

## 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.**

Power Link 有限公司申明，对其生产和销售的发电机组因材质和制造工艺的本身质量问题承担质保责任。在标准保修期内和延保期内的也将通过 Power Link 的客户服务中心向客户提供专业服务和原配零部件。

This warranty is subjected to the following:

### Warranty period:

#### 质保期限

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.

质保期限根据产品发送到第一个用户的时间计算。

Rating	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 amount to the distributor after the repair cost is assessed by Power Link.

- 1.3 The Engines and Alternators provided by Power Link supplier are under Global Warranty. Distributor shall firstly contact with the local Engine or Alternator agent for all warranty inquires. If the local 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 replaced spare parts are Power Link genuine spare parts, six months warranty is provided. If not, no warranty is provided.

## 1. 厂家责任区域:

- 1.1 在质保范围内的因材料质量和制造工艺方面有关的发电机组缺陷，POWER LINK 将以最快的时间提供客户更换新的和再制造的零部件；所产生的维修和交通费用由服务代理商/经销商承担。
- 1.2 若属于因设计，材料和制造问题引起的批量性产品质量问题，我司承担客户所发生的合理维修费用，具体的承担金额将由我司内部的工程师根据评审机制评估核算执行。
- 1.3 发动机和电球享有全球联保服务，对此故障问题，第一时间联系当地服务代理商。如果当地服务代理商拒绝服务，请通知我们通过中国方来联系和协调此问题得到解决。
- 1.4 维修和更换的零配件，若属于本公司提供的原厂零配件，则享有六（6）个月质保期。若非本公司提供的零配件，则不享有该质保。

## 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. Stop running the generator to avoid failure deteriorates or spreads to other mechanical parts if it is necessary.

## 2. 用户/经销商责任区域:

- 2.1 按照厂家的指示和要求安装，运行，维护发电机组。对于所完成的维修和保养包括更换润滑油和滤清器的有关记录都应保存。
- 2.2 按照厂家正确的方法制定设备操作，保养和维修计划，包括燃油，润滑油的使用，并确保以正确的方法更换原厂零部件。
- 2.3 使用厂家推荐的高品质燃油，润滑油，冷却液；按照我司提供的报修记录本定期间隔按照厂家推荐的小时数对发电机组进行维护和保养，例如，三滤更换，柴滤，机滤和空滤等。
- 2.4 产品的任何缺陷在初次视察发现或正在发展的情况下，尽快通知厂家以获得最佳解

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决方案。如有必要，在缺陷恶化或扩散至机组其他部分之前停止机组运行。

### **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 Rust is caused by excessive exposure to corrosive or saline environment.

### **3.不在保修范围内:**

- 3.1 客户不正确的操作，安装，使用引起的缺陷问题。
- 3.2 超过厂家指定的保修时间；
- 3.3 由于意外事故或更换引起的损坏；
- 3.4 未能按照要求进行规范保养，保养不充分或不按照正确方法维修；
- 3.5 由于没有使用 POWERLINK 纯正部件，客户指定或提供的部件；
- 3.6 易损件和日常使用配件；
- 3.7 由未经许可的机构执行的维修工作；
- 3.8 由于环境，化学处理所造成的损坏或腐蚀；

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

- 4.1 Report the detail of the issue to Power Link as soon as failure is found so that Power Link can begin to search for the root cause and will also provide customer with a Warranty Claim form with an unique warranty number enclosed.
- 4.2 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.

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.

- 4.3 After Power Link have checked and analyzed the failure, Power Link shall respond to customer with either possible solutions or further questions depending on the nature of

the problem and/or the sufficiency of warranty related details.

4.4 Power Link strongly encourages customers to provide as much detail as possible in writing as this will ensure a quicker response time from Power Link. The solutions are usually provided in the form of either technical guidance or provision of genuine spare parts required to rectify the failure.

#### 4. 发生保修故障问题，我们要如何应对？

4.1 第一步在设备出现问题的第一时间，和 POWER LINK 联系反馈问题以便 POWER LINK 协助分析故障原因。

4.2 在可能方便的情况下，填好投诉单，包括机组信息，运行小时，故障内容，故障照片等。投诉单非常重要，要尽可能快的提交到厂家，以便很快进入投诉受理程序。

4.3 经厂家分析评估故障原因后，将会第一时间提供给客户解决方案，包括技术指导，原厂零配件提供以及在必要的情况下，提供现场指导等。

4.4 POWER LINK 强烈建议为保证我们快速回复售后问题，请尽可能详细地填写投诉单。