

# WARRANTY TERMS FOR GENERATORS

This warranty applies to all Gensets (generators) sold by  
TESCOM HELLAS.

## WARRANTY DURATION

The warranty period is two (2) years or 1000 hours of operation, for all Generators used as **auxiliary power units**, that means operating less than 500 hours per year.

In case the Generator is the **main power source of electricity**, they are only provided with **European motors** (such as Perkins, Volvo, Cummins, etc.).

In this case, the guarantee provided is one (1) year or 500 hours (whichever comes first).

The **warranty period** is defined from the day of the delivery of the generator from our facilities to the customer premises and the issuance of a Delivery Note or Invoice-Delivery Note.

**Start-up** should be taken place, in maximum 30 days from the delivery date to the customer premises.

## WARRANTY COVERAGE

For all the generators, a guarantee is given against damage due to defective material or improper construction.

In case of damage due to defective material or improper construction, the warranty covers **only the repair or replacement** (at the option of TESCOM Hellas) of the defective parts of the generator.

The warranty categorically does not cover any damage or damage that may be caused by defectiveness or malfunction of the Generator and is limited to the repair of the damaged part of the genset only.

During the warranty period, TESCOM Hellas covers reasonable and usual expenses for the work to be performed by its staff or other technicians authorized by the company, to repair the damage.

In cases where the Generator is installed outside Athens or Thessaloniki or is in located on a district area where there is no authorized service center of TESCOM Hellas, there will be a minimum charge per visit equal to 300€+VAT.

The travel costs of the authorized technicians from and to the installation site of the Gensets are not covered by Tescom Hellas and they are paid by the customer.

In case that there is an **active maintenance contract**, the customer will be charged with the travel expenses of the authorized staff only.

In case of a damage within warranty period, it is necessary to notify TESCOM Hellas by emailing to [info@tescom-ups.gr](mailto:info@tescom-ups.gr), about the fault of the Genset, the serial number and the type of it and the serial number of its engine.

Any work, repair or replacement of parts under warranty does not renew the warranty period.

The necessary actions to repair the damage within warranty period are made only with the care of TESCOM Hellas.

There is no obligation other than those mentioned above.

#### OBLIGATIONS OF THE USER

The user is responsible for the following:

- For the propriate installation, connection, operation and maintenance of the Generator.

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*NOTE: All the above actions should only be done by **qualified electrical installers** as there is a high risk of **electric shock**.*

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- After the delivery of the product, and inside a 30days period the user of the Genset **must notify / inform** the technical department of TESCOM Hellas to schedule the start - up of the Genset by sending an authorized technician. In case the user does not provide Tescom Hellas information about the start-up date of the Genset, the start-up is automatically considered to have been done in maximum thirty days (30) after the delivery of the Genset to the user's premises.
- To **stop the operation** of the Generator and notify TESCOM Hellas as soon as the fault occurs and not to start the Generator again if the fault is not repaired or if it does not receive the relevant approval from TESCOM Hellas.
- To **cover the labor costs** occurred due to the removal and reinstallation of the Generator or the conversion of the existing installation.
- To **cover the costs and risk** of transporting the Generator to and from the authorized workshop of TESCOM Hellas.
- To **ensure** that the installation area of the Generator will be accessible by Tescom Hellas personnel and there will be easy access from all sides of the Gen Unit. Access to the Generator is at the responsibility of the buyer and must not endanger the safety of the technician who will carry out the repair work. In case

TESCOM Hellas decides that the safety of the technician who will repair the damage will be endangered, the user is responsible for transporting the Unit to a safe place.

- To **pay** any transportation or construction costs to achieve safe and appropriate access to the Generator.
- To **maintain** the Generator according to the instructions listed in the product manuals and use the only appropriate and quality fuel.
- In case of installation of the Genset, in an enclosed space, the user **should have installed** a ventilation system for the proper circulation of cooling air according to the manufacturer's instructions, as well as a system for the removal of exhaust gases in the environment.

### Restrictions

#### **The warranty does not cover the following:**

- Faults due to incorrect installation, connection or use of the Generator.
- Failures due to the use of inappropriate fuel, poor fuel quality or water in the fuel system.
- Faults caused by failure to comply with maintenance specifications in accordance with the manufacturer's instructions.
- Modifications or repairs of the Generator which are not approved in writing by TESCOM Hellas.
- Faults due to operation of the Generator with a load higher than normal or to conditions different from those mentioned in its construction specifications.
- Damage resulting from an accident, falling objects on the engine, parts breakage and blows from transport or during the installation of the Generator.
- Normal wear and tear. Wear / corrosion due to exposure to dust or exposure near the sea.
- Damage to components, covers, attached objects and accessories that are not part of the complex of the Generator supplied by the company.
- The factory batteries that come with the Generator.
- Engine corrosion from the use of non-approved antifreeze.
- The breakage of the engine by frost.
- Any damage (bodily accident, loss of income, damage to other machinery, objects, animals, etc.) or other damage, direct or indirect, incidental or consequential which may be caused due to damage to the Generator. It is limited solely to the repair of the damage to the Generator.
- Any change that may endanger the operator or the Generator itself, voids the warranty.

The courts of Athens are competent for any dispute resolution in matters relating to the guarantee of the Generator.