



GENERATORS

your light in the dark

LIMITED WARRANTY

The limited warranty for each generator will cover the parts and labour required to repair the generator. The travel to site and the time taken to get to site will be for the customer's account as per the schedule below. Warranty commences from the date of sale. Warranty differs depending on the RPM rating and fuel type of the generator which is displayed below; the RPM and fuel type of the generator is available from your sales consultant, on the specification sheet or from the website.

DIESEL		
RPM	1500	3000
DURATION	12 Months	6 Months
HOURS	1000	500
USAGE	STANDBY	STANDBY
MAX CONTINUOUS RUNNING HRS PER DAY	24	6
CALL OUT FEE PAYABLE	NO*	YES

GAS (LPG & NG)	
DURATION	12 Months
HOURS	200
USAGE	STANDBY
MAX CONTINUOUS RUNNING HRS PER DAY	6
CALL OUT FEE PAYABLE	NO*

PETROL	
DURATION	6 Months
HOURS	500
USAGE	STANDBY
MAX CONTINUOUS RUNNING HRS PER DAY	6
CALL OUT FEE PAYABLE	YES

AUTOMATIC AND MANUAL SWITCHES	
DURATION	12 Months
REQUIREMENTS	Installation by a qualified electrician, Certificate of compliance (COC) and proof of surge protection is required with every claim.

* Conditions apply as per the call out fee description below.

WHAT IS COVERED

The warranty covers the generator and switch. The canopy of the generator is powder-coated mild-steel, preventative measures must be taken if installed in a coastal area. Warranty does not cover rust due to the environment or physical damage to the canopy. Automatic change over Switches (ATS) and Manual change over switches must be installed with surge protection on the mains incoming feed in order for the warranty to be valid. Fluctuations on the mains incoming feed are erratic and can cause damage to your equipment and electrical appliances. Photos and documentation are required for every warranty claim to be processed.

* Batteries have a 6-month limited warranty.

* ATS's are sized according to the GENERATOR not the mains.

In order for your warranty to remain valid the following generator care needs to be conformed with as the generator owner:

1. Your generator needs to be serviced as per the schedule supplied. Maintenance of the generator is imperative and is the responsibility of the owner to schedule.
2. Only genuine parts can be used for servicing and repairs to the generator, by qualified service personnel whilst the generator is under warranty.
3. Proof of purchase and maintenance is required to log a warranty claim. A warranty claim form must be submitted with pictures.
4. Installation must be performed by a qualified electrician and a Certificate of Compliance (COC) must be issued.
5. All installations must comply with the installation guidelines supplied with every generator and available on the website. This information is available in the respective user manual of each generator.
6. The generator should be started and run at least once a month in order to keep the engine well lubricated and battery charged.

Bundu Generator Warranty

WHAT IS NOT COVERED

Warranty does not cover negligence or abuse of the generator. Consistent overloading of the generator places additional strain on the generator outside of normal operating conditions and can cause the generator to malfunction. Should the generator or transfer switch be connected up incorrectly and this causes damage to the generator in any way, this will not be covered by warranty.

1. Flat batteries
2. No Fuel or Airlocks from running out of fuel.
3. Electrical Breaker Down / Off
4. Electrical Installation issues (Including ATS, Manual Switch or communications cable).
5. Emergency stop button pushed in.
6. Overloading of the generator.
7. Issues arising from incorrect installation.
8. Imbalanced phases (3-phase installations)

Should a technician be dispatched and the fault is not deemed to be covered by the warranty, a call out fee WILL BE CHARGED.

PLEASE NOTE: Technicians require access to all sides of the generator. Please ensure the technician has access to all sides to avoid additional labour charges or rescheduling of call outs at your expense.

DIESEL			
	1 st Service	Additional Services	OR
1500 RPM	50 Hours	Every 250 Hours	Yearly
3000 RPM	50 Hours	Every 100 Hours	Yearly
GAS (LPG / NG)			
All Models	50 Hours	Every 200 Hours	Yearly
PETROL			
All Models	20 Hours	Every 100 Hours	Yearly

Service intervals are based on clean working conditions.

1st Service Replace Oil and Oil Filter

Additional Services Replace Oil, Oil Filter, Fuel Filter, Air Filter

Please note: This warranty information works in conjunction with our standard Terms and Conditions of sale and international warranties of the generator manufacturer such as Generac.

WARRANTY CLAIMS PROCESS

All warranty claims need to be submitted in writing with supporting documentation and photographs.

On receipt of the information, the claim will be assessed. Should approval be required from a manufacturer or external supplier, this will be submitted. This process can take up to 21 business days to be completed.

In order to start a warranty claim, please submit the following information:

1. Proof of Purchase (Invoice or Delivery Note)
2. Serial number of the product.
3. Certificate of Compliance (COC) issued by your installer.
4. Service history. (Job Cards)

This information can be submitted to warranty@bundupower.co.za

