

WARRANTY INFORMATION FOR EXCEL POWER GENERATORS – Dated 1st of June 2022

Inverter Generators

Inverter generators are warranted to be free of defects in materials and workmanship for two years from the original date of purchase. This limited warranty guarantees that any defective parts will be repaired or replaced, at the discretion of Excel Power Ltd

Private Use

2 years / 500 hours (whichever occurs first) limited warranty. This provides parts, return to base labour and return carriage for the first year and parts only for the second year. This is effective from the date of delivery.

Warranty must be registered within 30 days of purchase to be eligible for 2-year warranty, otherwise inverter generators are covered for the standard 1 year warranty.

Commercial Use

1-year limited warranty. Inverter generators are not recommended for heavy commercial / construction site use; any commercial use of these generators will be subjected to the minimum warranty of 1 year / 250 hours (whichever occurs first).

Petrol Open Frame Generators

Private Use

2 years / 500 hours (whichever occurs first) limited warranty. This provides parts, return to base labour and return carriage for the first year and parts only for the second year. This is effective from the date of delivery.

Warranty must be registered within 30 days of purchase to be eligible for 2-year warranty, otherwise petrol frame mounted generators are covered for the standard 1-year warranty.

Commercial Use

1 year (12 months) / 250 hours (whichever comes first) limited warranty provides parts, return to base labour and return carriage. Warranty period is effective as of the date of delivery.

3000rpm Diesel Generators

Private and Commercial use

1 year (12 months) / 500 hours (whichever comes first) limited warranty provides parts, return to base labour and return carriage. Warranty period is effective as of the date of delivery.



IMPORTANT – ALL PRODUCTS

In the event of a product failure, in the first instance, contact the seller of the equipment and they will assist with the warranty claim or try to resolve the issue remotely. If it is established that the fault is a warranty failure, we will arrange collection of the machine, (Highlands & Islands may incur a surcharge) or authorise a local dealer repair if possible. If it is found to be a non-warranty fault, the customer will be charged.

If the machine is being returned, it is the customer's responsibility to package the machine securely, remove all fuel and oil and put the address label we supply by email to the package. It is advisable to keep the original packaging for this purpose.

If fuel or oil is left in the machine, the courier we use to collect the machine may refuse to deliver. If this happens, we may incur an additional redelivery charge, which will have to be passed onto the customer.

Any portable generator used as rental equipment or for the purpose of primary power in place of utility will not be covered under this warranty.

Parts Only Supply

If the customer requests a part to be sent out under warranty, we must be satisfied that the old part failed due to a manufacturing defect. If we are to send out a new part before we have either of these, it is to be chargeable. When we receive the old part back, we will make a refund, if it is found that the old part has failed due to a manufacturing defect.

HOW TO CLAIM YOUR WARRANTY

PLEASE REGISTER YOUR WARRANTY PRIOR TO MAKING A CLAIM. Warranty can be registered any time at www.excelpowerltd.co.uk/warranty

In the event of a machine failure, it must be ensured that it has been established that a warranty fault has taken place on the machine – please see below what is not covered under warranty. The customer will be asked to call or email the company the generator was purchased from and must provide a proof of purchase and describe the unit's fault. The company will either forward the customer to the manufacturer or assist you in diagnosing the issue over the phone.

If the generator can be fixed by the customer and the fault at hand has been established to be covered under warranty, Excel Power will send out the relevant part free of charge. If the generator requires to be returned to base for repair, a return form must be completed prior to any collection taking place.

If a unit is returned and the fault is deemed not to be covered under warranty, the customer will be contacted and informed of the specified fault and will be provided the cost in writing. If the customer does not wish for us to carry out repairs and the generator has already been returned to the manufacturer's warehouse, to receive the generator back, the customer will be responsible for carriage charges both ways.

If the customer wishes for the repair procedure to be carried out, they will be charged for the carriage, labour and parts.



Not covered by Warranty

1. Normal wear and tear.
2. Damage caused by a lack of maintenance as described in the User Manual.
3. Damage caused by accidents, impact, improper installation or storage.
4. Damage caused by water ingestion, submersion, or external water damage.
5. Damage or non-performance caused by operation of the machine in a marine application.
6. Damage caused by operation with improper pressure, conditions, or modifications contrary to published specifications.
7. Items not supplied by Excel Power or our dealers such as, but not limited to, external wiring, filters, etc.
8. Repairs made during the warranty period without first obtaining approval from Excel Power or our de
9. Service items, such as spark plugs, filters.
10. Wearing items such as recoil start units, brushes, bearings, hoses, seals, wheels/tyres, batteries, cables.
11. AVR's are not covered under warranty, as these can be damaged by stopping the generator when under full load.
12. Fuel related faults caused by stale petrol or contaminated petrol or diesel.
13. Damaged caused during transit, unless signed for by customer as 'damaged' and reported immediately to Excel Power or their dealer.
14. Damage caused by under-loading or over-loading a generator.

IMPORTANT

IF WE RECEIVE ANY MACHINES BACK TO OUR SERVICE CENTRE THAT HAVE A NON-WARRANTY FAULT, THE CUSTOMER WILL BE CHARGED FOR CARRIAGE BOTH WAYS, LABOUR AND PARTS USED

