



## **WARRANTY MANUAL**

***— for New Diesel Generating Sets***

Dec 17, 2013

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## Product Warranty Card ( For Factory )

No.

### End User Info.

Customer Name:	
Location:	
Contact Person:	
Tel:	

### Distributor Info.

Distributor:	
Address:	
Contact Person:	
Tel:	

### Genset Info. Prime Standby

Genset Model:	Series No.:
Engine Model:	Series No.:
Alternator Model:	Series No.:
Control Panel Model:	Series No.:

### Relevant Products

ATS Model:	Series No.:
Control Panel Model:	Series No.:
Quantity of Gensets:	
Other Gensets Series No.:	

### Service

The date of claiming:	
The date of repairing:	
Engineer Signature:	

### Acceptance Check

(Stamp)	
User:	Date:

### Attention:

1. This card is the evidential document for warranty, please keep it well.
2. The signature of engineer is necessary to make this card effective. The genset cannot be started if the genset is not tested and showed that it is in order.
3. The warranty period bases on signing time of this card. If POWERLINK does not receive this card in the coverage, the warranty period will be deemed to be abandoned or timed from the factory date.

**Note:** This card should be finished by the distributor and mailed back to POWERLINK.

## Product Warranty Card ( For User )

No.

<b>End User Info.</b>		<b>Distributor Info.</b>	
Customer Name:		Distributor:	
Location:		Address:	
Contact Person:		Contact Person:	
Tel:		Tel:	
<b>Genset Info.</b> <input type="checkbox"/> Prime <input type="checkbox"/> Standby			
Genset Model:		Series No.:	
Engine Model:		Series No.:	
Alternator Model:		Series No.:	
Control Panel Model:		Series No.:	
<b>Relevant Products</b>			
ATS Model:		Series No.:	
Control Panel Model:		Series No.:	
Quantity of Gensets:			
Other Gensets Series No.:			
<b>Service</b>		<b>Acceptance Check</b>	
The date of claiming:			
The date of repairing:			
Engineer Signature:			
		(Stamp)	
		User:	Date:

### **Attention:**

1. This card is the evidential document for warranty, please keep it well.
2. The signature of engineer is necessary to make this card effective. The genset cannot be started if the genset is not tested and showed that it is in order.
3. The warranty period bases on signing time of this card. If POWERLINK does not receive this card in the coverage, the warranty period will be deemed to be abandoned or timed from the factory date.

**Note:** Please do NOT tear this card off the manual.



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## 1. Special Statement

The generator sets manufactured by POWERLINK are exclusively distributed by POWERLINK, and sold to the end users through the authorized distributors by POWERLINK Specialized service and genuine spare parts are provided by After-sales Service Department of POWERLINK and authorized after-sales service centers by POWERLINK.

### Exempt Responsibilities

POWERLINK only take the responsibilities of the quality problems of the diesel generating sets in themselves manufactured and sold by POWERLINK, but not of the other loss caused by malfunctions in operation including production stagnation, chained equipment damage and so on.



## 2. Important Information

Knowledge of Correct operation and maintenance is very important to you after you purchase POWERLINK generating sets, which adopt many advanced technologies. You must make sure that you have read SERVICE AND WARRANTY GUIDE carefully and use the generating sets according to the manual. If you have any questions regarding to operation, maintenance and repair of POWERLINK generating sets, please contact the After-sales Service Department of POWERLINK or your local distributors. They will provide you with comprehensive and polite answers to any question on your POWERLINK generating sets.

You must keep your maintenance and repair records carefully. In analyzing whether the failure is due to improper maintenance, or material quality, or craft defect, the maintenance and repair records will play an important role as evidence for you, POWERLINK the authorized after-sales service center or your local distributor.

### **Customer Support**

POWERLINK After-sales Department, authorized after-sales service centers and your local distributor are committed to providing you with efficient superb service. If you have any problem about POWERLINK generating sets, please in time contact the local agent. For more help, please contact After-sales Service Department of POWERLINK at +86-21-57858485 or      E-mail:[service@powerlinkworld.com](mailto:service@powerlinkworld.com)

### **3. Limited Quality Warranty**

POWERLINK provides warranty for POWERLINK generating sets in warranty period according to the following clauses.

