

Pulsar Products Inc. - Complete Correspondence Record

Every email and recorded phone call, in chronological order. Audio files are not reproduced; call transcripts are included in full.

Note on the call transcripts: these were produced by automatic speech-to-text from the original recordings and are reproduced unedited. The software misrenders a few proper nouns, most often hearing "Pulsar" as "Polestar" or "All Star." Those instances are marked inline in square brackets. No other changes have been made to any transcript. The original audio recordings are available on request.

[personal email discussion redacted]
Product Pulsar PGDA70BiSCO, 7,250-watt dual fuel inverter generator
Purchased April 10, 2025 - Amazon [order or tracking number redacted] - generator price \$1,099.57
Case / RA Pulsar [case reference redacted] | [return reference redacted]
Compiled July 27, 2026

MAY 21, 2025, ~11:56 AM

CALL

Phone call - first contact with Pulsar
Reps: Stephen and one unnamed agent. Recorded.

00:00:20 Speaker 2
Thank you for calling Pulsar Products. My name is Stephen, how can I help you? Hello Stephen, my name is Lonnie. How are you doing today? I am excellent.

00:00:28 Speaker 3
How are you sir?

00:00:29 Speaker 1
I am not doing too bad. I am hoping that you can make my day even better.

00:00:34 Speaker 3
I'll do what I can for you, sir. What's going on?

00:00:37 Speaker 1
I bought a Pulsarum [transcription error: "Pulsar"]. Shit, I am trying to pull it up on Amazon here real quick. It's a inverter generator or inverter one of them super quiet kind of deals. It was like over a thousand.

00:00:50 Speaker 2
Dollars Inverter generator

00:00:51 Speaker 1
It's the two forty version I travel full time. I live in a schooly and I bought it and had it shipped to my brother's address, which is my home address. Got there, picked it up, took it with me. I used it two times for maybe an hour, and it worked perfectly and I was super stoked. And it has not worked since. And I have spent like two weeks kicking myself now. I was doing a lot of troubleshooting myself and I have a second generator. So it wasn't like at the top of my list and then I called Amazon. They said, well, your warranty, your thirty days is up like two days ago. All right, well, I guess I'm calling Pulse Tech.

00:01:29 Speaker 3
So what happened when you tried to start it after that second time of usage?

00:01:33 Speaker 1
It would run the first few times and then ran for maybe five seconds tops. Then it just shut off. It feels to me like it's a sensor, like a CO two sensor. But there was nothing around. It was completely open or like an oil sensor. There wasn't an oil light on there. I can pull it out. I called you guys earlier and I got a voicemail. I didn't pull it out until I knew I got you guys. But I can pull it out and troubleshoot it with you if you want to do that. Whatever you want to do.

00:02:07 Speaker 3
Did you get a low oil sensor light indicator on the unit?

00:02:11 Speaker 1
So I couldn't tell if the lights were just coming on, like as you're starting it up, kind of a deal like in a car, turn on check engine comes on. So I couldn't tell if that was it because the oil light was on and the overload light when you started up, but it hasn't stayed started. So it was there then everything shut off. So I couldn't tell if that was normal or not.

00:02:40 Speaker 3
What is the level of the oil in the generator?

00:02:45 Speaker 1
The oil is fine. I read the instructions, which is new for me, but they said to put oil in and run it for a few hours, check the oil again, and I did that. I might have overfilled it a little bit the one time, but I drained it out because I thought maybe it was in the middle. I put a little bit in, but then I drained it out. It's like

spot on in the middle of the dipstick at this point.
00:03:12 Speaker 3
Cross lines. The dipstick, right? It should be at the top though. I know it might be splitting hairs, but we want to make sure that it is as full as it should and indicates.
00:03:25 Speaker 1
This isn't my first generator. I moved it and made sure it was level. I put a level on top of it. I made sure the oil was all the way full, and then I dropped it down a little bit. I did everything. I've used the entire thing of oil. You just came with it, draining some out and putting some in.
00:03:44 Speaker 3
And when you tried to start it, you didn't have a load already connected to it, correct? Correct.
00:03:52 Speaker 2
Do you know the model number of that generator by chance?
00:04:17 Speaker 2
And when you use it the first two times, you said you used it for about an hour in total. What were you using it for? What did you have hooked up to it?
00:04:24 Speaker 1
My battery bank for my solar system. It's just an extension. It was a one ten extension cord. I wasn't even using two forty or nothing. Actually, it wasn't a one ten, it's the thirty amp plug that I plug into it.
00:04:47 Speaker 1
Gonna have for in two seconds there it is the Pulsar seventy-two fifty watt super quiet dual fuel inverter generator with remote start and I can probably find another model if I scroll down here.
00:05:30 Speaker 1
Paul, George, David, Alpha Seven Zero Boy lowercase i S as in Sam Charlie and I believe that's an O as in Otter.
00:05:47 Speaker 2
Yes PGD.
00:05:55 Speaker 3
Would you be able to send me a copy of that proof of purchase to an email address or take a picture and send it via text to me?
00:06:04 Speaker 1
No problem at all. Let me go back a couple of screens to my order. View [order or tracking number redacted]. You just want the invoice? I should have everything you need on there.
00:06:20 Speaker 3
I just need to be able to see the purchase date, the model or the.
00:06:24 Speaker 2
Number that they might use the dollar amount and where you purchased it, so date of purchase, model, price and where you purchased it.
00:06:54 Speaker 1
It could be good at times. I'm tapping the print this page for your records. And it's not fucking opening for me. Let me force this damn thing on here.
00:07:09 Speaker 3
How do you want to send that to me? Email or text message with the picture?
00:07:13 Speaker 1
It doesn't matter, whatever is more convenient for you.
00:07:16 Speaker 3
Let me do it via text message with the picture.
00:07:21 Speaker 1

And when you say a picture, are you supposed to take a picture of the generator itself or just talk about the invoice?

00:07:30 Speaker 3

The invoice because you probably said you were looking on that online. Were you doing that on your phone or on a computer? I have it on my phone here. You could do a screenshot as long as it contains all the information. If you need to do a couple of screenshots, I'm perfectly fine with that as well.

00:07:48 Speaker 1

It's not working right on my phone. It's one of those days I'm gonna pull it up on the computer. Apologize for the delay.

00:08:01 Speaker 3

When you try to start it and run it now, it just won't start at all, or does it run for only a few seconds and then die?

00:08:06 Speaker 1

It won't even start at all now.

00:08:10 Speaker 3

And is that with the electric start as well as the what do you call that darn thing?- the recoil?

00:08:17 Speaker 1

I don't know if this helps you or not. The very first time I started it, I started pulling the cord because I couldn't figure out how to plug the battery in.

00:08:30 Speaker 1

It started up just fine, and then the second time that it ran, I started it with the battery. I don't know if I tried to pull it on that one. So I started with the battery on the second one, and then the third time I went to start it, when it didn't want to do with the electric, I tried to pull start, and the pull start didn't even seem like it tried at all at that point.

00:09:08 Speaker 1

Don't worry. They pay you by the hour. You're good.

00:09:16 Speaker 2

I'm going to do a long day and two orders.

00:09:26 Speaker 1

This order has a bunch of stuff on here, cat litter and crap too. You'll find what you need. I don't judge. I just take the information I need.

00:09:37 Speaker 2

It's on the back of the paper. There is a little black thing that was taped to the top of the label.

