

## Power Link Service Bulletin

**Scope of application:** this service bulletin is applicable to the gas generator set, which is designed, produced and manufactured by Power link.

### Gas generator set commissioning advice

1. Due to the characteristics of special gas generator set, we strongly recommend that all genset should be commissioned by a Power link professional service team, and the commissioning personnel should be dispatched to commission the genset performance according to the site gas quality conditions and process requirements, so as to match the best working condition of the engine. After the completion of commissioning, it will be officially put into operation. The commissioning personnel of Powerlink will issue the notice of commissioning completion on site to the customer for confirmation to show the completion of commissioning.

2. If the customer insists on commissioning by himself, the customer needs to send engineers to Powerlink for professional training, and the commissioning can only be carried out after the training is qualified and authorized by Power Link.

At the same time, after the completion of the customer's self commissioning, the quality report shall be provided to the Power Link after-sales service department for

confirmation including gas type, CH<sub>4</sub> concentration and H<sub>2</sub>S (PPM) content, as well as the parameters and data of the generator set during operation in each power section . Power link after-sales service Department will analyze the data provided by the user and provide professional opinions. After confirmation, the unit can be put into operation. The warranty shall be calculated starting from this period.

3. If the customer fails to commission according to the above requirements, any failure or damage will not be under Powerlink warranty scope.

### **Maintenance of gas generator set**

1. All generator set shall timely be replaced the maintenance parts according to the maintenance schedule, including but not limited to oil, oil filter core, spark plug, air filter element, fuel filter, etc. Do well in oil sampling, testing and analysis, and determine the oil change cycle.

2. Monitor the gas composition, ensure biogas pretreatment system working properly, and operate the generator set when H<sub>2</sub>S content is below 200ppm.

3. Customers are strongly recommended to purchase and use the original maintenance parts. If the generator set fails due to poor maintenance parts, they will not enjoy free quality assurance service.

4. If the customer does not follow Power Link maintenance schedule to do the maintenance, any damage caused by this will not be under the scope of warranty.

### **Faulty repair report process within warranty period**

1. In order to respond to your needs quickly, please fill in the *customer repair application form* and send it to [service@powerlinkworld.com](mailto:service@powerlinkworld.com).
2. The customer service specialist receives the *customer repair application form* and reports it to the director of the after-sales service center. After the after-sales service team analyzes the cause of the fault, the service engineer will contact you as soon as possible.

### **Service application process beyond warranty period**

1. If the customer has any service demand beyond the warranty period, please fill in the *service application form* and send it to [service@powerlinkworld.com](mailto:service@powerlinkworld.com).
2. After receiving the application, the service team shall check with customer about the faulty information, and analyze the cause of the faulty.
3. Quotation of service department.
4. The customer agrees to the quotation and arranges the payment.
5. The company shall arrange the dispatch within three days after receiving the payment.
6. Engineer on-site service, the customer confirms the service content and signs, and the service is completed

### **After sales contact**

- 1、 Service Email: [service@powerlinkworld.com](mailto:service@powerlinkworld.com) ( first Option )

Reference Number: PLS2019006

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- 2、 Mobile: +86-15201960952
- 3、 Wechat: powerlink15201960952



- 4、 Tel: +86-21-57850870-8519

## **Contact information of after-sales Spare parts**

If the customer needs maintenance parts, please contact our parts department:

- 1、 Email: [parts@powerlinkworld.com](mailto:parts@powerlinkworld.com)
- 2、 Tel: 0086-21-31082725-8379

## **Attachment form**

1. *completion Notice of commissioning*
2. *Commissioning report*
3. *Customer repair application form*
4. *Service application form*