenario is to sample fluid at the point of enrollment, at the first recommended interval and then continue throughout the remainder of the Protection Plus extended warranty plan coverage term.

The customer is responsible for ensuring that all recommended preventative maintenance is performed at the specified service intervals as described in the Operation and Maintenance (O&M) Manual. Preventative maintenance includes, but is not limited to, the servicing, adjusting and/or replacing of specific components.

The customer/dealer may be required to provide proof of compliance with the maintenance schedules at the time of failure. Proof may include receipts or copies of work orders or invoices showing the remainder of the Protection Plus extended warranty coverage term.

NOTE ON EMISSIONS

Certain components may qualify for emissions warranty coverage in accordance with the applicable regulations of the United States Environmental Protection Agency (US EPA) and California Air Resources Board (CARB). The emissions warranty is provided by the engine manufacturer and is explained in detail in the machine's O&M Manual. The emissions warranty statement lists parts that are eligible for emissions warranty. Emissions parts that are covered under Protection Plus extended warranty but are beyond the term of the emissions warranty are eligible for coverage for the remainder of the Protection Plus extended warranty term.

GENERAL PROTECTION PLUS PLAN EXTENDED WARRANTY EXCLUSIONS AND LIMITATIONS

Equipment will not be covered by the Protection Plus extended warranty plan for the following:

1. Failure to perform the recommended preventative maintenance as specified in the O&M Manual.
2. Normal deterioration in performance and wear-out, or accelerated component wear-out due to application or operating technique, including, but not limited to, gasket or seal leaks and oil consumption.

3. Maintenance items such as lubricants, antifreeze, filters, belts and batteries.
4. Abuse or improper use of the machine.
5. Operation in applications not approved by Doosan and/or beyond the design or capacity of the machine.
6. Failure to use and maintain proper levels of fuel, fluids and lubricants that meet or exceed the minimum specifications required by Doosan as described in the O&M Manual.
7. Operation at performance settings other than the standard Doosan specification.
8. Chemical corrosion and physical or mechanical erosion.
9. Modifications, unless performed at an approved repair facility at the request of Doosan.
10. Any repairs if components have been stopped or altered that misrepresent the equipment's actual hours of usage.
11. Physical damage.
12. Freight and taxes.
13. Performance complaints including, but not limited to, fuel setting adjustments.
14. Failure of a typically covered component if resulting from failure of a non-covered component.
15. Transportation/towing/hauling costs or field service travel expenses (unless otherwise noted by exception for promotional purposes from Doosan Company).
16. Downtime, inconvenience, or other incidental or consequential damages, losses or expenses that result from a defect in material or workmanship.
17. Storage or miscellaneous shop supplies and disposal fees.
18. Any cost covered by any warranty of the engine manufacturer (if other than Doosan) including emissions warranty regardless of whether the warranty is honored.
19. Any costs incurred for Doosan to comply with emissions standards under the US EPA or any national, federal, provincial or state law.
20. Acts of war, vandalism, riot, theft, explosion, collision, fire, flooding, severe weather and/or any other acts of nature or vermin.
21. Components that have their own stand-alone warranty coverage period where such coverage is less than the Protection Plus plan coverage.
22. Dealer-installed kits and options that carry their own specific warranty terms.

ALL WARRANTIES PROVIDED BY DOOSAN PORTABLE POWER HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (EXCEPT THAT OF TITLE), AND THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DOOSAN PORTABLE POWER OR ITS AUTHORIZED DEALERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, WHETHER BASED ON CONTRACT, WARRANTY, TORT, NEGLIGENCE, STRICT LIABILITY, STATUTE OR OTHERWISE, EVEN IF DOOSAN PORTABLE POWER OR ITS AUTHORIZED DEALERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL LIABILITY OF DOOSAN PORTABLE POWER AND ITS AUTHORIZED DEALERS WITH RESPECT TO THE PRODUCT FURNISHED SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

It is the selling dealer's responsibility to register each product sold on Doosan's Warranty Website by entering current customer information and warranty start date. Any changes in ownership thereafter should be completed by the dealer via the ETR (Equipment Transfer Request) in the warranty system.

Air Compressors

Small & Medium Air



P185 | P185 Utility | XP185
C185 | P250/HP210 | P425/HP375
HP450/VHP400

Large Air Low Pressure



XP825/HP750 | HP915 | HP1600

Large Air High Pressure



XHP750 | XHP1170

Generators

Small



G25 | G40 | G50

Medium



G70 | G125 | G150

Large



G190 | G240 | G325 | G400 | G570

Lighting Systems



LCV | BL400

Light Compaction



Upright Rammers | Forward Vibratory Plate Compactors
Reversible Vibratory Plate Compactors
Walk-Behind Vibratory Rollers

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Experience Doosan Portable Power and our industry-leading support and service. Whatever the job, we have the solution. From our comprehensive range of reliable air compressors, to lighting systems and generators, we have a solution to fit your needs. Running a successful business takes more than powerful equipment. That's why Doosan Portable Power partners with an experienced dealer network to stand beside you every step of the way. Doosan Portable Power — more than 100 years of providing excellence.



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Product improvement is a continuous goal at Doosan Portable Power. Specifications and design are subject to change without notice or obligation. Warranty terms and conditions on new product sales are subject to change. All products are subject to the terms of the applicable warranty in effect on the date of purchase; contact your local Doosan dealer for the current applicable warranty. DOOSAN and the Doosan logo are trademarks of Doosan Corporation.