


**READ AND UNDERSTAND
OPERATION AND
MAINTENANCE MANUAL
BEFORE OPERATING
THE GENERATOR SET**



7 WARRANTY

Duration

This warranty applies to new Teksan Diesel Generator Sets to be free from defects in material and workmanship in production for 12 months or 500 hours from the date of delivery to first user (which occurs first). Warranty period is limited by 15 months from the date of shipment ex-works Teksan.

Teksan Responsibilities

If a defect in material or workmanship is found during the warranty period (provided that Buyer/Owner has fulfilled its due contractual obligations), Teksan Generator will, during normal working hours and through a place of business of a Teksan Dealer or other source approved by Teksan:

- Replace or repair the defective parts, at Teksan's discretion
- Provide for reasonable repair costs to correct the defect as agreed with Teksan
- Provide for the cost of oil and filters which are made unusable by the defect

Teksan either will dispatch parts to the Buyer/Owner free or to repair at the factory or on site. If the repair is decided to perform at the factory by Teksan, the Buyer/Owner is responsible to disconnect the product from and reconnect the product to its attached equipment, mounting and supporting systems as well as transporting the product from the site to the factory and from factory to the site.

If the repair is decided to perform at site, travel expenses are not covered by Teksan.

Parts of complete products replaced will become the property of Teksan and they shall be forwarded to Teksan (if requested), carriage-paid by Buyer/Owner.

Any parts repaired or replaced shall be under warranty, until the original warranty period for the diesel generator set expires.


Buyer/Owner Responsibilities

- Buyer/Owner should install, operate and maintain the generator set in accordance with the maintenance and operation, diesel engine and alternator handbooks supplied with the genset. If these books are lost, Buyer/Owner is responsible to provide those books. In case of failures occurred due to not respecting to these books, the warranty will be invalid.
- Commissioning approval and start-up process should be made by Teksan dealers or its authorized representatives.
- Giving timely notice of a warrantable failure and making the equipment available for repair as the defect has become apparent.
- Accepting the Teksan's sole judgment as to whether the faulty is under warranty coverage or not.
- Any costs of investigations, unless a defect is accepted by Teksan as a warranty claim.
- Any costs in excess of the purchase price of the genset.
- Other miscellaneous costs such as courier, travel, mileage, lodging, taxes, telephone calls, overtime, etc.
- Buyer/Owner has the right of searching and asking for the ID card from the staff appointed for technical service.
- Disconnecting/Reconnecting the product from/to its attached equipment, mounting and support systems as well as to transport the product from the site to the factory and from factory to the site.
- Sufficient amount of lubricating oil, coolant or additives with specifications specified in the Maintenance and Operation Handbook should be used. In case of using lubricating oil and coolant that lost property or dirty or with different specifications and standards, warranty will be invalid.
- After Teksan's transportation responsibility (as stated in contract) is finished, transportation, loading and unloading is under Buyer/Owner's responsibility. The possible damages during these processes are not under the warranty coverage.





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- The storage of the generator set during the time between the delivery or commissioning date and the first start-up date of the generator set. If this duration is longer than 3 months, then storage must be done with respect to storage principals as indicated in the Maintenance and Operation Handbook.
- Generator set control unit should be programmed, set or changed under Teksan approval.
- Run and stop the generator set stated as in the maintenance and operation handbook. Do not run or stop the generator set under load. This may damage engine valves and its components, alternator exciter windings, rotating diodes, suppressor and voltage regulator card.
- Commissioning approval is only valid for installation location. If the position of the generator set is desired to be changed, Teksan dealer or authorized representatives should be informed.
- Original spare parts and consumable items (oil, fuel, filter, belt etc.) approved by Teksan should be used.
- Completing any outstanding payments for the purchase of equipment, parts or services relating to the equipment under warranty.


Limitations

The warranty does not cover;

- Periodical maintenance, controls and settings should be made strictly according to maintenance and operation handbooks.
- Any interference to generator set by people not confirmed by Teksan.
- Any failures resulting from abuse, neglect and/or improper repair.
- Any failures resulting from Buyer/Owner's delay making the product available after being notified of a potential product problem.
- Normal wear, the spare parts that should be changed and consumable items such as lubricating oil, filters, coolant, V-belt, injector nozzles etc.
- Any failures in batteries or failures resulted from batteries.
- Any failures resulted from using biodiesel, JP4, JP8, sub-kerosene fuel, fuel-oil, benzene, etc. and additionally dirty, water mixed, with chemical additives. Diesel fuel, specified in the handbooks should be used for the diesel generator sets.
- Any failures resulted from batteries which are deformed, broken, and lost its function of being kept in uncharged state or overcharging.
- Any failures resulted from modifications and additions on Control panel systems – manual, automatic, synchronization panels, transfer panels, equipments, etc. – These are should be made by Teksan or authorized representatives.
- Any failures of switching devices resulted from high current, low or high voltage due to the fact that generator transfer panel is made suitable to generator output rating – contactor, motor circuit breaker - etc.
- Any failures resulted from erasing, removing or changing of the labels belonging to Generator Set.
- Any failures resulted from under no-load or low load as indicated in Maintenance and Operation handbook.
- Any failures resulted from operating the generator set in different operation mode, loads greater than rated power as stated on its label (Standby) and unbalanced load.
- Any failures emerged after warranty period expiration date will not be considered under warranty coverage.
- Any failures resulted from act of god, earthquake, snowstorm, avalanche, fire, flood or mains electricity are not under warranty coverage.





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* In no event will Teksan be liable for loss of use, loss of profits, loss of or damage to other property, inconvenience, commercial loss or other special, incidental or consequential damages whatsoever.

* Any warranty of fitness for purpose shall not be effective unless explicitly confirmed by Teksan in writing. In case of an express confirmation of fitness for purpose, the provisions above shall apply accordingly.

Claim Submissions

Warranty service requests should be claimed to Teksan dealer or authorized representative who made commissioning process.

Buyer/Owner has to report failure without delay by “Warranty Claim Form” given in the documentation with the delivery of generator set. This form has to be filled in right way completely. Especially, genset model, serial numbers, engine running hours, description of the faulty, comments about the failure and defective parts information should be supplied. Additionally, sufficient pictures of the failure should be sent.

Any required operations in purpose of correcting the failure should be done after the approval of Teksan in writing.

Warranty claims must be done in 5 working days from date of failure.

If requested, Buyer/Owner is responsible to present all kind of documents to prove the validity of the warranty period.

DIESEL GENERATOR SET			
GENSET MODEL		GENSET S. NO	
ENGINE MODEL		ENGINE S. NO	
ALTERNATOR MODEL		ALTERNATOR S. NO	
DEALER'S			
NAME			
ADDRESS			
TOWN		COUNTRY	
TELEPHONE		FAX	
INVOICE NUMBER		DATE AND STAMP	
INVOICE DATE			
OWNER'S			
NAME			
ADDRESS			
TOWN		COUNTRY	
TELEPHONE		FAX	
E-MAIL			
DELIVERY PLACE		DATE AND STAMP	
DELIVERY DATE			

