



## EVO RANGE 1500rpm DIESEL GENERATOR 12/24 MONTH LIMITED WARRANTY

### WARRANTY INFORMATION

Evopower 'EVO' generators, powered by Hyundai or Evopower engines, are covered by a 12+12 month 1000 hour warranty. -1<sup>st</sup> year parts and labour, 2<sup>nd</sup> year (standby use) parts. The Genpower Alternator is covered by a 3 year warranty (excluding AVR's) and also subject to terms.

The warranty starts on the date of dispatch from our distribution centre.

#### 1. POLICY COVER

- 1.1. This warranty applies to all Evopower 'EVO' range of diesel generators which use Evopower or Hyundai 1500rpm diesel engines. This warranty only applies to generators imported into the UK by Genpower Ltd. These units are guaranteed to be free from defects in both material and workmanship for the warranty period from the original date of purchase, when used for the designed purpose of that product.
- 1.2. The Warranty ensures that any defective part will be repaired or replaced at the discretion of Genpower Ltd.
- 1.3. The Warranty can be extended to 24 months, for standby use at a maximum 500 hours per year. The 2nd year warranty is a parts only warranty. To activate the second year warranty, a fully completed service record sheet must be received by Genpower Ltd within 1 month of the start of the 2nd year with a photo showing less than 500 hours run time.
- 1.4. The life of a generator depends on the care it receives throughout its lifetime. It is the responsibility of the customer to ensure that servicing and maintenance are performed at the specified period and that the service record is kept safe for future reference. In this way your machine will receive the full benefit of the Genpower warranty.
- 1.5. Regular maintenance is also essential to ensure that your machine operates safely, efficiently and with the minimum environmental impact. For full terms and conditions and servicing requirements please consult your owner's manual. If you are in any doubt regarding the service requirements of your specific product please contact your supplying dealer.
- 1.6. We neither assume nor authorise anyone to assume for us any other warranty. A Distributor/ Dealer has no authority to make any representation or promise on behalf of Genpower Ltd or to modify the terms or limitations of this warranty in any way.

#### 2. PRODUCT FAILURES

- 2.1. In the event of a product failure please contact Evopower - Genpower Ltd via: [sales@evopower.co.uk](mailto:sales@evopower.co.uk) or 01646 687880 option 3. Alternatively there is a form available to complete by visiting [evopower.co.uk/service/](http://evopower.co.uk/service/)
- 2.2. Our Aftersales team will guide you through some basic diagnostics to determine the fault on the machine and to find a resolution.

#### 3. WARRANTY PARTS

- 3.1. We can send out replacement parts under the terms of the warranty. To achieve this we must have photographic evidence of the faulty part highlighting the defect, or have the old part returned to us, serial number, hours reading and date of purchase.
- 3.2. If we are to send out a new part before we have either the faulty part or photographic evidence we will charge for the new part. When we receive the faulty part back we will test the part, if the part is found to be faulty due to a manufacturing defect we will then refund the purchase price and shipping of the replacement.
- 3.3. The warranty coverage is continual from the initial date of purchase and does not restart at any time under any circumstances. This Warranty is valid only when the machine receives all necessary preventative maintenance and servicing as described in the User Manual. This warranty covers machines used and operated within the UK mainland only.

#### 4. OUR RESPONSIBILITIES

- 4.1. Genpower will cover this 1500rpm diesel generator against manufacturing defects only.

- 4.2. In the instance that we are unable to resolve the issue remotely we may, at our discretion, send an engineer to repair the faulty item, or arrange collection and return to our facility.
- 4.3. The engineer call out is limited to normal working days and availability of the engineer. We will provide one call out up to a 250 mile round trip and 4 hours travelling from the nearest engineer. Subsequent call outs and/or collections/deliveries are chargeable.
- 4.4. If a call out or collection/delivery is undertaken and the fault is found to be a non-warranty fault, this will be chargeable to the customer along with the parts and labour costs associated with this.
- 4.5. We require a full-risk assessment and site evaluation to be completed prior to any engineer call out should the unit be on a working site.
- 4.6. Certain areas of the UK, such as Highlands and Islands may incur a surcharge for the engineer's travelling time or collection/delivery charge.

## 5. **USER RESPONSIBILITIES**

- 5.1. The user is responsible for:
  - Installing, operating and maintaining the generator set in accordance with the manufacturer's instructions.
  - Ensuring initial start-up is performed by an authorised representative of the company or its dealers. In exceptional circumstances, said start-up will be waived but only if a Pre-Delivery Inspection has been completed.
  - Making the equipment available for repair as soon as the defect has become apparent.
  - If the machine is required to be collected by Genpower for any reason, the user will be responsible for safely loading the machine onto the vehicle provided by Genpower at the pre-agreed date and location.
  - Accepting Genpower's sole judgement as to whether the faulty part is defective in material or workmanship.
  - Labour costs, including costs to disconnect the product from and reconnect the product to its attached equipment, mountings and support systems.
  - The costs and risks for transport/shipping and other charges associated with the replacement of the repair parts.