00:09:54 Speaker 1

I have it on the computer, and you said you want me to send it via text?

00:09:59 Speaker 3

You could do that or email since it's on the computer. I don't know which is easier for you.

00:10:02 Speaker 1

I text from the computer too, real good. What's your phone number?

00:10:05 Speaker 3

Cool. Area code nine zero nine.

00:10:11 Speaker 2

Eight, nine five. Three, two, eight, two. And the address?

00:10:39 Speaker 3

Perfect. I'll wait for that to come through. What is your first name, please?

00:10:42 Speaker 1

It's Lonnie, L-O-N-N-I-E.

00:10:46 Speaker 3
And there we go. Last name Lonnie?
00:10:49 Speaker 1
It's Barkby, B as in boy, A-R-K-B-Y.
00:10:57 Speaker 2
What is a good address for you? For what exactly?
00:11:05 Speaker 3
We require an address in case we need to mail anything. Primarily, we're going to communicate via email address. But we also need a physical address in the system, just in case we need to mail something out to you.
00:11:16 Speaker 1
That's fine. I'm just like I travel full time, so I can give you my home address, but you can't send anything [address discussion redacted]
[address discussion redacted]
00:11:48 Speaker 3
[postal code redacted] perfect and here we go and what is a good email for you?
00:11:53 Speaker 1
[personal email discussion redacted]
00:12:05 Speaker 3
And that was where at gmail dot com. I connector of knowledge at gmail dot com. That's it. Connector and there's an o f for that knowledge at gmail dot com. And there you go and the number you're calling from is a good contact number. The two, five, four, ninety seventy.
00:12:29 Speaker 2
That's correct.
00:12:37 Speaker 2
Close this down.
00:12:40 Speaker 3
So you got this on April tenth. [order or tracking number redacted], that's fine.
00:13:03 Speaker 1
That's fine. I am really hoping that we can fix it.
00:13:39 Speaker 3
They'll give you instructions. You'll more than likely have to drain the gas, which is just tipping the unit on its side and putting it in whatever container would accept gas. It's probably going to need to have gas and oil removed from it because it would need to ship back.
00:13:52 Speaker 2
The.
00:13:59 Speaker 1
Question is, how do I get another one?
00:14:02 Speaker 3
The email will give you all the instructions on how to. That is as far as what the process is and what they're going to do to get out a new one. I'm not privy to that. So I don't know exactly how that process works. I just know that an email with instructions is sent out within twenty four to forty eight hours. If you have any questions regarding that, just reach out to the person who has sent you the email. They'll be able to facilitate whatever questions you have.
00:14:24 Speaker 1
Sounds good.
00:14:27 Speaker 3

Let me just sign it here. That's fine, everything looks good. I have the receipt, which is good. It's been downloaded. Is the serial number? Serial numbers are generally on a sticker on the side of the unit. Or back, sorry.

00:14:42 Speaker 1
Give me just a second here for that one.

00:15:14 Speaker 2
No worries.

00:15:31 Speaker 1
Let's hope it's on the side facing out to me. Look at that, it's right there. Can you hear me okay?

00:15:42 Speaker 3
There you go.

00:15:43 Speaker 1
Is it the barcode with a number underneath it?

00:15:48 Speaker 3
But look, it should say something where it says S slash N for serial number or it'll be spelled out serial number.

00:15:57 Speaker 1
This is just a barcode with a number on the bottom.

00:16:02 Speaker 3
The other because this is an enclosed unit. Do you have a panel on the side that you can take off to put oil into this thing?

00:16:10 Speaker 1
I do.

00:16:13 Speaker 3
If you take that panel off to the left of the dipstick, it might be imprinted or laser etched onto the engine block.

00:16:21 Speaker 2
Hold on a second.

00:16:31 Speaker 1
Gotta take my grill out to get to that side.

00:16:59 Speaker 2
There we go. Let's see. Got a sticker there.

00:17:06 Speaker 3
There are generally stars on either side of the number.

00:17:09 Speaker 1
It's not on the outside anywhere. Let me check the back before I go grab a screwdriver.

00:19:53 Speaker 2
Are you not able to get that panel off? I had to go grab a screwdriver. Got it. I'm sorry, I thought you heard me.

00:20:29 Speaker 1
It does say serial number in there. Guys, one of my weird spots.

00:20:39 Speaker 2
They sometimes do. You ready?

00:20:44 Speaker 1
I am. Is Frank Larry two zero two four one zero zero eight zero two one two.

00:20:59 Speaker 3
And that was next to or in between some asterisks or stars on the engine block.

00:21:09 Speaker 1
I can send it to you if you want to see it. I took a picture of it even to read it. There's nothing else in here that has any letters. I found it. You're right. It's on the side of the engine block. I gotcha.
00:21:29 Speaker 1
Is that the same one I gave you? This is all numbers: two four one three four eight nine five.
00:21:44 Speaker 3
Perfect, that sounds more like it. All righty Lonnie, I got all that. I got that, I've got that, I got that. I am good to go. Let me go ahead and submit this over to the returns department. And once again, give them about twenty-four to forty-eight hours to respond to you. We'll take it from there, sir. Thank you so much. You have a good day. Bye.

MAY 27, 2025, 3:56 PM PT EMAIL

Email - Pulsar issues return authorization
From: Gladys ([email redacted]) | To: Lonnie Barkby | Cc: ra@, service04@
Hello Lonnie,

Please refer [return reference redacted] for your request.

Please drain the gas & oil out and place the unit inside a tight fitted box or wrap the unit with cardboard. Attached is a prepaid FedEx label for you to ship the unit back.
Please Note: This label is for a unit drop-off, not for a pickup.

Once we receive your return, the unit will be inspected and we will start to process your replacement.

If there is a gas or oil leak from the return, soaking the package will be considered as a dangerous shipping hazard prohibited by the carrier and this could lead the shipper to penalties and fines.

Sincerely,
Pulsar Products Inc. | GLADYS
[street address redacted], RANCHO CUCAMONGA, [city and postal code redacted]
Phone: [phone redacted] | Fax: [phone redacted]

JULY 1, 2025, 9:49 AM

EMAIL

Email - Lonnie requests a senior technician before returning
From: Lonnie Barkby | To: Gladys ([email redacted])
Hi Gladys,

Thanks for sending the RA number and prepaid label. I appreciate you trying to help, but I'd like to ask for something before going through with the return.

I'm a full-time digital nomad, currently in North Carolina but changing locations every couple of weeks. The generator (Pulsar PGDA70BiSCO) has been a challenge since day one. It won't start, even after following all the troubleshooting steps your tech team walked me through-things like adjusting the oil level and making sure the unit is level.

Because of my travel lifestyle, shipping a 130-pound generator isn't simple. I've tried to find a location [address redacted] which can't accept large packages, so getting a replacement shipped to me would also be tricky.

Before going down that road, I'd really like a chance to speak with a senior technician for deeper troubleshooting. I have tools on hand and can follow detailed instructions. If there's any chance of getting this fixed remotely, that would save a lot of hassle on both sides.

If that's not an option, I'd prefer a refund instead of a replacement, since I honestly don't know when or where I could receive another large shipment like this.

I'm available by phone or even a video call if needed. Just let me know the next steps.

Thanks again for your help. I hope we can find a solution that works.

