

Shortened warranty T's and C's

Extended warranty terms and conditions are provided upon request.

Service intervals - Please note this is a payable service

1st service 50 hours / 3 months - whichever comes first

2nd service 200 hours / 6 months - whichever comes first

3rd service 450 hours / 12 months - whichever comes first

Every 250 hours run time thereafter / 12 months – whichever comes first.

Failure to comply will result in the warranty being voided.

- The warranty period is 1000 hours run time or 12 months from date of delivery, whichever comes first.
- The generator must be installed by a qualified electrician and a copy of the COC must be provided to Deltagen upon installation.
- Engines and alternators have their own respective warranties from the agents with their own respective terms and conditions.
- Any and all alterations to the generator without written consent will render the warranty void in its totality.
- Warranty claims will be tended to during business hours only.
- Afterhours call outs will be billed to the customer.
- Travelling and accommodation will be for the customer's account outside of the greater Johannesburg, Pretoria and surrounding areas.
- There is absolutely no warranty on parts i.e., Battery chargers that work with external electricity i.e., Eskom.
- No parts will be replaced before it has been inspected by the manufacturer. If the customer wants the part replaced before the warranty inspection is completed, the customer will have to pay for the part in full until the warranty is either approved or declined.
- There is no diesel provided with the generator and is the customer's responsibility to fill the generator prior to use.
- When a warranty claim is submitted, the following must be provided:
 - Proof of purchase (Invoice or delivery note)
 - Serial number of the engine and alternator
 - Certificate of Compliance (COC)
 - Proof of service history
 - Photos and videos of the reported issue
 - Photo of the run hours of the generator
- All other warranty terms and conditions issued in full version

Please don't hesitate to get in if you have any questions.

Kind regards,

Boss Power Team,

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