

BOSS POWER GENERATOR END USER WARRANTY

Limited Warranty

The limited warranty for each generator will cover the parts and labour required to repair the generator. Travel outside of the greater Pretoria, Johannesburg and surrounding areas to site and the time taken to get to site will be for the customer's account. The warranty commences from the date of delivery or when the generator is collected from the factory. Boss Power warrants a generator for a period of 12 months or a 1000 running hours, whichever lapses first. Engine and alternators carry their own warranty terms and can be obtained from your sales consultant. This warranty is not transferable unless otherwise specified in writing from senior management of the company. The generator price is quoted ex works the factory, excluding delivery, diesel and installation of the generator.

Warranty call outs

Travel outside of the greater Johannesburg, greater Pretoria and surrounding areas will be invoiced at market related pricing.

Accommodation is for the customer's account. Should a technician be called out and the issue is not covered under warranty, a call out fee will be charged in arrears for the travel, labour and parts. Parts and labour will not be charged for, if the issue is deemed to be covered by warranty for any model generator. Our office hours are Mondays to Fridays 07:00 to 17:00, excluding public holidays. Warranty call outs will be tended to during business hours. Any warranty work required after hours will be for the customer's account.

What is covered?

The warranty covers the generator and all mechanical components.

The canopy of the generator is powder-coated mild-steel, preventative measures must be taken if installed near or in a coastal or heavy rainfall areas as well as highly humid areas. The warranty does not cover rust due to the environment or physical damage to the canopy. Alternatively, a stainless-steel enclosure and base tank can be provided at an additional cost.

Silent generators have sound attenuating properties to bring the noise level down to an extent, but is still considered an industrial machine with a noise level that may be disturbing in a residential area with a noise level of roughly 85 decibels. It is therefore the customer's responsibility to consider the position of the generator and the bylaws of the suburb. Boss Power does not take any responsibility if the customer has placed an order of the incorrect specification. Super silent generators are quoted upon request only and the noise is reduced with additional sound attenuation, but no guarantee is provided that the generator will fall within the bylaws of the customer's suburb's sound level bylaws.

Automatic Transfer Switches (ATS) and Manual changeover switches must be installed by a qualified electrician with completed certificate of compliance (COC) for the mechanical warranty to remain valid. Only mechanical parts on switchgears are warranted. Due to the unstable grid power supplied from Eskom, no electrical parts that functions with main/grid power is covered under warranty.

Parts that are covered under warranty will be submitted for a warranty claim with the manufacturer pending investigation. If parts need to be replaced immediately, the customer will have to pay for the parts upfront and credit can be claimed if the warranty is approved.

* Switchgears are sized according to the GENERATOR not the mains.

For your warranty to remain valid the following generator care needs to be conformed with as the generator owner:

1. Your generator needs to be serviced as per the schedule supplied. Maintenance of the generator is imperative and is the **responsibility of the owner** to book/schedule a service.
2. Only genuine parts can be used for servicing and repairs to the generator, by qualified service personnel whilst the generator is under warranty.
3. Proof of purchase and maintenance is required to log a warranty claim. A warranty claim form must be submitted with pictures.
4. The installation must be performed by a qualified electrician and a Certificate of Compliance (COC) must be issued to Boss Power upon installation within 7 days.
5. All installations must comply with the installation guidelines as per government regulation. The generator should be started and run at least once a month in order to keep the engine well lubricated internally.

What is not covered?

The warranty does not cover negligence or abuse of the generator. Consistent overloading of the generator places additional strain on the generator outside of normal operating conditions and can cause the generator to malfunction or damage to the AVR. Should the generator or transfer switch be connected incorrectly, and this causes damage to the generator in any way, this will not be covered by warranty. A generator in use must run between 50% and 70% of its rated capacity for optimal performance and longevity. The minimum required load on a continuous running basis on our generators are 40% of the rated capacity and the maximum is 75% of the rated capacity. Running the generator below the minimum or above the maximum continuous running capacity for extended periods of time will shorten the longevity of the engine and will compromise the warranty or might damage the engine to the extent that it needs to be rebuilt.

1. Battery chargers, controllers, the electronic components on an ATS, etc. (Any component that functions with or makes use of main/grid/municipal power)
2. Flat batteries
3. No Fuel or Airlocks from running out of fuel.
4. Damage to the fuel system if the engine has been run "dry" from fuel. Diesel serves as a lubricant to the fuel system as well as a cooling agent.
5. Electrical Breaker Down / Off
6. Electrical Installation issues (Including ATS, Manual Switch or communications cable).
7. Emergency stop button pushed in.
8. Overloading of the generator.
9. Issues arising from incorrect installation.
10. Imbalanced phases (3-phase installations)
11. Oil pressure senders if the generators are not serviced by Boss Power. Incorrect startup procedures after a service can rupture the oil pressure sender's diaphragm rendering it faulty.
12. Overheating of the generator due to poor ventilation, failure to check the coolant level or over loading.
13. Transport and accommodation out of our area of operation.
14. Transport of the generator to and from site in the event of a failure.
15. Transport of components in the event of a failure.
16. Crane trucks or gantry systems required to perform repairs.

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17. Incorrect procedures followed during maintenance resulting in failure.
18. Failure to conduct daily/weekly/monthly operational checks.
19. Failure to use genuine or OEM approved parts specified in writing from Boss Power.

3. Certificate of Compliance (COC) issued by your installer.
4. Proof of service history. (Job Cards)
5. Photos and videos of reported issue.
6. Photo of the run hours on the generator.

This information can be submitted to sales@bosspower.co.za.

Should a technician be dispatched, and the fault is not deemed to be covered by the warranty, a call out fee WILL BE CHARGED.

PLEASE NOTE: Technicians require access to all sides of the generator. Please ensure the technician has access to all sides to avoid additional labour charges or rescheduling of call outs at your expense.

Maintenance schedule

1 st service	50 hours / 3 months	Replace oil and oil filter only
2 nd service	200 hours / 6 months	Replace oil, oil filter, fuel filter and air filter (IF applicable)
3 rd service	450 hours / 12 months	Replace oil, oil filter, fuel filter and air filter (IF applicable)
After	Every 250 hours / 12 months	Replace oil, oil filter, fuel filter and air filter (IF applicable)

Service intervals are based on clean working conditions and are on a basis of whichever comes first.

Please note: This warranty information works in conjunction with our standard Terms and Conditions of sale and international warranties of the generator manufacturer such as Generac.

Replacement and loan generators

Boss Power does not offer replacement or loan generators whilst generators are being repaired. Boss Power will not be held responsible for costs incurred for alternative generators. Boss Power will not be held liable for financial loss due to a warranty claim. It is the customer's responsibility to make provisions or arrange for alternative power sources in the event of a failure. A generator is a mechanical machine and is not guaranteed to work 100% all the time. The warranty imposes that a reliable time frame is allowed for repairs to be done, considering parts availability and geographical location of the generator. All efforts are made to repair generators within a reasonable amount of time.

Warranty claims Process

All warranty claims need to be submitted in writing with supporting documentation, photographs and/or videos. Whatever is required from the support personnel to process the claim.

On receipt of the information, the claim will be assessed. Should approval be required from a manufacturer or external supplier, this will be submitted. This process can take up to 21 business days to be completed.

In order to start a warranty claim, please submit the following information:

1. Proof of Purchase (Invoice or Delivery Note)
2. Serial number of the product.