



Pramac Generac Australia Limited Warranty – Portable Generators

Petrol and Diesel Powered Portable Generating Set

This limited warranty applies to all PRAMAC branded – MES – ES – S – P – P inverter generating sets (hereinafter referred to as "Product").

This warranty covers any failures of the Product, under normal use and service, which result from a defect in material or factory workmanship.

Warranty Period:

RECREATIONAL PRIVATE USE

36 months or 225 operation hours, whichever occurs first.

COMMERCIAL USE

12 months or 500 operation hours, whichever occurs first.

For those models not equipped with an hour meter, 8 operation hours / day will be considered.

Pramac Generac Australia Responsibilities:

In the event of a failure of the Product during the warranty period due to defects in material or workmanship, Pramac Generac Australia will only be responsible for the following costs:

All parts and labour required to repair the Product.

Labour rate will be covered at a rate of \$75.00 / hr

Maintenance items that are contaminated or damaged by a warrantable failure.

NOTE: Engine & Alternator carry the manufacturer's warranty provisions and Pramac Australia must be guided by these during the warranty period provided by each manufacturer. Please contact the specific manufacturer regarding warranty for these items.

Warranty starts when end product user purchase the generator from an authorised dealer or retailer. Proof of purchase (invoice) required to be provided for warranty

PRAMAC GENERAC AUSTRALIA PTY LTD

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GENERAC®

Owner / Dealer Responsibilities:

The owner / dealer will be responsible for the following:

Correctly completing and returning a Pramac Australia Warranty claim form with invoice / proof of purchase, photos of the damaged unit / part/s.

Seek approval and warranty registration number from Pramac Generac Australia before commencing repairs/ incurring major costs / expenses.

Notifying Pramac Australia distributor or dealer within 30 days of the discovery of failure.

Installing, operating, commissioning and maintaining the Product in accordance with Pramac Australia's published policies and guidelines.

Providing evidence for date of purchase.

Incremental costs and expenses associated with Product removal and re-installation.

Costs associated with rental of generating sets used to replace the Product being repaired or any labour overtime and premium shipping requested by the owner.

All downtime expenses, fines, all applicable taxes, and other losses resulting from a warrantable failure.

Limitations:

This limited warranty does not cover Product failures resulting from: Inappropriate use relative to designated power rating.

Inappropriate use relative to application guidelines.

Limitations Continued:

Normal wear and tear.

Improper and/or unauthorised Installation. Negligence, accidents or misuse.

Lack of maintenance or unauthorised repair.

Non-compliance with any Pramac Generac Australia published guideline or policy. Use of improper or contaminated fuels, coolants or lubricants. Improper storage before and after commissioning.

Owner's delay in making Product available after notification of potential Product problem. Replacement parts and accessories not authorised by Pramac Generac Australia.

Owner or operator abuse or neglect such as:

Operation without adequate coolant or lubricants; over fuelling; over speeding; lack of maintenance to lubricating, cooling or air intake systems; late servicing and maintenance; improper storage, starting, warm-up, run-in or shutdown practices, or for progressive damage resulting from a defective shutdown or warning device.

Damage to parts, fixtures, housings, attachments and accessory items that are not part of the generating set. Unauthorized modifications of the unit.

A warrantable failure does not guarantee replacement of the complete unit if repair will return the unit to acceptable performance.

This limited warranty does not cover costs resulting from:

Difficulty in gaining access to the Product.

Damage to customer property.

Repair of cosmetic damage to enclosures.

Please contact your local authorized Pramac Generac Australia service provider for clarification concerning these limitations.

The Manufacturer reserves the right to make final decisions regarding the approval of warranty claims.

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