Best,
Lonnie Barkby
[phone redacted]

JULY 2, 2025, 4:17 PM UTC

EMAIL

Email - Pulsar reply (full text)
From: Conner ([email redacted]) | To: Lonnie Barkby
Hello Lonnie!

As far as troubleshooting, have you been able to check the voltage of the battery? All starting issues would initially stem from the health of the battery.

Best,
Conner
Pulsar Products Inc.
[street address redacted], Rancho Cucamonga, [city and postal code redacted]
Phone: (866)591-8921 | Fax: (800)545-9811

JULY 6, 2025, 9:43 AM

EMAIL

Email - Lonnie replies with detail; requests senior technician again
From: Lonnie Barkby | To: Conner ([email redacted])

Hi Conner,

Thanks for following up. Yes, I have checked the battery voltage multiple times during my troubleshooting efforts. The battery reads fine and I've charged it several times to ensure it's at full capacity.

However, the starting issues persist regardless of whether I use the electric start or pull start - so this appears to be more than just a battery issue. When the generator does occasionally start (maybe 1 in 10 attempts), it only runs for about 5 seconds before shutting off. Most of the time it won't start at all, even after sitting overnight.

I should mention that this generator has never worked properly since I first pulled it out of the box, which is why I'm leaning toward this being a manufacturing defect rather than something I can troubleshoot remotely.

I'm still very interested in speaking with a senior technician for more comprehensive remote troubleshooting if that's possible. I'm currently parked on Ocracoke Island in the Outer Banks, so I'm in a good location to work through diagnostic steps, but there's literally nowhere I can go to ship the unit back until I'm off this island.

As I mentioned in my previous email, my nomadic lifestyle makes both shipping this 130-pound unit and receiving a replacement extremely challenging. If we can't resolve this through remote troubleshooting, I'd prefer to pursue a refund rather than dealing with the logistics of shipping and replacement.

I appreciate your help in working through this issue.

Best regards, Lonnie

JULY 8, 2025, 3:03 PM UTC

EMAIL

Email - Pulsar reply (full text)
From: Conner ([email redacted]) | To: Lonnie Barkby
Regarding a refund, that would solely be through your retailer unfortunately.

For further troubleshooting, could you provide me with a little more information? Since I am fresh on your case, when did you receive this generator and put it to use? How many hours might you have on it? Which fuel source have you been using? Does the unit experience the same symptoms on both fuel sources if you've tried?

Best,
Conner
Pulsar Products Inc.
[street address redacted], Rancho Cucamonga, [city and postal code redacted]
Phone: (866)591-8921 | Fax: (800)545-9811

JULY 16, 2025 (APPROX.)

CALL

Phone call - technical support (Erica), transfer to supervisor voicemail (Jane)

Recorded.

00:00:01

Hey, Alice. This is me calling Pulsar. Pulsar Products, this is Erica. How can I help you? Hello, Erica. My name's Lonnie Barkby. How are you doing today? I'm good. How are you? I'm good. I have a case number or RA number, if it would be helpful for you. Please, sir. The RA number is [return reference redacted].

00:00:37

Let me check. How can I help? I finally was able to return this 130-pound inverter generator, but I need to make sure that you guys ship the replacement to a P.O. Box. I travel full-time, so where you guys originally shipped it, I'm not going to be back there for several months.

00:01:10

So I need to make sure it's shipped to the right address. It has to be a P.O. Box? Because we usually have to, for this model, I think we need to use FedEx. We cannot do USPS. It's an actual address. It's not a P.O. Box. They gave me another one. I have an address that I need you to send it to, and they are fine with receiving it. But it's a P.O. Box I had to pay for. And then I also wanted to ask you guys, since I had to spend \$87 on packaging material, \$55 on getting an address for you guys to ship me the replacement.

00:01:53

What you guys can do to compensate me for my time, investment, and all that kind of stuff? You may need to email our return department. Do you want their email address? Is that the one that I've been emailing with that RA number? Yes. Correct. Do I need to talk to them about the address for shipping also? Please. Because they are going to process the replacement.

00:02:25

So if you need to change the address, please let them know. Because I work for technical support, I'm not sure about the replacement. Can you get me over to that department? They don't take calls usually. The best way to contact them is through email. I'm going to need somebody on the phone. This is time sensitive, and I can't rely on email for this right now. If you guys send it out before I get a reply back like that, I'm going to need to talk to somebody.

00:03:00

Today, whether it be your supervisor or somebody in that department. Let me transfer you to their supervisor. How about that? All right, cool. One second, please hold while I try to connect you.

00:04:17

Your call has been forwarded to the voicemail for Jane. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the pound key for more options. Hello, I was sent to you in regards to an ongoing return, RA number [return reference redacted]. The woman I had spoke to said that email is the best way to go, but I explained that the address for you guys shipping the return needs to be changed.

00:04:51

And I need to talk to a person live and make sure it's done properly. If you call me back at 223-254- my name is Lonnie Barkby, RA number [return reference redacted]. Appreciate it. Thank you.

JULY 16, 2025, 1:07 PM

EMAIL

Email - Lonnie confirms return shipped; attaches tracking + \$86.44 receipt
From: Lonnie Barkby | To: Conner ([email redacted]) | Attachments: FedEx tracking; packaging receipt (\$86.44)
Hi Conner,

I'm writing to confirm that I finally managed to get the defective Pulsar PGDA70BiSCO shipped today under [return reference redacted]. Attached are the FedEx [order or tracking number redacted] and my receipt for \$86.44 in shipping materials.

This return has been far more burdensome than it should have been. Finding packaging for a 130 lb generator as a full-time traveler was extremely difficult. I was told by one shipping company it would need crating, at huge additional cost. On top of that, FedEx locations accommodating such a large item are few and far between. If Pulsar had provided proper return packaging or used UPS, this unit could have been returned a month ago.

I called support today to ensure the replacement ships to the right place, but I was only able to leave a voicemail for a supervisor named Jane. For clarity, here is the correct address:

Lonnie Barkby
[street address redacted].
Unit #4432
Emerald Isle, [city and postal code redacted]

I'll only be near this post office for a limited time, and my backup generator has now started acting up. I need the replacement shipped immediately.

Considering the time, physical effort, and expenses I've incurred returning this defective unit, I think it's fair to request that Pulsar include a generator cover and any compatible extension cords with the replacement. It would go a long way toward rebuilding confidence after such a frustrating experience.

Please confirm that this will be handled quickly.

Sincerely,
Lonnie Barkby

JULY 18, 2025 (APPROX.) - CALL 1 OF 2

CALL

Phone call - on hold, no agent reached
Recorded. Hold messages only; no live agent.
00:00:09
Thank you for calling Pulsar Products Technical Support. Please hold while we connect you to the next available agent.
00:01:02
Thank you.
00:04:08
We appreciate your patience. Please continue to hold for the next available representative.
00:05:10
Thank you.
00:06:52
What's that? I'm going to call them by January, making sure we're going to ship it to the right place. I even got the guy two days ago. It's hot up here.

JULY 18, 2025 (APPROX.) - CALL 2 OF 2

CALL

Phone call - reached agent (Connor); support line answered under another name
Recorded. Note: line answered 'All Star Products is Connor' (see internal note).

