

## LIMITED WARRANTY

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In order to take advantage of the MAKINEX limited warranty, you must have maintenance performed according to the schedule (contained in relevant owner's manual supplied with this product), by an authorised MAKINEX dealer or MAKINEX service technician. You are free to have your MAKINEX product serviced by any suitably qualified mechanic or electrician (depending on the mechanical or electrical requirement) and this will not affect your statutory warranties, however, failure by the owner to have the recommended servicing carried out by an authorised MAKINEX dealer/service technician means that you cannot take advantage of the MAKINEX limited warranty.

In order to ensure your safety, we strongly recommend that you only use an authorised MAKINEX dealer for servicing. Only authorised MAKINEX dealers have access to all the special tools, technical information, parts and training required to maintain your MAKINEX product in peak operating condition.

MAKINEX warrants each new Generator to be free from defects in material and workmanship under normal domestic and industrial use and service for the period specified below, conditional to the limitations and exclusions printed on this page. This warranty applies only to new MAKINEX generator distributed by us and by our authorised MAKINEX dealers.

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 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.

### **WARRANTY: (Ex-factory/ Reseller premise)**

MAKINEX warrants to the original purchaser:

- Frame and all Electrical components will be free of defects in material and workmanship for a period of one (1) year from the original date of purchase.
- Honda GX Engine is subject to (3) years warranty. Please see [www.hondapowerequipment.com.au](http://www.hondapowerequipment.com.au) for details.
- Kohler KD Engine is subject to (3) years or 2000 hours warranty.
- Hatz B Series Engine is subject to (2) years or 2000 hours warranty.
- 3 years warranty on RFL alternators

## **WARRANTY EXCLUSIONS**

This warranty does not cover the following repairs and equipment:

### **NORMAL WEAR**

Generator needs periodic parts and service to perform well. This warranty does not cover repair when normal use has exhausted the life of a part or the equipment as a whole.

### **INSTALLATION, USE AND MAINTENANCE**

This warranty will not apply to parts and/or labour if this generator is deemed to have been misused, neglected, involved in an accident, abused, loaded beyond the generator's limits, modified and installed improperly. Normal maintenance such as spark plugs, air filters, adjustments, fuel system cleaning and obstruction due to build-up is not covered by this warranty.

### **OTHER EXCLUSIONS**

This warranty excludes:

- Cosmetic defects such as paint, decals, etc.
- Wear items
- Accessory parts such as starting batteries, and storage covers.
- Failures due to acts of God and other force majeure events beyond the manufacturer's control.
- Problems caused by parts that are not original MAKINEX parts.

### **Responsibility of the consumer under this Limited Warranty:**

- Strict adherence to the maintenance checks and schedule with proof of scheduled maintenance service required by an authorised agent or qualified mechanic.
- Maintenance services are not covered under warranty.
- It is the consumer's responsibility to deliver the machine in question to our service premises or to the premises of our appointed agent at the consumer's expense for replacement or repair as applicable.

## **Claim Procedure:**

- Contact MAKINEX by phone or email informing us of your machines problem or defect.
- Once the extent of the claim has been assessed, we retain the right to compensate the consumer for such defect, or repair (parts & labour), or replace the machine under warranty.
- All warranties will be carried out by MAKINEX authorised staff or appointed agents at a premises to be determined by the Manufacturer.
- It is the responsibility (and cost) of MAKINEX or our appointed agent to return the machine to be repaired or replaced under warranty to the consumer- this is valid for domestic territories only (e.g. Australian units will be delivered within Australian territory, USA units will be delivered within USA territory and European units will be delivered within its designated country's territories).
- Where the specific warranty component (e.g. Engine) is under a Manufacturer's warranty other than MAKINEX (e.g. Honda, Hatz or Kohler etc.), the consumer can either contact MAKINEX or the applicable Manufacturer for repairs where such warranty was registered with that manufacturer at purchase.
- Warranty calls will only be carried out by our representatives and not via client's choice of repairer. We will not accept back charges for any work not carried out by our representatives, or accept any charges due to equipment being un-operational for any reason even during its warranty period.

## CONTACT INFORMATION

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For sales, service, warranty and part orders, please call

	SALES	SERVICE, SPARE PARTS & WARRANTY
<b>AUSTRALIA</b>	<p><b>TEL</b> +61 2 9460 8071</p> <p><b>FAX</b> +61 2 9439 9815</p> <p><b>EMAIL</b> <a href="mailto:sales@makinex.com.au">sales@makinex.com.au</a></p> <p><b>ADDRESS</b> 15 Waltham Street Artarmon NSW 2064</p>	<p><b>TEL</b> 1300 795 953 or +61 2 9460 8071</p> <p><b>EMAIL</b> <a href="mailto:service@makinex.com.au">service@makinex.com.au</a></p>
<b>USA</b>	<p><b>TEL</b> 855-625-4639</p> <p><b>EMAIL</b> <a href="mailto:sales@makinex.com">sales@makinex.com</a></p> <p><b>ADDRESS</b> 811 North Catalina Avenue Suite 1310 Redondo Beach CA 90277 USA</p>	<p><b>TEL</b> 855-625-4639</p> <p><b>EMAIL</b> <a href="mailto:service@makinex.com">service@makinex.com</a></p>
<b>EUROPE</b>	<p><b>TEL</b> +31 (0)6 24881203 or +31 (0)6 50841849</p> <p><b>EMAIL</b> <a href="mailto:info@mttools.eu">info@mttools.eu</a></p> <p><b>ADDRESS</b> Rietdijk 4 3994 AJ Houten The Netherlands</p>	<p><b>TEL</b> +31 (0)6 24881203 or +31 (0)6 50841849</p> <p><b>EMAIL</b> <a href="mailto:info@mttools.eu">info@mttools.eu</a></p>
<b>CHINA</b>	<p><b>TEL</b> 18951118278</p> <p><b>EMAIL</b> <a href="mailto:sales@makinex.com.cn">sales@makinex.com.cn</a></p> <p><b>ADDRESS</b> Suzhou Industrial Park Xinghai Street on the 16th Jinying Pioneering Park, 2nd Floor, Area C</p>	<p><b>TEL</b> 18951118278</p> <p><b>EMAIL</b> <a href="mailto:sales@makinex.com.cn">sales@makinex.com.cn</a></p>

**Or your nearest MAKINEX distributor**

We have very knowledgeable, experienced staff to assist you with help and advice.

