

RICH POWER Generators: End – User Warranty

This is a warranty that applies to all generating sets furnished by RICH POWER Trading company (hereinafter referred to as “the company”) or its distributors or agents. All generating sets are warranted against defects in material and workmanship for a period of (12) twelve months from the date of initial start - up. This warranty coverage is only applicable to the first end user of the generating set.

The Company’s Responsibilities

If a defect in material or workmanship arises during the warranty period, the company will:

- Replace or, at the company’s discretion, repair the defective parts.
- Provide for reasonable and customary labor costs incurred while effecting repairs to engine defects in accordance with the policies and repair times laid down by the engine manufacturer
- Provide for the cost-of-service supplies such as a coolant, oil and filters which are made unserviceable by the defect.

The User’s Responsibilities

The user is responsible for:

- Installing and operating the generating set in accordance with the manufacturer’s instructions
- Returning the warranty registration form within ten days from the start-up date or one month from the date of sale, whichever is earlier (Distributors or Agents)
- Ensuring that the initial start-up is performed by an authorized representative company or its distributors or agents

Exceptional Circumstances

In exceptional circumstances, the said start-up will be waived but only if a pre-delivery inspection has been completed.

Conditions

This warranty is conditional on the User’s agreement to accept

- The Company’s sole judgment as to whether the faulty part is defective in material or workmanship
- Labor costs, except as stated under “The Company’s Responsibilities” including costs incurred in removing and replacing the engine, (though consideration will be given by the company in certain circumstances)
- The costs and risks for transporting /shipping and other charges associated with the replacement of the repair parts
- Any costs more than the purchase price of the product
- Other miscellaneous costs including but not limited to travel, mileage, lodging, taxes, telephone calls and overtime, except as stated under “The Company’s Responsibilities”
- His obligation to make complete payment for the purchase of equipment, parts per services relating to the equipment under warranty / Limitations

This warranty does not cover

- Defects due to the User’s improper installation, maintenance or use
- Alterations or repairs not authorized by the company in writing
- Any operation more than the Company’s rating or outside the stated site conditions
- Normal wear and tears

This warranty is expressly in lieu of all other warranties, express or implied, including, but not limited to, any warranty of merchantability or fitness for a particular purpose. All warranties which exceed the aforementioned obligations are hereby disclaimed by the Company and excluded from this warranty. The Company shall, under no circumstances, be held liable for any special direct, indirect, incidental or consequential damage - in particular, when the product is operating in conjunctions. with a transmission system where there is a risk of potentially damaging electrical stress in the event of transmission failure. All claims made under this warranty should be made by contacting your local distributor or agent or the Company who will outline the administration and scope.

The warranty doesn’t include the cost of maintenance service.

- Generator service maintenance needs to be done every 250hrs including changing lubricants, consumables & radiator washing. The quality of fuel has a direct effect on fueling parts, low quality fuel may damage the fuel part & it won’t be covered under warranty. Air filters need to be checked, cleaned or changed in polluted areas.
- It is essential & recommended to use standard imported Lubricant Oil CH4 or CI4 (15-W-40).
- Generators should have a proper air circulation system where it is going to be placed, the exhaust extension installation shall be done with consultation from supplier. Extra exhaust extensions are not recommended.
- To avoid running in light load conditions; Generators shall be used at their maximum load more than 40% and generator current shall be balanced in each phase equally always.

Generator Serial Number:

Customer commitment & signature:



+93 79 934 6122
+93 79 006 8576



richpowertrading.com
info@richpowertrading.com



PD# 9, Yaka toot Kabul jalal abad road,
KABUL AFGHANISTAN