00:00:01
Alice, this is me calling Pulsar about the generator. Thank you for calling Pulsar Products Technical Support. Please hold while we connect you to the next available agent.
00:01:04
Thank you.
00:02:03
How are you?
00:03:01
I don't know.
00:04:08
We appreciate your patience. Please continue to hold for the next available representative.
00:05:21
Thank you.
00:06:14
I mean.
00:07:01
This is for the best of dogs.
00:08:10
We appreciate your patience. Please continue to hold for the next available representative.
00:09:12
But I haven't tried it yet because I am worried about the nausea and everything.
00:10:02
See you later.
00:11:35
Oh yeah, I'm with you on that. I feel like they were buy one get one free, but I didn't get two of them because I didn't have room. Next time we'll take them out of the box and stick them in places.
00:12:18
We appreciate your patience. Please continue to hold for the next available representative.
00:13:54
All Star Products is Connor [transcription error: the support line answered as Pulsar Products Technical Support; "All Star" is a mistranscription]. Hello, Connor. My name is Lonnie Barkley [transcription error: "Barkby"]. How are you doing? Good. How about yourself? I'm good. Actually, I think Connor, that might be who I was speaking to via email. I emailed you two days ago, and I'm calling to check to make sure you got my email. It was regarding a return. I have an RA number here, if that helps for you. I don't know where I got that.
00:14:27
Let's see. See that email here? I finally got that thing shipped back, and it cost me \$87 in packaging materials. I had to drive like 45 minutes to a place to finally get it. Your laugh, this wasn't even your fault, but I showed up and the place was closed during normal business hours, and I found out later it was just a small little thing, and the guy had errands to run, so I stuck around for another day.
00:15:15
So we're looking for a status update on the unit you just shipped back? I'm never in one place more than two weeks at a time. I got this P.O. Box so that you guys can send this to me, and it's not actually a P.O.

Box.
00:15:50
They'll accept large packages, but I just need to make sure that you guys get it shipped out as soon as possible so that I can get that request up to our returns department. They aren't in until Monday. They took the day off, so I'll have to get with them Monday morning first thing. And then see if we can, since they probably see action
00:16:24
Or they're probably going to be able to see action on the [order or tracking number redacted] that you sent it back already. They might be able to work with that and just send the other one. I would assume so. Before we receive it. It was like two days ago that I dropped it off, so it should be in the system now. I'm going to leave a sticky note for myself so that on Monday morning first thing when they get in, I can get with them. And can you shoot me an email then with an update, and if I don't hear from you by noon Eastern Standard Time, I'll reach back to you.
00:16:54
But I hate calling customer service. We can definitely do that for you. Since we're on Pacific time, it might even be like 11 Pacific time. That's fine. If you guys are doing Pacific, I'll wait until 1 or 2 if I don't hear from you. Sounds good. Connor. Thanks, man. You have a great weekend. My pleasure, man.

JULY 21, 2025, 3:47 PM PTEMAIL

Email - Pulsar confirms address, will send tracking on receipt
From: Gladys ([email redacted]) | To: Lonnie Barkby
Hi Lonnie,

Thank you for your address confirmation over the phone! We will reach out once your unit is received with your replacement [order or tracking number redacted]. Thank you!

Sincerely,
Pulsar Products Inc. | GLADYS
[street address redacted], RANCHO CUCAMONGA, [city and postal code redacted]
Phone: [phone redacted] | Fax: [phone redacted]

JULY 22, 2025 (APPROX.)

CALL

Phone call - Return Manager (Jane)
Recorded.

00:00:00

Hey Alice, I'm calling Pulsar Customer Service again. Thank you for calling Customer Service. Please hold for the next available agent.

00:01:12

Thank you for holding. Please continue to stay on the line.

00:02:04

Hello, Mr. Pratink. How can I help you? Hello, my name is Lonnie Barkby. How are you doing today? Hi, I'm perfect. How can I help you, sir? I didn't catch your name. What was it? My name is Jane. How can I help? Hi, Jane. So I have a return in process right now, and I can give you the reference number if it's helpful for you. Please. The RA number is [return reference redacted].

00:02:42

Perfect. Thank you so much, Mr. Lonnie. Let me double check. Here we go. Let's see. We confirmed the replacement address. It's just waiting for the returning unit.

00:03:33

In the National Forest. And apparently you can't stay in this National Forest more than 14 days in a 30 day period, even if it's at a different campground. So they kicked me out. I only have access to that address that I gave you until Friday. I need to either A, have you guys get that thing shipped out ASAP, which would be ideal so that I can get this generator and start using it or B.

00:04:05

Gonna have to have you guys just refund the money because I don't even know where I'm gonna be yet. Here's the thing, we do have these models in stock at the Illinois facility, but I can't guarantee it won't deliver by Friday because it's only three business days. Even if we ship out today, it's only.

00:04:36

Three business days I don't know if FedEx can guarantee deliver to you by Friday do you want us to request a hold at a FedEx location nearby so you can pick it up hold at a nearby I don't think you may be heard I travel the country full-time I'm one of them digital nomads I'm never in the same place more than two weeks I thought I was going to be able to be here

00:05:08

We can also hold it at the location for 14 days, waiting for you to pick it up. That's what I'm saying. I wouldn't even know where FedEx would hold it. Because I'm leaving this area by Friday. Actually Monday, but the post office is in New York right now. Because I thought you would still be around the area, just no longer at that specific location by Friday.

00:05:41

No. I got this P. O. Box for the area. But I'm not going to be within five hours of here come the weekend. Let me see. So this is what I need to. We cannot actually deliver to a P. O. Box because it's a big jet. It has [address redacted] checked all that out. I just need to do one of two things. I either need to talk to somebody that can guarantee me delivery by Friday.

00:06:14

Or somebody that can issue a refund. I have to have one of those two things happen to me. Unfortunately, refund is out of Polestar's [transcription error: "Pulsar's"] capability under Manufacturer Warranty. You will need to contact your retailer for the refund option. Technically, Polestar [transcription error: "Pulsar"] never sold anything directly to you. We're a wholesaler distributor. We

sold those technically to all those retailers.

00:06:44

That's why we couldn't issue you the refund directly. What I can do is... What was his name? I was talking to this guy in here. He's working on my case and I feel like I need to get back to him. Not that you're not doing a great job, I just feel like you're starting from the beginning. I've been working on this for like a month and a half or two months now, so I feel like, is that Connor guy available by chance?

00:07:15

Connor is with technical support. Your case has been passed to the return department. So that's why we are trying to help you here. Are you in the returns department? Because never have I called the number that I called and got returns department when I called in. It's number three, option number three for our MA department that refers as return merchandise authorization. That's not what I pressed, so it's all cool. If you're returns department, I got somewhere I didn't think I was.

00:07:47

Let me see, you probably need to talk with your seller about the refund option in this case. How about if you're in the returns department? Could I get a supervisor or a manager, please? I am the return manager. Whoever is above you, whoever you answer to is fine. Unfortunately, there is no one above me that I can transfer you over. I need to talk to somebody that can do something for me.

00:08:18

And I'm not going to get off the phone until I do, so we've got to figure this out. We can hold your replacement until you settle into the next location and ship out the replacement right away. The warranty is not going to count until you receive the replacement unit. Does that work for you? Since no one can guarantee that I can deliver it by Friday.

