



MAXWATT WARRANTY PROCEDURES

WARRANTY INFORMATION

2 YEAR TRADE WARRANTY

This warranty is provided by Gentech Industries PTY LTD.

Express Warranty

Subject to the exclusions set out below, we warrant that this product will be free from defects in materials or workmanship for 24 months from the date of purchase.

The benefits conferred by this warranty are in addition to all rights and remedies which you may be entitled to under the Australian Consumer Law and any other statutory rights you may have under other applicable laws. This warranty does not exclude, restrict, or modify any such rights or remedies.

Warranty Exclusions

This express warranty does not apply where a defect or other issue with the product is caused by normal wear and tear, misuse or abuse of this product.

Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LIMITED WARRANTY POLICY:

"This is a **"walk in"** warranty policy and is limited to the range of generators specified herein". We recommend that you take the generator to the nearest service agent for assistance. Please visit www.maxwatt.com.au for more information.

To qualify for this warranty:

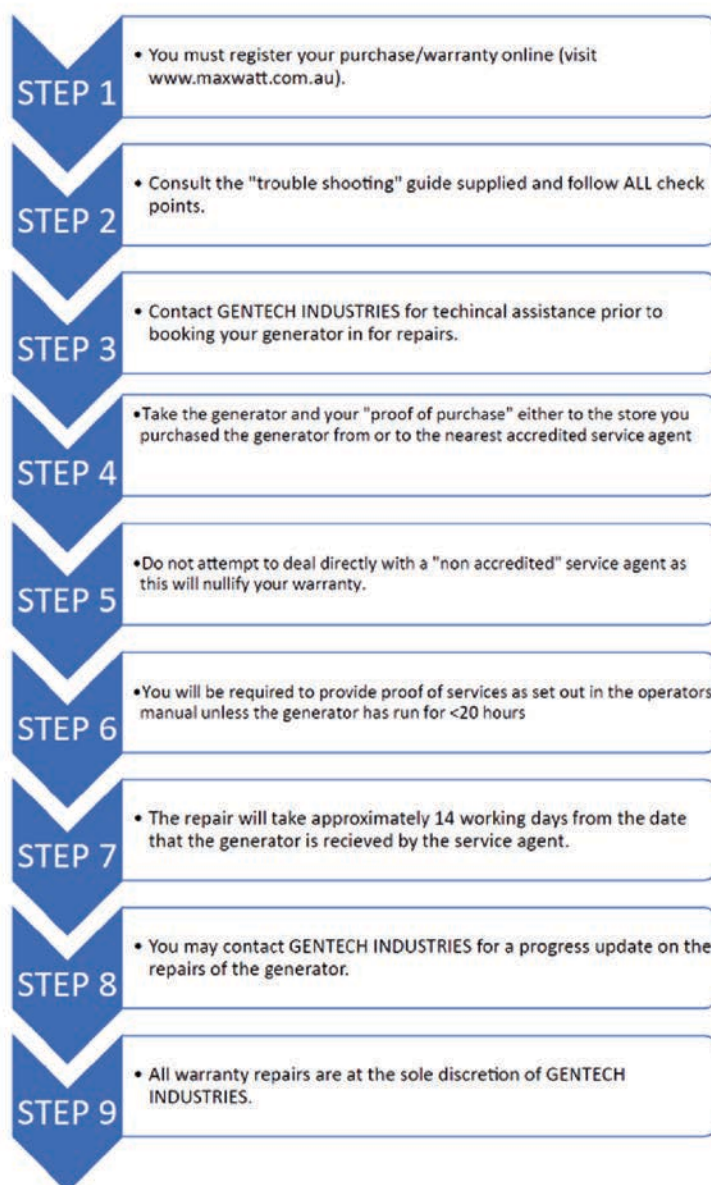
"The warranty applies to the first purchaser and each subsequent owner during the applicable warranty time period".

MAXWATT WARRANTY PROCEDURES

What the appointed Service Agent will repair or replace under warranty:

"The appointed Service Agent will repair or replace, at its sole discretion, any part that is proven to be defective in material or workmanship under normal use during the applicable warranty time period. Warranty repairs will be made without any charge for parts and labour. All parts replaced will be considered as part of the original product and the warranty on such parts will expire coincident with the original product warranty".

