

## **SERVICE WARRANTY TERMS & CONDITIONS**

*(Please make sure to read and understand the Operations and Maintenance Manual before operating the generator set.)*

This warranty applies to NEW Dunamis Power Diesel Generator Sets.

### **COVERAGE**

This warranty is effective on the date of delivery for a period of (12) twelve months or 1000 running hours from date of delivery, whichever comes first.

### **DUNAMIS POWER RESPONSIBILITIES**

In the event that a defect in material(s) or workmanship is found within the warranty period (provided that the Buyer has fulfilled the terms and conditions of sale), DUNAMIS POWER (during its business hours) will:

1. Provide a technician on Buyer's site to assess the generator set;
2. Replace or repair the defective part(s) free of charge; and/or
3. Provide a replacement for the filters that have been found unusable because of the defect, if any.

Service or repair should only be done at Dunamis Service Center at #669 Quezon Avenue, Brgy. Sto. Domingo, Quezon City, unless otherwise requested by the Buyer that the service be done in their location. For services outside Dunamis Service Center, Transportation of the technician, at Dunamis Power's expense, to the location of the generator set, provided that the location is within 70-80 km from Dunamis Powers' headquarters, including but not limited to: Quezon City, Marikina, Pasay City, Manila, Mandaluyong, Pasig, Makati City and some parts of Paranaque, etc. Otherwise, transportation and an "OUTSIDE METRO MANILA FEE" of the technician is at Buyer's expense.

Upon the receipt of the call or request of the Buyer regarding a defect of the unit or request for a service, service will be scheduled for a minimum of one (1) day or maximum of 45 days.

Service or repair will be performed only after the technician's initial assessment, and upon verbal approval from DUNAMIS POWER. If the replacement part(s) is not available at the time of the service, the part(s) will be ordered and the service will be re-scheduled.

Assessment of Dunamis technicians must be respected. In case the Buyer imposes his own assessment, problems, damages, which may not be acknowledge by Dunamis Technician's assessment, delay in the operation and delay of service is not shouldered by Dunamis.

In the event that the Buyer has a preferred technician other than the one provided by Dunamis Power, Dunamis Power may also leave or send the replacement part(s) to the Buyer free of charge. *However, any damage, directly or indirectly to the generator set resulting from said replacement or repair, voids this warranty.*

Any and all parts replaced due to a defect in material or workmanship becomes the property of Dunamis Power and as such, shall be released to Dunamis on the day work is completed.

All other maintenance performed or parts replaced at the request of the Buyer other than what is specified in the assessment will be performed at the Buyer's expense, including cost of parts, labor, incidentals and applicable taxes.

It is buyer's responsibility to check the generator set/item before delivery. Delivered units with repairable defects are only subject for repair and not for immediate replacement.

Replacement of unit is only allowable if defects encountered were irreparable, provided that there were no alterations made in the engine, canopy or any other parts and that the defective unit has not been used in

excess of 4 running hours, otherwise, charges may incur. For delivered units with such irreparable defect, it is the buyer's responsibility to return the unit to DUNAMIS POWER Service Center (Mobilization and other expenses will NOT be shouldered by Dunamis). To avoid this, please check the units before delivery.