00:08:49

How do you know you can't get it delivered by Friday? It's just like we cannot guarantee. We can try, but you say you're going to leave the area by Friday. Then the next time you come, you're going to leave the area by Friday. If Amazon cannot catch you and we probably have to recall the package, it's going to cause some delay or lost package claim. Then we can call Amazon together and ask for the refund and you can explain to them that you guys are okay with it and all that kind of stuff.

00:09:24

But I'm not going to get passed off to Amazon. You won't need to contact Amazon directly and negotiate with them. You can present Amazon with Postal's return label and RA number and see what they can do. But again, we cannot override Amazon's return policy or negotiate that on your behalf. So I'm going to ask you what to do. Let me first explain where I'm at. I'm taking deep breaths.

00:09:55

I'm trying not to. Y'all are nobody. I know it's not your fault. I bought this generator off of Amazon. I travel full-time. That's not your guy's fault. I understand that. It sat at where it got shipped to for a couple weeks until I got there. When I got there and I got it out of the box and started using it, it was at or just past the 30 days. I did not run more than a quarter tank of gas through this generator, this \$1,100 generator. I have not run more than a.

00:10:26

Quarter tank of gas through that thing before it completely stopped working. I have done nothing but try to work with you guys. Ma'am, let me finish and then you can talk all you want. I have been working with you guys to try and get this thing resolved. I understand me traveling the country isn't your guy's problem, but this thing has been nothing but crap since I got it and I'm trying to get a working one or my refund. I can't get bounced back and forth. I'm going to stay on his phone until I get it.

00:10:57

I'm going to stay on his phone until I get it. I'm going to stay on his phone until we straighten it out.

Again, as I explained earlier to you, under manufacturer warranty, we can definitely repair or send you a brand new replacement, all you want, under manufacturer warranty. That's the best we can do. At this moment, the delivery address is uncertain because we cannot guarantee FedEx delivery by Friday. Even if we definitely going to try, we can try it, but it's no guarantee.

00:11:30

If you put a rush on it, I told you Friday, but I believe that post office is open on Saturday. If you put a rush on it, I'll figure it out if it gets here a day late, but I need to get it as soon as possible. Sure. I'm going to request an outside shipping process for you and make sure it goes out today. We need to get off the phone and working on it right away because it's almost 12 in Illinois, so you can be there in a minute.

00:12:02

If you can do it as quickly as possible, overnight or whatever you can do, as quickly as you can. We cannot do air freight. The only possible way to ship a generator is by ground. As fast as you can get it shipped. So is this address you provided a residential address or is it a commercial address? What address are you looking at? I am looking at [street address redacted], Unit 4432.

00:12:37

[address redacted]

address and said that I can have any large items shipped there, and it goes to their lobby. That's why the numbers are on there. They will accept. They know the situation. They'll take it. I just have to get in there. Let me try to see if FedEx delivered to such location on Saturday.

00:13:10

Because worst-case scenario, FedEx probably don't deliver over Saturday, because FedEx only delivers to residential address on Saturday. That's what I know. But let me try to see if I can still catch today's FedEx shipment for you. Worst-case scenario, it's probably going to arrive by Monday. Is that acceptable for you? Just send it as fast as you can, and I'll figure it out.

00:13:43

No problem. But I need a [order or tracking number redacted] as soon as you have everything done so that I can use the [order or tracking number redacted] to plan my itinerary. I will try as soon as we finish this phone call. I need to make sure. Some phone calls to our Illini department to make sure FedEx hasn't picked up from their location by now. Before I can get back to you. That's fine. And you have my email address to send me the tracking number, right?

00:14:14

[personal email discussion redacted]

to the same email as soon as I find out the best resolution for you. Thank you very much. You have a great day. Talk to you soon. No problem.

JULY 22, 2025, 10:28 PM UTC

EMAIL

Email - Pulsar sends replacement tracking
From: Jingjing Xu ([email redacted]) | To: Lonnie Barkby

Dear Lonnie,

Your replacement unit will ship via FedEx [order or tracking number redacted]. Current ETA will be July 24th.
Thank you!

Sincerely,
Pulsar Products Inc. | Jingjing Xu
[street address redacted]. Houston, [city and postal code redacted]
Phone: [phone redacted] | Fax: [phone redacted]

MAY 10, 2026, 12:11 PM

EMAIL

Email - Lonnie reopens the case on the replacement unit
From: Lonnie Barkby | To: op7@; Cc: ra@, service04@ | Attachments: photos of broken handle & cracked housing
Hi Conner,

Following up on this case. The replacement unit you sent in July 2025 has developed a series of issues, and I need to open a new repair under this same case history rather than starting fresh.

Here is the timeline:
- About 2 to 3 months ago, the electric start stopped working entirely. It does not start from the button on the unit itself, and it does not start from the remote. When I press the electric start, I hear a click like it is trying to engage, but the generator makes zero attempt to turn over. This is the primary issue. The remote not working is secondary, since the unit will not start electrically even with the button right on the panel. I tested the battery on the unit and it read fine, and I also replaced the batteries in the remote to rule that out. I chose not to contact support at the time because of how difficult the previous return was, and because the pull start was still working.
- When the remote start first stopped working, the remote shutoff still worked. So I could pull start the unit and at least kill it from the remote when I was done. More recently, the remote shutoff has also stopped working, even with fresh batteries in the remote. So now neither remote function works at all.
- Honestly, given how unreliable this unit has been, I am glad I do not have to depend on it for full time power. I have a solar setup that covers most of my needs, and the generator only gets used a few hours a week on average. When I do need it, I have been pull starting it and it runs fine, but I should not have to be pull starting a unit with electric start and remote start as advertised features.
- Recently, while pull starting it, the rope broke off the handle. The knot Pulsar had tied at the handle end broke through the plastic handle, and the knot then whipped back and struck the side housing of the generator, cracking the plastic. I have made a temporary field repair to the rope so I can keep starting it, but the handle is destroyed and the side housing is cracked.

Photos of the broken handle and cracked housing are attached.

To be straightforward with you, I will not be shipping this unit back. The previous return cost me \$86.44 in shipping materials, weeks of effort finding a FedEx location that could accept a 130 lb unit while traveling, and significant time off the road. I am asking that Pulsar diagnose this remotely based on the symptoms and photos, then ship me whatever replacement parts are needed to restore the unit to working condition. I am fully capable of installing any parts you send.

You guys know these units far better than I do, so I will trust your call on which parts to send. From my side, it looks like at minimum it will need the recoil/pull start assembly, the cracked side housing panel, and whatever is responsible for the electric start failure, which I believe is on the unit side based on the click-but-no-crank symptom and the fact that it fails from both the panel button and the remote.

Please confirm that this can be handled as a parts shipment under the existing case. My current shipping address is:
Lonnie Barkby
[address discussion redacted]
[address redacted]

[address discussion redacted]

I appreciate a prompt response. The generator is critical to my power setup as a full-time traveler!

Best,
Lonnie Barkby
[phone redacted]

MAY 14, 2026, 5:37 PM UTC

EMAIL

Email - Pulsar reply (Roy). Attributes no-start to battery; requests hours and photos
From: Roy ([email redacted]) | To: Lonnie Barkby
Hello,

We are reaching out from Pulsar regarding your email. I have read the statements you have sent regarding the issues on your replacement generator. The issues involving the press to start and remote are usually caused by a non working/charged battery. I know you said you tested it, but these lithium batteries will sometimes show appropriate voltage levels, but are still not working. You have to perform a low idle test so you can check if the battery is working fine. As per the recoil starter we can gladly send out a replacement as well as the casing; we just need to know exactly which part it is as we can't determine that with the pictures you send. Can you please send us more? Also, since this is used for full time traveling, how many hours have you ran the unit for?

