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## Powerlink Warranty Policy

This Warranty Policy (**the Policy**) is provided by Powerlink Machine (Australia) Pty Ltd (ACN 130 018 361) (**Powerlink**) and covers some defects and quality issues that arise from faults in material or components in our products (**Product**). Any valid warranties claimed under this policy will be carried out by Powerlink's After-Sales Service Department, using genuine Powerlink approved parts.

### 1. Warranty Period

The warranty period for the Products comes into effect from the date of delivery to the distributor. No warranty will be provided upon the expiry of the earliest of the 'Hours of Operation/Time Period (Months)/Time elapsed from Dispatch from Powerlink (Months)' events (**Relevant Period**). Any faults outside of the Relevant Period will not be covered under the Policy.

Rating	Hours of Operation/Time Period (Months)	Time elapsed from Dispatch from Powerlink (Months)
Continuous Power	2000 hrs or 12 months whichever comes first	18
Prime Power	2000 hrs or 12 months whichever comes first	18
Limited-Time Running Power	500 hrs or 24 months whichever comes first	27

For example, with Continuous Power, the Relevant Period will be the earliest of:

- 2000 hours of use; OR
- Twelve (12) months from first use; OR
- Eighteen (18) months from dispatch from PowerLink.

### 2. PowerLink Responsibilities

Powerlink will provide warranty for the Relevant Period, from the date of delivery. Powerlink shall provide the approved spare parts (whether new or remanufactured) to the customer provided that the Warranty Claim Form is fully completed and submitted, and it is approved by Powerlink (please refer to the Warranty Claim heading below). All costs related to the repair or travel arising from a valid repair will be met by Powerlink or it's approved agent(s).

In some circumstances where a failure of a Product is due to a fault in design, materials/components, or any workmanship defects bound in the bulk of Products, Powerlink shall assess the validity of such failure(s) and, if a repair cost is deemed necessary at Powerlink's sole discretion, shall make reimbursement for such costs.

All of Powerlink's Engines and Alternators have their own Global Warranty Policies (**Global Warranty**). Users of these products must first contact their local agent for all warranty enquiries.

Provided that any replacement spare parts are approved by Powerlink (**Approved Parts**), a warranty period of six (6) months will apply for these Approved Parts, calculated from when the Approved Parts are installed. In the event that any of the parts are not Approved Parts, no warranty will be applicable.

### 3. End User/Distributor Responsibilities

The person(s) who operate the Products (**User**) must install, run and maintain the Products as per their included instruction manual. These User responsibilities include but are not limited to the following items that can be found in their manual:

- a) Users must create a correct maintenance plan;
- b) Users must ensure that service of the Product is performed on time and accurate service records are maintained;
- c) Users must ensure that they employ the correct service procedure when replacing original parts with Approved Parts;
- d) Users must use approved quality fuel, lubricating oil and coolant, according to the manufacturer's specifications at all times; and
- e) Users must report any and all defects and other signs of failure to Powerlink as soon as practicable and cease using the Product until further notice from Powerlink.

### 4. Warranty not covered under this Policy

If there are any defect(s) or failure(s) that arise from incorrect usage, installation, or repair by the User (**Incorrect Use**), no warranty will apply. Incorrect Use includes but not limited to the following:

- a) When the User uses the Product outside of the relevant Warranty Period;
- b) Damage is caused by any accidents in or around the Product;
- c) The User replaces part(s) with any that are not Approved Parts;
- d) Damage is caused as a result of regular maintenance not being performed;
- e) Damage is caused by any use not allowed in the instructional manual;
- f) Damage is caused by any repairs not approved by Powerlink;
- g) Damage is caused by excessive exposure to corrosive or saline environments;

### 5. No Warranty for Wear and Tear

No warranty will be available under this Policy for any regular wear and tear in Products, which will be determined at the sole discretion of Powerlink.

### 6. How to make a Warranty Claim

Users must identify if there is a defect in the engine or in any other component as per their instructional manual.

If there is a defect in the engine or alternator, Users must refer to the relevant Global Warranty and speak with their local agent if available (for example, Cummins, Perkins, MTU or Kubota). Users must then fill in a Warranty Claim form (**Claim Form**).

UNDER NO CIRCUMSTANCES MAY THE USER DISASSEMBLE THE ENGINE – any such disassembly will void warranty.

In the event that the said agent refuses or is otherwise unable to complete repair(s) under the Global Warranty, Powerlink will contact our suppliers to ensure that the said agent provides the correct level of after-care that is necessary. The User must then complete a Powerlink Claim Form and send it to [service.au@powerlinkworld.com.au](mailto:service.au@powerlinkworld.com.au), with detailed photos of the fault and any related faulty parts. Powerlink's After-Sales Service department will then provide the necessary level of support.

For any parts defects, the User must complete a Powerlink Claim Form and send it to [service.au@powerlinkworld.com.au](mailto:service.au@powerlinkworld.com.au), with detailed photos of the fault and any related faulty parts. Powerlink's After-Sales Service department will then provide the necessary level of support.

When complete a Powerlink Claim Form, Users must provide as much detail as possible including but not limited to the following information:

- a) Serial number;
- b) Generator model;
- c) Operating hours; and
- d) Detailed fault description,

In addition to clear photographs of the following:

- a) Faulty part or faulty areas;
- b) Operation hours on the control panel;
- c) PowerLink name plate;
- d) Engine or Alternator name plate (if the faulty parts are on the Engine or Alternator); and
- e) Photos of the faulty part ID number plate if one can be found.

#### 7. Consumer guarantees within Australia

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- a) to cancel your service contract with us; and
- b) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled

to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

For avoidance of doubt, the consumer guarantees provided under Australian Consumer Law do not apply in any jurisdiction outside of the Commonwealth of Australia.