



Warranty Policy for Generator Set

Warranty Clarifications

This Warranty Policy is for all series of Ettes Power diesel engine generators, gas engines generators and concerning device used in Chinese domestic and overseas markets.

- ◆ As per international common practice, the standard warranty will end when any of following conditions occurs: A). 12 months after delivery. B). 1000 running hours (accumulated).
- ◆ During the warranty period, if there is malfunction raised by poor manufacturing workmanship & quality or defective materials, Ettes Power will provide FREE accessories, spare parts for repairing and replacement. If necessary, Ettes Power will send engineers to the user's location to do repairing FREE OF CHARGE.
- ◆ If the malfunction is out of the scope of the warranty, the user should bear the charges of accessories, spare parts for repairing at the manufacture's price. If necessary, Ettes Power will send engineers to the user's location and the user should bear all cost including Visa, round air ticket, room & boarding, extra charge USD 100~300 per man per day (subject to different served country or region).
- ◆ In order to judge whether the malfunction is caused by the user or by Ettes Power defective manufacturing quality, the user is prohibited from disassembling or attempting to repair the generator without prior consent from Ettes Power. Otherwise, the warranty will be NULL or VOID.
- ◆ during the lifespan of genset after warranty period expires, Ettes Power is still supplying technical support, damageable spare parts at manufacture's price.

Global United Warranty

In addition to warranty from Ettes Power, the genset-components are under **global-united warranty from the original manufactures and service network all over the world**. They are including but not limited to engine series of Cummins, Perkins, MAN, MWM, MTU, Volvo Penta, CNPC 190 and Low speed 300 Series, alternators of Stamford, Leroy Somer, Marathon and Siemens, Controllers of Deepsea, Smartgen, ComAp controller and DEIF etc.

User's Responsibility

Maintenance is the very key to reliability and durability. The user is requested to do proper-operation according to user manual. The user is requested to do periodic maintenance and to replace damageable spare parts in due time.

Warranty Limitation

This warranty does not cover damages caused by following reasons

- ◆ Incorrect operation, problems caused by re-assembling without prior permission and other man made malfunction which don't comply with user manuals from Ettes Power
- ◆ Malfunctions caused by lack of proper maintenance as suggested.
- ◆ Malfunctions caused by Force Majeure, which will free both parties from liability and obligation when an extraordinary event or circumstance beyond the control of the parties, such as a war, strike, riot, crime, or an event described by the legal term "act of God" (e.g., flooding, earthquake, volcanic eruption), prevents one or both parties from fulfilling their obligations under the contract.