



Warranty Statement

A) Customer Responsibilities

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 HGI Ltd warranty. 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 owners manual. If you are in any doubt regarding the service requirements of your specific product please contact your supplying dealer. Alternatively call HGI on +44 (0) 1629 821647.

Please note that your product will require more regular servicing / maintenance if working in very wet, dry, dusty conditions and or in high ambient temperatures.

| Warranty Guide | | |
|-----------------------------------|---------------------|---|
| | Domestic (1) | Commercial (2) |
| Petrol | 1Yr/1000hrs | 1Yr/1000hrs |
| Petrol Standby (3) | 2Yrs/<50hrs pa | 2Yrs/<50hrs pa |
| Diesel | 1Yr/2000hrs | 1Yr/2000hrs |
| Diesel Standby (3) | 2Yrs/<50hrs pa | 2Yrs/<50hrs pa |
| HSU LPG Briggs Standby | 1Yrs<1000/yr | N/A |
| 3E Cabin unit | N/A | 1yrs/2000 (batteries are not covered by the warranty) |
| SKD60-I & SKD100-I. | 1 Years/1000hrs | 1 Years/1000hrs |
| Loncin Suitcase Generators | 1 Years/1000hrs | 1 Years /1000hrs |

Definitions;

- (1) Domestic means non-commercial, non-hire, normal domestic applications.
- (2) Commercial means, hire, industrial and any business or professional related use.



- (3) Standby means a unit that is used only for emergency situations, where the mains has failed and the unit completes less than 50 hours per annum.

OEM's may offer longer warranty terms than those offered above. To confirm this check with the OEM manual. This can be the case in relation to the Engine and Alternator.

Please ensure the Engine and Alternator is registered with the OEM.

Please pursue claims outside the HGI warranty agreement direct with the OEM

B) Warranty Terms

1. HGI warrants that on delivery and during the Warranty Period the Generator shall:
 - a. conform in all material respects with its description and any applicable Specification; and
 - b. be free from material defects in design, material and workmanship.

2. Subject to restrictions described but not limited to those described in clause 3, if:
 - a. the Customer gives notice in writing to HGI during the Warranty Period within a reasonable time of discovery that the Generator does not comply with the warranty set out in clause 1 (a "Warranty Claim"); and
 - b. HGI (or its nominated agent or representative) is given a reasonable opportunity of examining the Generator; and
 - c. the Customer (if asked to do so by HGI) returns the Generator to HGI's place of business at the Customer's cost
 - d. HGI shall, if it accepts the Warranty Claim is valid, at its option repair or replace the defective Generator, or refund the price of the defective Generator in full and, in such circumstances HGI shall reimburse the Customer its reasonable costs of returning the Generator to HGI under clause B.2.

3. HGI shall not be liable for the Generator's failure to comply with the Warranty if:
 - a. the Customer makes any further use of the Generator after giving notice in accordance with clause B.2.a; or
 - b. the defect arises because the Customer has failed to follow HGI's oral or written instructions (whether in the owner's manual or otherwise) as to the storage, commissioning, installation, use, servicing or maintenance of the Generator or (if there are none) good trade practice; or
 - c. the Customer fails to maintain the service record relating to the Generator up to date; or
 - d. the defect arises as a result of HGI following any drawing, design or specification supplied by the Customer; or
 - e. the Customer alters or repairs such Goods without the written consent of HGI or fits non-standard parts to the Generator; or