### **BUYER'S RESPONSIBILITIES**

1. Buyer must check the generator set purchased before dispatch / delivery. Delivered units with defect will not be replaced by Dunamis Power not unless considered irreparable.
2. Buyer should install, operate and maintain the generator set in accordance with the maintenance and operation, diesel engine and alternator handbooks provided by the factory. Any damage, directly or indirectly to the generator set as a result from improper installation, irresponsible operation, and/or non-maintenance of the generator set in accordance with the handbooks, said replacement or re pair, will no longer be covered under this warranty.
3. It is the Buyer's responsibility to keep the handbooks in a safe place.
4. Buyer must inform Dunamis Power about said generator failure within 24-48 hours from occurrence. We are open Monday's through Saturday's, 9:00am- 6:00pm. Operation / continuous usage of the generator set despite the occurrence of failure or any problem voids this warranty.
5. Buyer must make the generator set available for Dunamis Power technician's assessment, part(s) replacement and/or repair.
6. Buyer must allow Dunamis Power technician's to conduct the assessment, part(s) replacement and/or repair at the location of the generator set.
7. Dunamis Power provides highly trained technicians and as such, Buyer must respect our technician's assessment of the issue.
8. For a service to be attended by a Dunamis Power technician outside Metro Manila, Buyer must shoulder the transportation fees, accommodation and an "OUTSIDE METRO MANILA FEE" of Php500/day. No booked ticket for the technician, no service.
9. Buyer must prepare the generator set for service one (1) hour prior to Dunamis Power technician's arrival. Preparation may include disconnecting/reconnecting the generator set to and from other equipments, and/or other business support systems.
10. In case of cancellation of the service scheduled, Buyer should notify about the said cancellation one (1) day prior to the agreed date of service otherwise, testing & commissioning, troubleshooting and other services, under warranty or not, will incur additional charges.
11. In cases when the needed part(s) for replacement or repair is not covered under this warranty, it is the Buyers responsibility to cover cost of said part(s), labor, handling fee, incidentals, applicable taxes, including but not limited to, courier, plane fare, gas/mileage, lodging, telephone calls, whichever is applicable. A detailed list of expenses will be provided to the Buyer in 5-30 business days following the service call, in case of unavailability of part(s), an estimate of 30-120 business days (or more) of arrival upon order of the said part(s) shall be considered.
12. For any recommended service or repair, Buyer must give Dunamis Power a minimum of one (1) day, maximum of ninety (120) working days for completion of service or repair, to ensure the quality of service, (for major repair, duration of work may be longer).
13. Dunamis Power doesn't guarantee a 100% repair on the serviced unit the first time the technician has attended to it. If further repair has to be made on the unit, all expenses incurred will be at Buyer's Expense.

14. Mobilization for replacement of parts and service is at Buyer's expense.
15. All other maintenance performed or parts replaced at the request of the Buyer other than what is specified in the assessment will be performed at the Buyer's expense, including cost of parts, labor, incidentals and applicable taxes.
16. Regardless of the duration of the service, Buyer must shoulder all expenses – transportation, accommodation, allowance per day – incurred by the technician
17. Transportation of the technician, at Dunamis Power's expense, to the location of the generator set, provided that the location is within 70-80 km from Dunamis Power headquarters, including but not limited to: Quezon City, Marikina, Pasay City, Manila, Mandaluyong, Pasig, Makati City and some parts of Paranaque. Otherwise, transportation of the technician is at Buyer's expense.
18. Parts and consumable items must only be purchased from Dunamis Power. Any damage, directly or indirectly to the generator set as a result of purchasing parts and consumable items outside Dunamis, voids this warranty.
19. Buyer shall completely payoff any and all outstanding balances for the purchase of equipments, parts or services relating to the generator set under warranty. Unpaid balance or refusal to pay for such will void the warranty.

### **LIMITATIONS**

This warranty does not cover:

1. Periodic maintenance.
2. Any failure(s) that resulted from improper installation, irresponsible operation, incorrect or non-maintenance of the generator set, including but not limited to, repairs conducted by technicians other than those authorized by Dunamis Power.
3. Any failure(s) that resulted from Buyer/Owner's delay in making the generator set available for assessment after informing Dunamis Power of the issue.
4. Any failure(s) that resulted from operation / usage of the generator set despite the occurrence of failure which may or may not founded warrantable.
5. Normal wear and tear and electricals of the generator set, including but not limited to, parts like batteries, wires, AVR, and other consumable items like lubricating oil, oil/water sender, filters, coolant, flat and/ or v-belt, fan, injector nozzles.
6. Any failure(s) that resulted from using biodiesel, JP4, JP8, sub-kerosene fuel, fuel-oil, benzene and additionally, dirty and/or water mixed with chemical additives.
7. Any failure(s) that resulted from batteries which are either deformed, broken, uncharged, low charged and/or over charged.
8. Any failure(s) that resulted from changes, modifications and additions to the Control Panel System—These changes, modifications and additions should only be made by technicians authorized by Dunamis Power. A service fee will be assessed.
9. Any failure(s) that resulted from automatic transfer switches, double-throw / manual transfer switches, Synchronizing Panel, phase rotation and wiring fault.
10. Any failure(s) that resulted from removing or changing of the labels of the generator set.
11. Any failure(s) that resulted from no-load, low load or over-load as indicated in the maintenance and operation handbook.
12. Any failure(s) that resulted from operating the generator set that's different from its standard operation mode. Example: The load is greater than the rated power as indicated on the label (Standby) and therefore, performs an unbalanced load.
13. Any failure(s) that emerged after the warranty period expiration date.
14. Any failure(s) that resulted from act of God, earthquake, storm, snowstorm, avalanche, fire, flood or complete electric power loss.