



GENERATOR END USER WARRANTY INFORMATION

Duration of Limited Warranty

The warranty commences from the date of delivery or collection.

- 24 months from the date of delivery OR
- 1000 (one thousand) hours OR whichever comes first.

Validation of Limited Warranty

In order for this warranty to be validated the following must take place.

- Certificate of electrical compliance issued by electrician registered by the electrical contractors' board and approved by THE GENERATOR KING (PTY) LTD as an authorised installer for THE GENERATOR KING (PTY) LTD.
- All services must take place by THE GENERATOR KING (PTY) LTD authorised service agents at the below schedule and is the responsibility of the owner to schedule.
- Maintenance Schedule: **Baudouin / SDEC**

Interval	Service Required
1st Service = 50 hours or 12 months whichever comes first (applicable only to Baudouin)	
Every 250 hours or 24 months whichever comes first (applicable to all different brands mentioned above)	B- Service and refer to engine manufacturer service detail requirements

The timing of the services must begin from the date of delivery of the generator from THE GENERATOR KING (PTY) LTD warehouse.

- Only engine manufacturer original filtration and parts may be used.
- Proof of surge protection on the mains incoming feed needs to be provided. Fluctuations on the mains incoming feed are erratic and cause damage to your equipment and electrical appliances.
- Proof of purchase and maintenance is required to log a warranty claim. A warranty claim form with pictures must be submitted in order to log a warranty claim.
- The generator should be started and run at least once a month in order to keep the engine well lubricated and the batteries charged.

Noncompliance with either of these points shall render the warranty null and void.

Definitions:

- Overload** - The Generator has been run at a capacity exceeding its capability after taking into account engine, altitude, humidity, ambient temperature and ventilation de ratings.
- Unbalanced load** - The Generator has been run with a load difference in phases exceeding 15% of the alternators' maximum rated current
- Suitable fuel, coolant and lubricants** - Only new uncontaminated fuel, coolant and lubricants approved by The Generator King (Pty) Ltd.
- Underload** - The Generator has been run at a capacity less than 40% of its alternator rated maximum current.

Scope of Warranty

Within the first 24 months from the date of sale OR 1000 (one thousand) hours OR whichever comes first, THE GENERATOR KING (PTY) LTD will cover only the following:

- Substitution of parts only or the repair of these parts only and shall be based solely on the irrevocable decision of the technical department of THE GENERATOR KING (PTY) LTD and does not include labor, transport costs or courier costs and covers the cost of the substitution or replacement parts only. It is further an express term of this warranty that any repairs carried out by unauthorized personnel and or the use of non-original OEM Spare parts shall further make this warranty null and void. Any part replaced or repaired during the warranty period assumes the remainder of the original warranty. The cost of labor and travel is excluded.
- THE GENERATOR KING (PTY) LTD is not liable for any other claims and/ or obligation arising from the warranty including expenses, damage, direct or indirect losses derived from the use of the products provided by THE GENERATOR KING (PTY) LTD.

- The warranty period will expire automatically at the end of twenty-four months from the date of delivery OR 1000 (one thousand) hours whichever comes first, and is considered null and void when any of the following occur.
 - Modification or change to the arrangement of the instrument(s) and equipment supplied by THE GENERATOR KING (PTY) LTD including wire connections. Any such changes as described above, not expressly approved or authorized by The GENERATOR KING (PTY) LTD renders the Warranty null and void.
 - Use of unsuitable fuel, coolant or lubricants.
 - Damage resulting in the failure by the customer to check oil and coolant in the generator, prior to utilizing the generator.
 - Mishandling and / or use of the equipment under situations or conditions not designed for the equipment under warranty.
 - Power surges from the mains supply that causes damage to the electrical componentry and automatic transfer switch.
 - It is further an express term of this warranty that THE GENERATOR KING (PTY) LTD shall not be liable for any damage or loss or any consequential damage suffered by the Customer should the unit be overloaded or underloaded and the Customer expressly agrees that the customer, any agent, employee or operator of the Customer shall ensure that such overloading or underloading does not occur.
 - The warranty shall be considered null and void if the unit is relocated and certificate of compliance not issued for the new site by an electrician registered by the Electrical Contractors' Board and approved by THE GENERATOR KING (PTY) LTD.
 - The GENERATOR KING (PTY) LTD shall further not be liable under this warranty for any vis major, Impact, fire or other incidents caused by accidents, or negligence by the Customer, its agent, employee or any other person.
 - This Warranty does not extend to THE GENERATOR KING (PTY) LTD equipment or parts purchased under special terms and conditions as qualified in THE GENERATOR KING (PTY) LTD Purchase order, contracts or invoice.
 - Whilst operating the generator in manual mode, never start or stop the diesel engine when the generator set is under load, set should only be started or stopped after the load is disconnected, and the generator set is at the idle position.
 - If there has been low or high voltage, or over current.
 - If there has been an unbalanced load
 - If the generator has been overloaded.
 - If the battery terminal has been disconnected whilst the generating set is in use.
 - If the generator has not been warmed up adequately before taking load or has not been adequately cooled before stopping.
 - The appropriate maintenance of THE GENERATOR KING (PTY) LTD, consumables and accessories are not taken according to the requirements and or any lack of appropriate maintenance to or of the unit.
 - The amps on your DB Board need to balance within 15% of each other in order to protect your Alternator and AVR (Voltage Regulator). Failure to do so will void the warranty.
 - Installation has taken place in an area that is not well ventilated
 - Should the generator or transfer switch be connected up incorrectly and this causes damage to the generator in any way.
- The Warranty does not apply in cases of damage due to normal wear and tear.
- The replacement of batteries is excluded from the warranty.
- If at any stage the service schedule in clauses 2 and 3 is not complied with the warranty will be considered null and void on the set.
- The canopy of the generator is mild steel. Preventative measures must be taken by the customer if installed in a coastal area. The warranty does not cover rust due to the environment or physical damage to the generator canopy.
- All warranty claims must be brought to the attention, in writing to The Generator King (Pty) Ltd without delay.
- There are no other expressed warranties, implied warranties, including fitness for purpose and any or all implied warranties are excluded. No person is authorized to give any other warranties or to assume any other liabilities on The Generator King (Pty) Ltd behalf unless it is made in writing by a director of The Generator King (Pty) Ltd.
- It is the responsibility of the Customer to ensure that he has read and understand the terms of this warranty.
- The Generator Controller is pre-programmed, and a passcode will be required to gain access to the parameter settings and service alarm reset. A technician can be scheduled to attend to this request only in applicable areas of operation, alternatively the passcode can be issued after completion of an indemnity document.
- The use of Variable Speed Drives (VSDs) in conjunction with our generator units is strictly prohibited. Any such use will void the warranty, and the manufacturer will not be liable for any damage or malfunction resulting from such use. A site inspection will be required to confirm that VSDs have not been used, and any related issues will be addressed at the customer's expense
- This warranty information works in conjunction with our standard Terms and Conditions of sale.