Thank you
Sincerely, Roy
Pulsar Products Inc.
HQ: [street address redacted], Rancho Cucamonga, [city and postal code redacted]

MAY 17, 2026, 4:02 PM

EMAIL

Email - Lonnie sends test results and run hours (203.2)
From: Lonnie Barkby | To: Roy ([email redacted])
Here are the test results and requested information.

1. Resting Battery Voltage: 13.14V.
2. Electric Start Test: The solenoid clicks when the start button is pressed, but the voltage remains at 13.14V with no drop.
3. Low Idle Test: While running via pull-start, the battery voltage measured 13.28V and slowly climbed to 13.32V.
4. Total Run Hours: 203.2 hours.
5. Parts Needed: The recoil assembly is not needed. I only need the replacement pull handle and the main blue side housing panel. Photos of the broken handle and cracked housing were attached to my previous email.

The electric start failure is the primary issue. Please let me know what components are needed to repair the electric start and send them along with the replacement handle and side panel.

I am extremely disappointed with the reliability of this generator. The first unit I purchased had to be returned for a full replacement because it stopped starting before I even ran one full tank of gas through it. This replacement unit, which you sent in July 2025, is now failing after only 203.2 hours of use. The electric start went out months ago, meaning it only lasted about 7 months before failing under very light use.

To clarify the math, 203 hours over 10 months averages out to barely 20 hours a month. While I am a full-time traveler, this generator is strictly a backup to my 3,300W solar system and is only used on really cloudy days. If I used this unit on a regular basis like some people out here do, it would have died in a couple of weeks. Neither of the two units I have received has lasted a single year without needing repair.

[Note: this email also contained a request for a multi-year parts guarantee. That request is not part of the BBB resolution being sought.]

MAY 19, 2026, 3:30 PM

EMAIL

Email - Lonnie notes the transport handle also broke (~6 months prior)
From: Lonnie Barkby | To: Roy ([email redacted]) | Attachment: photo (IMG_1538)
I forgot to mention the handle broke maybe 6 months ago. It would be nice to have fixed, but is the least of my concerns.

Lonnie

MAY 21, 2026, 11:28 PM UTC

EMAIL

Email - Pulsar (Roy) explains warranty; suggests a local repair shop
From: Roy ([email redacted]) | To: Lonnie Barkby
Hello,

Per your previous case, your POP shows your original purchase was made back in April 10, 2025. Even tough your unit was replaced we go based off the original transaction. Our generators are covered under our 3-Year warranty program. 1st year covers repairs, services, parts, and in unique cases exchanges. 2nd and 3rd year only covers parts, replacement parts that qualify as replaceable due to malfunctions or damages. Not all parts are covered under warranty such as parts that require maintenance or wear and tear. We can try and get your unit to be inspected by an authorized repair shop in your area if your unit is not working properly. Depending on the length and time you've had your generator and where it was purchased you may qualify for warranty. If warranty is approved and verified, we are able to provide these services at no cost to you. You are currently still under your part-replacements warranty, which we can provide replacement handles. As per the rest, it sounds like you'll have to take the unit to a local repair shop for a diagnosis.

Thank you
Sincerely, Roy
Pulsar Products Inc.
HQ: [street address redacted], Rancho Cucamonga, [city and postal code redacted]

JUNE 7, 2026, 4:07 PM

EMAIL

Email - Lonnie: not asking for repair, asking for parts; full diagnostics
From: Lonnie Barkby | To: Roy ([email redacted])
Hi Roy,

Thanks for getting back to me, and for confirming the replacement handle is covered.

I want to be clear about what I'm asking for, because taking this to a local repair shop isn't going to work, and I don't think it's necessary.

I'm not asking Pulsar to repair the unit. I'm asking for parts, which you've said are covered in year two. The electric start failure is a failed part on the unit, not a labor job. I've already run the same diagnostics a shop would, and they point to the unit, not the battery:
- Resting battery voltage: 13.14V.
- Electric start: the solenoid clicks when I press start, but the voltage doesn't drop at all and the engine makes no attempt to turn over. Same failure from both the panel button and the remote.
- Low idle test, running on pull start: 13.28V climbing to 13.32V.
- Total run hours: 203.2.

The battery is fine. Click-but-no-crank from both the button and the remote points to the starter solenoid or starter motor on the unit. You know these generators better than I do, so please tell me which part it is and send it. I'm fully capable of installing it.

On the repair shop: I'm a full-time traveler. There's no local shop, and dragging a 130 lb generator around to find one is the exact problem that made the last return such an ordeal. That's why I'm asking you to ship parts instead.

So under the parts warranty, please send:
1. The replacement pull handle.
2. The main blue side housing panel (it cracked when the rope knot broke through the old handle and whipped into it).
3. Whatever part is responsible for the electric start failure.

[shipping address redacted]
Lonnie Barkby
[address discussion redacted]
[address redacted]
[address discussion redacted]

Appreciate it.
Lonnie

JUNE 12, 2026, 4:42 PM

EMAIL

[shipping address redacted]
From: Lonnie Barkby | To: Roy ([email redacted])
Address needs updated to:

Lonnie Barkby
[address discussion redacted]
[address redacted]
[address discussion redacted]

JUNE 18, 2026, 6:45 PM

EMAIL

Email - Pulsar (Roy) sends the full parts diagram; asks Lonnie to identify parts
From: Roy ([email redacted]) | To: Lonnie Barkby | Attachment: PGDA70BiSC0 exploded-view
parts PDF
Hello,

I have attached a PDF that shows all the components electrical and manual that make up your generator
model PGDA70BiSC0. Please review it and let me know exactly what part numbers you require so I can
send them out to you.

Thank you
Sincerely, Roy
Pulsar Products Inc.
HQ: [street address redacted], Rancho Cucamonga, [city and postal code redacted]

JUNE 30, 2026, 11:35 AM

EMAIL

Email - Lonnie returns the completed parts list (the hours of work)
From: Lonnie Barkby | To: Roy ([email redacted]) | Attachments: PGDA70BiSCO-parts-request.xlsx; PGDA70BiSCO-part-number-discrepancies.pdf

Hi Roy,

Thanks for sending over the parts PDF. I went through the whole thing and pulled the exact numbers you asked for, and I put them all in the attached spreadsheet so it's easy to work from. Every part has its number and the quantity I need.

The spreadsheet has two groups. The first is the repair parts: the things that are actually failing and the pieces that broke. The second is a list of additional parts I'd really appreciate you including. I've had so many issues with this unit already, and from what I've researched these are the items that commonly fail on generators like this one, so having them on hand would save me a real headache down the road.

A few things worth flagging directly:

On the no-crank: my main request is the Starter Motor Assy (2070.F80.A041.00.00). The diagram doesn't show a separate starter solenoid or relay. If the starter relay or control module isn't part of the Starter Motor Assy or the Battery Wiring Harness, could you let me know which part covers it? And if Pulsar only sells that starter-control circuitry as part of the Control and Output Panel (3370.J24.0270.00.99), please send or substitute that assembly. The symptoms are: solenoid clicks, engine won't crank at all, battery voltage doesn't drop during the attempt, and it does the same thing from both the panel button and the remote.

