
Power Link Warranty Clause

Power Link Products are covered by warranty clause against defects such as quality problems caused by faulty material or workmanship. The warranty work will be carried out by Power Link After-sales Service Department in the form of genuine parts once it is been confirmed.

This warranty is subjected to the following:

Warranty period:

The whole set warranty period is based on and starting from the date of delivery to first user. The one which is due first is used as the criterion. Faults arising outside of these periods or hours of operation will not be covered by Power Link.

Rating	Up to Months	Max. Hours	Delivery Time (Months)
Continuous Power	12	2000hrs	18
Prime Power	12	2000hrs	18
Limited-Time Running Power	24	500hrs	27

1. Power Link responsibilities areas:

1.1 Power Link will warrants against defects in materials and workmanship for the warranty period (see above warranty table) from the date of original sale. Power Link shall provide the new or re-manufactured spare parts to customer at the earliest possible time provided that Warranty Claim Form is fully completed and submitted to Power Link (please refer to Clause 4 below for Warranty Claim procedure). The repair and travel cost will be covered by the distributor/agent of Power Link.

1.2 In some circumstance where the failure is a result of faulty design, materials and workmanship found in bulk of product quality, Power Link shall reimburse the repair cost

deemed necessary to the distributor after the repair cost is assessed by Power Link.

- 1.3 The Engines and Alternators provided by Power Link supplier come with Global Warranty. Distributor should firstly contact your local Engine or Alternator agent for all warranty inquires. If the local engine or alternator agent refuses to look after the warranty, Power Link will support its distributor by liaising with the Engine or Alternator supplier to ensure local engine and alternator agent will support the products.
- 1.4 If the replacement spare parts are Power Link genuine spare parts, six months warranty is provided. If distributor decides to purchase a non-Power Link parts, no warranty will be provided.

2. End User / Distributor's responsibilities:

- 2.1 Installing, running and maintaining the generating sets according to the manufacturer's instructions. Create the correct maintenance plan. All servicing related records must be kept when maintaining and servicing the generating sets.
- 2.2 Ensure the correct servicing method is used when replacing the original parts with new genuine Power Link parts.
- 2.3 Use quality fuel, lubricating oil and coolant to manufacturer's specification when servicing the generators between manufacturer's recommended service intervals.
- 2.4 Report any signs of failure or defect to Power Link as soon as possible to ensure the best solutions can be provided by Power Link. Shutdown the generator to avoid failure deteriorates or spreads to other mechanical parts if it is necessary.

3. The warranty is not covered:

- 3.1 If the failure is caused by incorrect installation, commissioning or operation by the user.
- 3.2 Beyond of the manufacturer's specified warranty period or operation hours.
- 3.3 Damages caused by accidents or during replacement of parts.
- 3.4 Damages caused by improper or lack of regular maintenance or improper repairs.
- 3.5 Fail to use Power Link genuine spare parts or Power Link approved spare parts.
- 3.6 Wear and tear parts.
- 3.7 The repair was carried out by an unauthorized company.
- 3.8 Reasonable Canopy corrosions or rust is caused by excessive exposure to corrosive or saline environment.

4. What to do in case of failure during warranty period

- 4.1 Please identify whether it is the engine fault or it is the fault comes from other components.
- 4.2 If it is the engine fault, when the engine enjoy the global warranty (engine such as Cummins, Perkins, MTU or Kubota), please contact with the engine local service agent. Fill in the warranty claim form (including the generator information, fault picture, fault description). DO NOT DISMANTLE THE ENGINE otherwise your warranty claim will be voided. If the local service agent does not offer the service or does not have the parts, please report the fault to Power Link after sales service department. You will also need to fill in the warranty claim form and offer pictures clearly showing the fault or faulty parts. And Power Link after sales service department will offer you the support.
- 4.3 When the engine does not enjoy the global warranty, please fill in the warranty claim form and send to Power Link after sales service department at service.au@powerlinkworld.com. For the generators powered by Power Link Engine, you may dismantle the engine parts provided that you are authorized by Power Link.
- 4.4 If it is alternator or other parts fault. Please fill in the warranty claim form and send it to Power Link after sales department at service.au@powerlinkworld.com
- 4.5 Power Link after sales service department is ready to deal with any warranty claim and offer technical advices.
- 4.6 Power Link strongly encourages customers to provide as much detail as possible in warranty claim form as this will ensure a quicker response time from Power Link.

Fill out the warranty claim form by including the followings:

- The generator serial no
- Generator model
- Operating hours
- Detailed fault description

Clear photographs are required to show the followings:

- Faulty part or faulty areas
- Photos of the operation hours on the control panel
- Photos of the blue PowerLink name plate.
- Photos of Engine or Alternator name plate if the faulty parts are on the Engine or Alternator.
- Photos of the faulty part id number plate if there is any.

The complete Warranty Claim form is essential to Power Link Warranty Department and should be submitted to Power Link as soon as possible so that warranty claim process can begin.