WARRANTY PROCEDURES:



MAXWATT WARRANTY PROCEDURES

BELOW IS A LIST OF GENERATORS THAT ARE COVERED UNDER THIS WARRANTY:

MODELS	WARRANTY PERIOD PRIVATE/RESIDENTIAL	WARRANTY PERIOD COMMERCIAL/RENTAL
MAXWATT ALL MODELS	24 months or 500 running hours which ever come first	24 months or 300 running hours which ever come first

EXCLUSIONS TO THIS LIMITED WARRANTY INCLUDE:

- Neglect in the periodic maintenance as specified in the owner's manual.
- Improper repairs or maintenance including any repairs and or maintenance carried out by a non-accredited service agent.
- Operating methods other than those indicated in the owner's manual.
- The use of non-genuine parts and or accessories other than those supplied by an accredited service agent.
- Normal wear and tear including but not limited to the fading of painted or plated surfaces.
- Consumable parts including but not limited to keys, spark plugs, fuel and oil filters, recoil starter ropes, wheels, lubricants, oil grease and fuel.
- Cleaning adjustments and normal periodic maintenance work including but not limited to cleaning of the battery, carburettor, engine oil, fuel tank and injectors.
- Over loading resulting in the damage of the AVR, circuit breaker, stator and rotor.
- Charging and proper maintenance of the battery.
- Correct preparation when using the generator for the first time as set out in the owner's manual.
- Fire damage as a result of but not limited to overloading, incorrect installation, incorrect re-fuelling and any other causes as set out in the owner's manual.
- Damage to any electronic and or electrical appliances connected to the generator.

MAXWATT WARRANTY PROCEDURES

BELOW IS A TABLE OF PARTS THAT ARE LIMITED BY THIS WARRANTY

PART	OUT OF BOX FAILURE	< 20 RUNNING HOURS
STATOR	*	
ROTOR	*	
CIRCUIT BREAKER	*	
AVR	*	
IGNITION COIL		*
SPARK PLUG		*
BATTERY		*
WHEELS AND AXLE		*
HANDLES		*
RECOIL STARTER		*

***NOTE:**

OUT OF BOX FAILURE REFERS TO A MACHINE THAT HAS RUN FOR < 20 MINUTES.

DISCLAIMER OF CONSEQUENTIAL DAMAGE AND LIMITATION OF IMPLIED WARRANTIES

Gentech Industries PTY LTD disclaims any responsibility for the loss of time or use of the product, transportation, commercial loss or any other incidental or consequential loss or damage. Any implied warranties are limited to the duration of this written limited warranty policy and procedures manual.

ONLINE ORDER RETURNS POLICY

If you believe an item is faulty, you may have rights to a remedy under the Australian Consumer Law. The Australian Consumer Law does recognize that the relevant time period may vary by product (or service) depending on the nature of the goods (or service), the price paid and any representations made about the goods (or service).

MAXWATT WARRANTY PROCEDURES

Where you believe an item is faulty, it may be necessary for us to send your goods to the manufacturer or their service agent for it to be assessed within a reasonable period of time.

If there is a major failure with the item, you may choose a refund, exchange or repair. If the failure is minor, we will repair the item (or, at our discretion, we may replace the item) within a reasonable time.

Where an item is damaged through misuse or abnormal use, the manufacturer cannot provide a refund, exchange or repair.

Gentech Industries PTY LTD require satisfactory proof of purchase before providing a remedy under the Australian Consumer Law.

DAMAGED IN TRANSIT

Please do not sign for the delivery of goods that are obviously damaged. If damage is only found upon unpacking then please contact the store that fulfilled your order as soon as possible. Store contact details can be found on your order confirmation email. They will then arrange for the goods to be collected and a refund or replacement item sent out to you. Alternatively, please take the items to your nearest store where they will be able to help you.

NOT AS ADVERTISED /INCORRECT ITEM

If your order arrives and it's not what you ordered, please contact either the store the order came from or on the online support team at customercare@maxwatt.com.au.

FAULTY PRODUCT

Please contact the store that fulfilled your order. Store contact details can be found on your order confirmation email. The store will need to assess whether the fault is a major or minor fault and will either arrange for the product to be repaired or replace. Some manufacturers require us to send fault items to them for assessment before we can give you a replacement.

CHANGE OF MIND

Changed your mind? Don't worry. You've got 30 days to get your order back to the store it was sent from and provided its un-used we'll give you a refund minus the costs of any shipping.

VALID RECEIPT

A copy of your in-store purchase receipt or online order confirmation email is required for any return. If returning your product to store, please ensure you take a copy with you.