## 6. **EXCLUSIONS TO THIS LIMITED WARRANTY** (this list is not exhaustive).

- 6.1. Normal engine and/or generator wear. Normal wear items, including but not limited to: turbo, fuel injector(s), starter motor, alternator and electronic components.
- 6.2. Damage caused by a lack of maintenance as described in the user manual.
- 6.3. Damage caused by accident, impact, improper installation or storage.
- 6.4. Damage caused by water ingestion, submersion, external water damage and electrolysis.
- 6.5. Damage caused by ingestion of substances other than clean filtered air, fuel or intake water.
- 6.6. Damage caused by frost or overheating from excessive ambient temperatures or lack of ventilation.
- 6.7. Damage or non-performance caused by operation of the machine in a marine application or through water ingress or salt corrosion.
- 6.8. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications or recommendations.
- 6.9. Damage from under loading.
- 6.10. Misuse of power generator as: failure to ground, short sudden changes in load that result in voltage spikes or diesel generator overloading, unbalanced single phase loads to 3 phase alternator, accident and/or collision, corrosion and rust, use generator in an application for which it was not designed, or any other misuse.
- 6.11. Fuel related problems (contaminated or stale fuel, incorrect fuel type).
- 6.12. Items not supplied by Genpower Ltd, such as, but not limited to, external wiring, filters, etc.
- 6.13. Repairs made during warranty period without prior approval from Genpower Ltd.
- 6.14. Service items such as, but not limited to: gaskets, filters, belts, brushes, bushes, bearings, cables, clips, seals, batteries, fuel injection nozzle valve, ignition plug and pump valves which are covered by a limited 30 day warranty.
- 6.15. The warranty may be void if any modifications are made to the machine.
- 6.16. Any damages caused during the transit of goods. Customer must report damage to Genpower Ltd within 24 hours, to allow us to claim from our couriers.
- 6.17. The warranty may be void if records of servicing including hours and date are not kept. Copies of service history may be requested by Genpower Ltd.

- 6.18. This warranty does not extend to diesel generator parts affected by the absence of recommended service and in time maintenance, use of non-original replacement and consumable parts or use of unsuitable attachments or parts, and unauthorized service, use of wrong lubrication oil, antifreeze, fuel type or fuel contamination.
- 6.19. Fuel injection pumps not repaired locally by an authorized servicing dealer. Expenses incurred investigating performance complaints. Generator sets used in rental applications.
- 6.20. Any engines damaged by use of ether or any starting aid, or greater than a 50/50% solution of antifreeze and water, or frost damage due to insufficient anti-freeze.
- 6.21. Genpower cannot be held responsible for ancillary costs e.g. original installation charges and start-up costs. Diesel generator removal and / or re-installation charges. Starting batteries.
- 6.22. In no event will we be liable for loss of use, loss of profits, loss of or damage to other property, inconvenience, commercial loss, or other special, incidental or any consequential damages or loss whatsoever.

## 7. **USER RESPONSIBILITIES**

- 7.1. Installing, operating and maintaining the generator set in accordance with the manufacturer's instructions.
- 7.2. Ensuring initial start-up is performed by an authorised representative of the company or its dealers. In exceptional circumstances, said start-up will be waived but only if a Pre-Delivery Inspection has been completed.
- 7.3. Making the equipment available for repair as soon as the defect has become apparent.
- 7.4. If the machine is required to be collected by Genpower for any reason, the user will be responsible for safely loading the machine onto the vehicle provided by Genpower at the pre-agreed date and location.
- 7.5. It is the customer's responsibility to ensure that the machine is safely packaged and secured for transport.
- 7.6. Accepting the Company's sole judgement as to whether the faulty part is defective in material or workmanship.
- 7.7. Labour costs, including costs to disconnect the product from and reconnect the product to its attached equipment, mountings and support systems.
- 7.8. The costs and risks for transport/shipping and other charges associated with the replacement of the repair parts
- 7.9. Genpower will not be liable nor able to pay forward any current or historical ancillary costs and expenses incurred as a result of, but not limited to the purchase, sale, hiring, storage, receipt, delivery, handling, loading. Cost due to down time or repairs, hiring.

## 8. **GENPOWER ALTERNATOR WARRANTY**

- 8.1. The EVO range of generators are built as standard with Genpower alternators. These carry a 3 year warranty.
- 8.2. Exclusions to this include AVR's or wearable parts.
- 8.3. For any claim from an alternator related issue, we will require copies of the logs from the control panel showing that there hasn't been any malfunction or incorrect use of the genset such as phase imbalance, underload, and overload. The control panel (Usually ComAp or Deep Sea Electronics) must be in factory settings without any changes being applied since the unit left our distribution centre.
- 8.4. **Failure to provide a full un-edited history log, change log or proof of the current parameters of your generators control panel may result in your claim being dismissed immediately.**

## 9. **TERMS AND CONDITIONS**

- 9.1. A full copy of our terms and conditions can be found on the link within the footer of our [evopower.co.uk](http://evopower.co.uk) website.

## 10. **CONTACT DETAILS**

- 10.1. Postal Address: Service Department, Genpower Ltd, Isaac Way, Pembroke Dock, Pembrokeshire, SA72 4RW.  
Email: [sales@evopower.co.uk](mailto:sales@evopower.co.uk) | Tel: 01646 687880 option 3 |  
Or complete our online form at [evopower.co.uk/service/](http://evopower.co.uk/service/)
- 10.2. Your call may be recorded for monitoring and training purposes.
- 10.3. All data is secure and protected, your information will not be passed on to any 3<sup>rd</sup> parties.
- 10.4. This does not affect your statutory rights.

## 11. **WARRANTY UPDATES**

- 11.1. We reserve the right to change our warranty terms at any time.