

Generator Warranty Statement

Our Commitment to Quality

Customer care and satisfaction is paramount to Powertecnicque. Our standard warranty periods and terms are amongst the best in the industry. However standard warranty has some limitations if your power back-up is critical and response times essential. A specific Maintenance Contract will provide you with total peace of mind and documented response times.

Generator Standard Warranty

Warranty terms for all standby operation generators are one calendar year from the commissioning date or up to 500 hours run time, whichever is sooner. All Volvo and MTU engines are covered by 2 years or 1000 hours of operation, whichever is sooner.

Powertecnicque undertakes to remedy any operating fault resulting from a defect in design, materials or workmanship (including assembly if this operation is entrusted to them) within the limit of the provisions below.

In order to be covered by the warranty, the end user must ensure that the equipment is operated and maintained according to the manufacturer's guidelines. The equipment must be properly maintained by Powertecnicque or a Powertecnicque approved/ accredited service partner. The user must keep up-to-date a maintenance book in which he enters the date, content and results of tests, visual inspections, routine maintenance work and maintenance work together with any comments and findings concerning any operating anomalies.

Faults must be reported in writing to Powertecnicque in a timely manner and repairs can only be carried out by Powertecnicque or a company approved by Powertecnicque.

The decision to accept or deny a warranty belongs to Powertecnicque. In the event of a breakdown of the engine or alternator the warranty will be granted by the supplier of the said component according to the warranty terms of this component. Powertecnicque reserves the right to recover the failed element. In this event all expenses derived from this recovery will be payable by the customer.

The warranty of a repair made during the warranty period will end at the time that the warranty for the generator unit expires.

Generator Warranty Validation

In order for the equipment warranty to be valid the equipment must have been commissioned by a Powertecnicque approved Commissioning Engineer (for relevant equipment only) and the equipment must be registered with Powertecnicque within 30 days of delivery/commissioning. Failure to register your equipment in this timeframe may invalidate your warranty.

Conditions of Warranty

The warranty covers only the initial user and cannot be transferred to a third party without the prior agreement of Powertecnicque.

The warranty does not cover breakdowns due to the coupling of the electric generator unit to other devices not installed or supplied by Powertecnicque. Breakdowns and damage caused by prolonged or incorrect storage are also excluded. Please refer to the Users Manual with respect to this clause.

Any warranty is also excluded for incidents due to unforeseeable circumstances or cases of force majeure as well as for any replacements or repairs which may result from normal wear and tear of the material, from damage or from accidents arising out of negligence, lack of supervision or of maintenance and from defective use of this material.

The warranty of the generator set will only cover the necessary replacement parts and labour for repairing the unit by personnel authorised by Powertecnicque. All travel, mileage and other expenses derived from a repair to the unit under warranty are excluded from warranty coverage, therefore in no event will Powertecnicque pay for the same and such items must be reimbursed to Powertecnicque.

Should no fault be found or damage to the generator be from misuse or operator error then all repair and recovery costs will be charged to the user.

Powertecnicque reserves the right to exchange your generator for a suitable replacement should your equipment be deemed to be beyond economical repair.

Service & Maintenance Contracts

Powertecnicque's annual Service and Maintenance contracts are tailored to suit your specific requirements. Offering you a guaranteed response time from fully qualified engineers, 24 hours a day, seven days a week, every day of the year.

PowerVue

PowerVue is a complete UPS and generator remote monitoring system. This service is an add on feature that can be included with any service plan offered by Powertecnicque. Please contact your customer service representative for more information and a product demonstration.

Please contact your Service Sales Representative for detailed pricing of the above.

Powertecnicque's liability is strictly limited to the obligations defined above and it is an express agreement that Powertecnicque shall not be liable for any compensation for any direct or indirect damage, even in the event of a claim whose initial cause is damage covered under the terms of this warranty.