On the charging side: while running at idle the battery only climbed from 13.28V to 13.32V, so I've listed the Voltage Regulator. I'm not asking for a stator right now. If you think the low charging points past the regulator, let me know.

On the recoil starter: I'm not asking for the complete recoil assembly unless you'd rather send it whole. The rope and spring are not damaged. The handle is broken, the rope guide is cracked, and I included the separate grip pocket shown in that same recoil-handle area.

On the air filter: I only need the filter element by itself if Pulsar sells it that way. The PDF doesn't show a separate element, just the whole Air Cleaner Assy (2280.F80.0030.00.00), so if the filter isn't available on its own, please send that assembly.

One more thing on the numbers. A handful of parts show different numbers between the summary table and the detailed pages. I put those in the second attachment so you can see exactly which ones. I used the detailed subassembly numbers in my request, so if any of them are superseded in your system, just go with the current number.

A couple of questions while we're here. I understand the unit is now in the year 2-3 parts-replacement portion of Pulsar's 3-year warranty, and that qualifying malfunction or damage parts may be covered while normal wear items may not be. Could you also send a price and availability list for these same parts, just so I have an idea of what future out-of-pocket repairs may cost after the warranty's up? And

I'd like to know how long Pulsar plans to keep parts available for this unit, since it's my backup power on the road and I want to plan ahead.

[shipping address redacted]
address the last generator was shipped to, so please update whatever's saved in your system:
Lonnie Barkby
[address discussion redacted]
[address redacted]
[address discussion redacted]

Really appreciate you working through this with me, Roy.

Thanks,
Lonnie

JULY 22, 2026, 6:32 PM CT

EMAIL

Email - Lonnie escalates to company leadership (22 days after June 30, no reply). FULL TEXT
From: Lonnie Barkby | To: service04@, rhan@, xwang@ | Cc: support@, ra@, tirwin@, mmoser@, ddieckmann@, tliu@, scastaneda@, jpasquale@, service06@, [email redacted], and outside counsel Roy,

It has been more than three weeks since my June 30 email and I still have no reply. Before that, answers were coming a week or two apart. I need this moving, so I am copying Pulsar's support team, returns, and the warranty administrator, and I am writing it so Pulsar's leadership, including CEO Richard Han and VP Tom Irwin, can see where this stands.

For anyone reading this cold, here is the whole history.

This is the second Pulsar PGDA70BiSCO I have owned, and the second to fail. The first one ran, but it quit before it got through even half a tank of gas, and then I got to drain that fuel back out just to ship the dead unit back. Because I travel full time and did not get to the generator inside Amazon's return window, I handled it directly with Pulsar. That unit went back under [return reference redacted]. Returning a 130 pound generator while living on the road cost me \$86.44 in shipping materials, weeks of hunting for a freight location that could take it, and real time off the road. Pulsar then sent the replacement this case is about.

The replacement has now failed in five ways:

1. Electric start is dead. I press start, hear one click, and the engine makes no attempt to turn over. Same failure from the panel button and the remote. I tested the battery and it reads fine, and I replaced the remote batteries to rule that out. A click with no crank from both controls points to a failed part on the unit, not the battery.
2. The remote is completely dead. Remote start failed first, then remote shutoff stopped working too, both with fresh batteries.
3. The recoil pull start broke. The knot Pulsar tied at the handle pulled through the plastic, whipped back, and cracked the side housing. So the handle is destroyed and the housing is cracked.
4. Charging output is low. At idle the battery moved only from 13.28 volts to 13.32 volts, which is why I listed the voltage regulator.
5. As of this week the fuel gauge is stuck at 0 percent no matter how full the tank is. From the parts list you sent, that looks like item 30, the Gasoline Level Gauge Assy, part number 3200.528.0010.00.06. If that is the wrong part, tell me the right one.

All of this in about 203 hours of run time. On a \$1,500 generator, that should be barely past break-in. I have been patient through every step of this, and I have never asked Pulsar to repair anything or send a technician. I do my own work. I have only asked for the warranty parts your team already confirmed are covered.

On June 30 I did exactly what you asked. You sent the exploded view, so I went through the whole parts PDF, built a complete spreadsheet with every part number and quantity, flagged where your summary table and detail pages disagree, and answered every question you had. Then silence for three weeks.

Here is what I need to close this out:

1. Ship the complete parts list I sent June 30, plus the fuel gauge part above.
2. Confirm which part covers the electric start failure. My June 30 email asked whether the starter control sits in the Starter Motor Assy, the Battery Wiring Harness, or the Control and Output Panel, and that is still unanswered.
3. Give me a firm ship date and a [order or tracking number redacted].

I am leaving my current location in about four weeks and I need this unit running before I go. Please confirm by end of day Friday that the June 30 list and the fuel gauge part are shipping, with a date and tracking. If I do not have that by Friday, I will file a complaint with the Better Business Bureau and go from there.

[shipping address redacted]

Lonnie Barkby
[address discussion redacted]
[address redacted]
[address discussion redacted]

Lonnie Barkby
[case reference redacted], [return reference redacted]
[phone redacted]

JULY 23, 2026, 12:42 AM UTC

EMAIL

Email - Pulsar VP Tom Irwin replies (~1 hour later). FULL TEXT
From: Tom Irwin, VP ([email redacted]) | To: Lonnie Barkby, service04@, service06@
Lonnie -

Your email distribution is tantamount to cyber-stalking and harassment. It will not be tolerated.

PGD70BiSRC0 is a mature product, late in development; failures are rare, and two back-to-back failures are without precedent.

I appreciate that you are a do-it-yourself guy, I am too. But you have quite a list of demands below for parts; without any evidence that they failed. Pulsar reserves the right to inspect failed equipment through an authorized service agent. This is especially important when someone is reporting sequential failures as you have.

Your threat of a BBB complaint is likewise not helping your case. BBB follows rules, and frankly, given the tenor of your email, I'd rather deal with the case on their platform. This will, of course, additionally delay your resolution.

My suggestion to you is to allow a start-over. You could not know this, but we are moving our headquarters this week. This will cause natural delays and disruption to our normal activities.

These are the people who can help you:
service04 is Roy, he is your case manager in Texas.
service06 is Erika, a senior technician at our California office.
support is Jane, our Customer Support Manager.
tirwin is me, Tom, I just like to help with difficult cases.

That's four people, dedicated to helping you. That's enough. One more broadcast email will get you blocked.

Thank you in advance for your anticipated cooperation.

Cordially,
Pulsar Products Inc. | Tom Irwin - VP Product Development
8676 Rochester Av., Rancho Cucamonga, [city and postal code redacted]
Phone: [phone redacted] | Fax: [phone redacted]

JULY 23, 2026, 5:52 AM CT

EMAIL

Email - Lonnie's point-by-point reply; offers on-site inspection. FULL TEXT
From: Lonnie Barkby | To: Tom Irwin, service04@, rhan@, xwang@ | Cc: service06@, support@, ra@, and others

Tom,

Thanks for getting back to me in just over an hour. I'm at three weeks and counting waiting on Roy.