- f. the defect arises as a result of the ingress of foreign objects (including but not limited to the use of incorrect or contaminated fuel or lubricants; or coolant) or
 - g. the defect arises as a result of fair wear and tear, wilful damage, accident and/or collision, neglect, or improper or abnormal storage or working conditions.
 - h. Where a customer has not yet paid for goods and the purchasing company goes into administration, HGI reserve the right to delay any warranty claim until the item is paid for.
 - i. Alternators where the cause is ingress of moisture unless the alternator has been specifically treated to prevent the ingress of moisture.
 - j. Failures due to atmospheric conditions e.g. lightning strikes etc.
 - k. On claims where Bio fuels or GTL fuels have been used.
 - l. All Welders, where the failure is to the end user exceeding the duty cycle. Your attention is drawn to exceeding duty cycles on welder units. If the duty cycle has been exceeded then the alternator will not be covered in the event of failure.
 - m. All batteries are considered to be service items and are not included in the warranty.
 - n. Non-HGI parts are fitted to the unit without approval
 - o. Defective parts are not returned for investigation
4. This Warranty does not extend to the repair or replacement of expendable or consumable maintenance items after such item's first scheduled replacement (in accordance with the owner's manual).
5. Except as provided in this Warranty Statement, HGI shall have no liability to the Customer in respect of the Generator's failure to comply with the Warranty.
6. These Conditions shall apply to any repaired or replacement Generators supplied by HGI, for a period of 6 months.
7. Where the unit is on hire – HGI can only deal directly with the hire company who have purchased the product. In no circumstances can HGI deal with the hirer of the goods

C) Warranty Procedure.

Contact HGI for advice (01629 821647) on an appropriate course of action on equipment failures during the warranty period. A warranty claim form is issued to the customer and this must be completed in all circumstances prior to any warranty claim investigation.



We will then follow one of the procedures below:-

i) Goods to be returned to the local dealer/ supplier (or alternatively a site visit by dealer/ supplier at their option). All warrantable parts etc. and full technical support supplied FOC from the factory.

or:

ii) Goods can be returned direct to our factory by the customer. Full parts and labour repairs carried out in our workshops. Goods returned to customer at our expense. An order number will be required to cover non-warrantable work. A 'Returns Number' must be obtained prior to returning product.

or:

iii) HGI may recommend that the equipment may be repaired by the supplier (or his local agent), on-site or at the local agent's premises.

D) Export

All Units are warranted as per the conditions above, but the unit must either be returned to HGI for any warranty claims or we may, at our discretion, assign a local engineer to assess any claim. Any Claim for Export warranty must be made via the warranty claims form AND a valid Purchase order initially (If you do not have a credit account, then all work must be paid for in advance) and faxed to +44 (0) 1629 821606. If it is found that the warranty does apply, then HGI will issue a credit note or refund as appropriate. All cases are dealt with on an individual basis and we reserve the right to decline any claims based on the Foreign Office website warnings for a particular country, where any action would place HGI personnel or its agents at risk.

E) Notes

The normal process for claiming warranty on parts, is that the customer calls HGI Parts Dept. on 01629 821645 and request a WSR form (Warranty Service Repair form). The customer then completes and returns the form to parts@hgigenerators.com along with an order to purchase a replacement part at the current price. The customer is issued with an RMA number which must be attached to the faulty parts returned to HGI. When it is established that the part has a warrantable fault, the customer account will be credited to the value of the purchased replacement part. Any parts that are supplied FOC (at HGI discretion) are on condition that faulty parts are returned to the factory within 14 days of replacement and subject to factory examination for valid claims.

Equipment supplied for operation outside the UK mainland will normally be dealt as described in **D)** above.

Limited warranty applies in special circumstances where equipment operates in extreme environmental conditions and/or for extended periods. Consult the factory.



On-site and extended warranty terms are available which include Service Level Agreements for a target response time. Please contact the factory for details.

The Company will not be held responsible for consequential losses, or costs incurred by the customer during a warranty repair. The Company will not accept claims of compensation. The HGI Ltd warranty is provided in lieu of all other warranties, express or implied. HGI Ltd specifically disclaims any implied warranties of merchantability or fitness for a particular purpose, except where such disclaimer is prohibited by law. If such disclaimer is prohibited by law, then implied warranties shall be limited in duration to the life of the Express warranty.

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