#### **Warranty Coverage**

Any defect of generating sets can only be eliminated through repairing or replacing accessories and spare parts, unless it is regulated by laws or specific regulations. The warranty stated in this manual by POWERLINK is the only legitimate warranty applying to POWERLINK products. SERVICE AND WARRANTY GUIDE and OPERATOR'S MANUAL define the responsibilities and rights between the users and POWERLINK regarding to product warranty, services and the agreement validity conditions. Please make sure you have read carefully SERVICE AND WARRANTY GUIDE and OPERATOR'S MANUAL before using POWERLINK products. If your generating sets are damaged by abuse, neglect, improper operation, insufficient maintenance, or unauthorized remodel, your claim for compensation or any direct or indirect claim for warranty repair will not be accepted by POWERLINK After-sales Service Department, nor the authorized after-sales service centers.

The generating sets must be operated, maintained by staff having experience of operating generating set or staff having experience of operating similar machines. Regular maintenance is the main factor that guarantees normal operation of generating set. If you do not maintain your generating sets as required, your claim for quality warranty might be not accepted.

Warranty includes repairing or replacing defect accessories and spare parts. Principally the trouble is eliminated by repairing the defect accessories and spare parts. Only when the trouble is identified by POWERLINK, or the suppliers of POWERLINK, or a legitimate third-part quality supervision organization as the trouble that cannot be eliminated completely by repairing, can replacing accessories and spare parts be adopted.



## **User's Obligations**

**As a user, you should install, operate and maintain the generating sets correctly:**

1. You should operate and maintain your POWERLINK generating sets as required in SERVICE AND WARRANTY GUIDE and OPERATOR'S MANUAL. All the records of maintenance and repair including replacing the lubricant oil and filter should be well kept. When the user is changed, intact records of maintenance and repair is the basic requirement that guarantees the new user get the remaining time of the warranty.
2. You should establish a scientific operation and maintenance plan, which should include usage of fuel, oil, lubricating oil, etc. In addition, you should replace genuine accessories and spare parts in the right way.
3. You should mail the warranty card and relevant documents to the manufacturer within ten (10) days after first start of your machine or within thirty (30) days after the purchasing days. The time which is due first is used as the criterion.

**You should report the defects in time:**

1. It is the customer's obligation to report any product defect to POWERLINK, distributor, dealers or repair workshop. The report should be delivered as soon as the defects are found. In any cases, the report should not be delivered later than the fourteenth days after the expiration of warranty. At least a general description of the defects should be included in the report.
2. We strongly recommend you keep evidence indicating the delivery date of the report, for example, copy of letters.
3. User must provide all the necessary files to prove the validity of the warranty.

In the warranty period, the customer can enjoy the warranty provided by POWERLINK and the agents in accordance with the following articles.

## 4. Warranty Period

### Whole Set Warranty Period

The whole set warranty period is based on the purchasing date and operation time. The one which is due first is used as the criterion, unless different specific regulations are made in this manual or in relevant commercial contracts.

### Limited Warranty for New Generating Sets

Base Warranty Coverage Duration (Whichever occurs first)

Rating		Months	Max. Hours	Delivery time Months
COP	Continuous Power	12	2000hrs	18
PRP	Prime Power	12	2000hrs	18
LTP	Limited-Time Running Power	24	500hrs	27

### Repaired Parts Warranty Period

If the repaired or replaced accessories and spare parts are POWERLINK genuine accessories and spare parts, six months warranty is provided. If not, no warranty is provided.

All the repaired or replaced accessories and spare parts or generating sets can only enjoy the remaining time of warranty period of the original accessories, spare parts or generating sets.



## **5. Warranty Coverage**

### **Repair Range**

Repair range in warranty coverage covers the repair of damages caused by materials or craftworks. Damages are repaired through using new accessories and spare parts or re-manufactured accessories and spare parts.

### **Repair Fee**

The fee caused by repairing damages in warranty coverage will not charged on the user.

### **Repair Time**

POWERLINK , or authorized distributors, or authorized service centers will respond quickly to your requirement for repairing damages under warranty and reasonable time is needed to repair the damages.

