

Westinghouse Outdoor Power Equipment

777 Manor Park Drive
Columbus, Ohio 43228
Phone # (855) 944-3571



A Licensee of Westinghouse
Electric Corporation

CONSUMER NOTICE: Changes to Your Westinghouse Portable Generator Warranty

The Federal Trade Commission (FTC), the nation's consumer protection agency, has sued MWE Investments, LLC (MWE) over our warranty for Westinghouse Portable Generators. The FTC says our warranty violated federal law when it said that you and other owners of Westinghouse Portable Generators must use genuine MWE/Westinghouse Portable Power parts and authorized service providers to maintain the warranty.

To settle the case, we've agreed to revise our warranty.

To be clear: You don't have to use authorized MWE/Westinghouse Portable Power parts or services to maintain your warranty unless we give you the parts and services for free under the warranty. By law, we can't void your warranty just because you install another company's parts, use a service provider that is not authorized by MWE, or do maintenance or repair work yourself, unless we give you the parts and services for free. However, modifications of the generator that result in increased carbon monoxide emissions, or that result in the removal of carbon monoxide sensors, safety warnings, guards, or other parts that affect the safe or intended performance or use of the generator may void your warranty.

If a dealer or service provider tells you that your warranty is void because you did not use genuine MWE/Westinghouse Portable Power replacement parts or services, that statement is illegal and deceptive. If the dealer or authorized service provider refuses to honor your warranty on those grounds, call us at (855) 944-3571 so we can correct the situation. You can also report it to the FTC at [ReportFraud.ftc.gov](https://www.ftc.gov/whistleblower).

We recommend that you keep a copy of this notice and the revised MWE warranty in your files. You can find the revised warranty at <https://westinghouseoutdoorpower.com/pages/support#warranty>

If you have questions, please visit <https://westinghouseoutdoorpower.com>

Sincerely,

Jeff McCarthy
Customer Support Operations Manager