Interesting angle on the cyber-stalking. I'll admit I haven't looked up the official definition. But you tell me whether using today's technology to find corporate email addresses, after all of this, sounds like cyber-stalking to you:

1. Customer has been working with support for 14 months.
2. Customer has asked for a senior technician repeatedly, in writing and on recorded calls.
3. Customer shipped a generator back from the road, at Pulsar's request, after barely any troubleshooting was attempted.
4. Customer travels full time and needs reliable power in dangerous heat. The advisory here in Falcon Heights, Texas is 109 tomorrow.
5. Pulsar's own rep sent the customer the entire parts breakdown, every number down to the screws, and asked him to figure out what he needed. He spent hours on it, built a spreadsheet, explained why each part was required, flagged the one he wasn't sure about, and offered to do the repair himself so nobody would have to be sent out.
6. Three weeks later that rep still hasn't replied, so the customer used AI to find executive contacts and wrote to them.

You wrote: "PGD70BiSRCO is a mature product, late in development; failures are rare, and two back-to-back failures are without precedent."

Side note: I think you are referring to the PGDA70BiSCO released in the spring 2023 (my unit). I don't see any product numbers for Pulsar using "PGD70BiSRCO". But if you consider the spring of 2023 a mature product, late in development, who am I to argue?

Good thing I keep records. Here's the very first call I ever had with your company. I have every call with Pulsar recorded, on a Plaud device.

You wrote: "But you have quite a list of demands below for parts; without any evidence that they failed."

That list was me trying to save your company time and money. Roy sent me the breakdown and asked me what I needed. I did the work he asked for. Calling it a list of demands is a strange way to describe a customer doing your technician's job so you wouldn't have to send one.

On evidence, I've given you resting battery voltage, voltage at idle under load, exactly how it fails on both the panel switch and the remote, total run hours, and photos. If there's a test you want run, name it and I'll run it today.

You wrote: "Pulsar reserves the right to inspect failed equipment through an authorized service agent."

[precise location redacted]
[precise location redacted]
up on the left. Send somebody and they'll have access to the unit.

What I won't do is ship it again. I already sent one 130 pound generator back at my own cost in materials and weeks of hunting for somewhere that would take it. It's July in south Texas. This generator is my power when solar isn't enough. If Pulsar wants it collected, fine, but Pulsar arranges it, Pulsar pays for the pickup and packing, and I keep a working unit here while mine is out.

You wrote: "This is especially important when someone is reporting sequential failures as you have."

Agreed.

You wrote: "Your threat of a BBB complaint is likewise not helping your case."

It's not a threat. It's exhaustion. Fourteen months in, three weeks of silence after doing the work your representative asked me to do, and I honestly didn't know where else to turn. I wrote to you and the others before I went to the BBB, not after.

You wrote: "BBB follows rules, and frankly, given the tenor of your email, I'd rather deal with the case on their platform. This will, of course, additionally delay your resolution."

That one stopped me.

Here's who you sent it to. My first Pulsar generator never ran right from the day I opened the box. It couldn't get through a tank of gas. I shipped it back myself, from the road, because that's what your team told me to do. The replacement has now failed five different ways. Fourteen months. I wrote sternly. I wasn't disrespectful. And the answer was that looking for help outside the queue would cost me even more time. I don't know how that's the response this deserves.

You wrote: "My suggestion to you is to allow a start-over. You could not know this, but we are moving our headquarters this week."

What does a start-over look like? Tell me and I'll consider it. But I'm not redoing the parts research. That's finished, and it was done to your own rep's specification. And I'm now on a time limit.

What I can't do is keep waiting. I've been patient for 14 months. I'm leaving here in a few weeks and I need this generator working before I go. It runs, but the electric start is dead, and the person looking after my place while I'm away won't be able to pull start a generator this size.

On the move, I looked and came up empty. Nothing on your website, no announcement anywhere. If a relocation genuinely affects my case, explain how and I'll work around it. But it doesn't explain what came before it. Look at our own thread. I wrote June 7 and heard back June 18, eleven days. I sent the finished parts list June 30 and I've heard nothing in the 23 days since. I wrote your executive team yesterday and had you in my inbox inside an hour.

I copied everyone on this reply. I'm not sure what the blocking comment was about. I'd rather be

transparent, and the moment somebody tells me they can actually resolve this, I'm glad to work with that person directly. I've added the new address you gave me. Thank you for that.

On your four names:

Roy at service04, my case manager in Texas. Three weeks, no reply to the list he asked me for.
Erika at service06, senior technician in California. I've been asking for a senior technician for over a year, in writing and on recorded calls. This is the first time I've heard her name.
Jane at support, Customer Support Manager. Also new to me.
You, who likes to help with difficult cases. Tom, it hasn't felt that way.

What I'm asking for hasn't changed. Ship the parts on the June 30 list, add the fuel gauge assembly, tell me which part covers the electric start failure, and give me a ship date and [order or tracking number redacted].

Lonnie Barkby
[case reference redacted], [return reference redacted]

JULY 23, 2026, 3:33 PM UTC EMAIL

Email - Pulsar VP Tom Irwin withdraws. FULL TEXT
From: Tom Irwin, VP ([email redacted]) | To: Lonnie Barkby, service04@ (Roy), service06@ (Erika) - executives NOT copied on this reply
Lonnie -

I told you not to blast everyone. You are very disrespectful. I am withdrawing my assistance.

Tom Irwin

JULY 23, 2026, 10:40 AM CT (7 MINUTES AFTER THE WITHDRAWAL) EMAIL

Email - Lonnie's reply to the withdrawal. FULL TEXT
From: Lonnie Barkby | To: Tom Irwin ([email redacted])

Thank you Tom. I did not see one inclination of "assistance" in your original reply. I prefer someone else handles my case anyway. I'll wait for anyone else to step forward. Even Roy, who I've been waiting over 3 weeks for. All I want is the generator I spent a lot of money on to work as it's supposed to. I promise you, Tom, I'm being as respectful as you could ever expect from a customer that has been dealing with this issue for the length of time as I have been.

-Lonnie

JULY 23, 2026, 4:51 PM UTC

EMAIL

Email - A new representative (Joshua) makes first contact on a new thread
From: Joshua ([email redacted]) | To: Lonnie Barkby | Subject: 'Pulsar [case reference redacted] / RA
#[return reference redacted]'
Good morning,

I am contacting you from Pulsar to see if there is any way that I can assist in acquiring your warranty parts. If you are still needing assistance, please feel free to contact me and I will gladly assist you.

Thank you,
Pulsar Products Inc. - Joshua

JULY 23, 2026, 12:56 PM CT

EMAIL

Email - Lonnie asks Joshua to review the existing case
From: Lonnie Barkby | To: Joshua ([email redacted])
Of course, I need assistance. Please review my case, the emails, and attachments. Let me know if you have any questions, and tell me when I can expect to receive my parts.

JULY 23, 2026, 7:35 PM UTC

EMAIL

Email - Joshua asks for the model number; cannot see prior correspondence.
FULL TEXT
From: Joshua ([email redacted]) | To: Lonnie Barkby
Good afternoon,

Can you please let me know what model number you have so that I may send you the parts diagram to confirm the parts needed? I do not have access to any other email chain, so I would like to make sure I am assisting you correctly.

Thank you,
Pulsar Products Inc. - Joshua

29 items. Excluded from this record: one recording titled "Phone Transfer & Hiking" (contains no Pulsar content) and one Nov-2024 call to a different company's technical support about integrating the generator with an inverter (not a Pulsar interaction).