## 6. Damages not in Warranty Coverage

### **Damages caused by accidents, improper operation or replacing parts**

Damages caused by any of the following reasons are not in the warranty coverage:

- Damages caused by accidental collision, burning, theft, freezing, devastation, prang, or natural disasters such as earthquake, lightning strike, fire, flood, etc, or other force majeure (for example, war);
- Damages caused by remodeling on the final assembled generating sets, replacing spare parts, including changing the canopy, engine, alternator, base tank and spare parts;
- The time cannot be read due to time calculator is not powered for work or the time is purposely changed.

### **Damages and erosion caused by environment or chemical treatment**

Damages caused by radioactive air (chemistry, serum, etc), acid rain, stone, hailstone, earthquake, hurricane, lighting, chemistry, etc, are not in the coverage.

### **Damages caused by improper operation, insufficient maintenance or improper repair**

- Damages caused by transportation, improper installation, or repair unrecognized by POWERLINK;
- Accessories or products are used in violation of the law or for obvious vicious purpose;
- Damages caused by man-made improper operation, insufficient maintenance, not maintaining the machine regularly as regulated in this manual and OPERATOR'S MANUAL, or not using the liquid, fuel, lubricant and coolant recommended are not in the warranty coverage. For example, the damages to the engines caused by not using proper fuel according to the environmental temperature are not in the warranty coverage.
- Damages directly or indirectly caused by improper repair and consequent malfunctions and damages are not in the warranty coverage.

### **Not able to provide required documents**

Those who are not able to provide POWERLINK with required documents or some provided documents are invalid (Product Warranty Card is valid within three months after the products leave the factory) can not get the warranty.



Those who are not able to provide POWERLINK with the original records of maintenance and repair (when reporting troubles or if required by POWERLINK or suppliers of POWERLINK cannot get the warranty.

### **Vulnerable parts and daily used spare parts**

Vulnerable parts, daily used spare parts ( for example engine oil cleaner, by-pass oil filter, diesel cleaner, water cooling cleaner, belt, battery, engine oil, antifreeze, anti-corrosion, fuse tube, nozzle tips, etc) are not in the warranty coverage.

### **Spare part specified or provided by customer**

- Spare parts (not including engine and alternator) specified by the customer but not covered by the standard spare parts range provided by POWERLINK are not in the warranty coverage.
- Accessories or spare parts provided by the customer are not in the coverage.

### **Not Using POWERLINK Genuine Spare Parts**

Damages caused directly or indirectly by not using POWERLINK genuine spare parts or using spare parts not recognized by POWERLINK are not in the warranty coverage.

### **Extra Expenditure**

Warranty does not include the economic loss or extra expenditure due to downtime, for example:

- Economic loss and time loss due to unable to use generating sets
- Expenditure for storing generating sets
- Loss due to inconvenience

## 7. Other Warranty Regulations

### **Repairing and replacing accessories and spare parts**

POWERLINK provides services of repairing or replacing some accessories and spare parts. The warranty period of the repaired or replaced accessories and spare parts is subject to warranty period for accessories and spare parts as described above.

### **Anti-corrosion maintenance of gensets (mainly soundproof sets)**

POWERLINK generator sets are specially treated against corrosion. Additional maintenance against corrosion is unnecessary; moreover it may decrease the anti-corrosion performance of your machine. The damages caused by anti-corrosion products are not the warranty coverage.

### **Painting and appearance**

The items concerning painting and appearance are generally well finished. Please refer to Operator's Manual for maintenance guide of painting and other appearance items.

### **Remodeling of original equipments**

The damages or failure caused by remodeling or changing the original equipments are not in the warranty coverage. For example, damages or failure caused by installing or using any accessories, or spare parts or materials not from POWERLINK; or remodeling, cutting, welding or removing the original components or spare parts are not in the warranty coverage.



## User Information

Username: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Other Contacts: \_\_\_\_\_

Genset Model: \_\_\_\_\_

Serial No.: \_\_\_\_\_

Engine Model: \_\_\_\_\_

Serial No.: \_\_\_\_\_

Alternator Model: \_\_\_\_\_

Serial No.: \_\_\_\_\_

Date of Sales: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date of First Use: \_\_\_\_\_

Engineer Signature: \_\_\_\_\_