



Warranty

(Product Disclosure Statement, PDS)

36 months or 2,000 service hours

For Shindaiwa manufactured Mobile Generators and Welders

Please see Engine manufacturers warranty in section 3.1 of this document*



Introduction:

Thankyou for purchasing a quality Shindaiwa® product that has been designed to the highest standards and manufactured using quality componentry. The purpose of this document is to identify what is covered by warranty within each section, please retain a copy of this document and original invoice for warranty verification at your nearest approved Shindaiwa® dealer or service agent.

1. Object of Warranty

The Shindaiwa® authorised dealer _____ (Warrantor) grants the subsequent Warranty to the first client of the machine with the Model: _____ Serial number: _____ Date: _____ Expires: _____ (Warranty).

The Warrantor warrants the material used for the production of the machine to be of perfect quality, and the machine to be of proper and expert workmanship for a minimum period of 12 months and up to 36 months or 2,000 hours' standard warranty, subsequent owners or users shall not be entitled.

2. Warranty Period

The Warranty shall last a minimum period of 12 months / 1,000 hours*, **36** months upon delivery to the Warranty by the Warrantor, or for the first **2,000** service hours, whichever case occurs first from date of sale.

Warranty claims shall be governed solely by Shindaiwa's applicable general Warranty Guidelines.

Warranty claims for spare parts shall be governed solely by Shindaiwa's applicable general Warranty Guidelines

3. Scope of Warranty

The Warranty includes the following product components of the basic machine only.

3.1 Diesel engine

Engine block, crankshaft, main bearing and rotary shaft lip seal, pistons, piston rings, connecting rods, connecting rod bearings, flywheel, flywheel housing, control gears with housing, cylinder head, valve seat, valves, valve springs, rocker arms, camshaft, push rods, electric fuel pump, high-pressure injection line, injection pump, intake and exhaust system, air-filter housing, exhaust gas recirculation valve, exhaust gas turbocharger, oil pan, oil pump, engine-oil pressure switch, engine oil cooler, fan, pulley, V-belt tensioner, water pump, thermostat.

Oil pressure- temperature sensors, engine bearing, engine suspension, speed control, radiator with coolant hoses, fuel tank, fuel lines, engine-oil lines.

3.1 Diesel engine Continued)

- a) Kubota fitted engines come with 2 years / 2,000 hours whichever occurs first
- b) ISUZU fitted engines come with 1 year / 1,000 hours whichever occurs first
- c) All components are per engine manufacturers standard warranty policy

3.2. Generator

Rotor, Exciter Rotor, Stator, Exciter Stator, generator housing

3.3 Welder

Operator console, welding terminals, com switches

3.4 Electrical system

Starter, alternator, voltage regulator, indicating instrument, tank sensor, switches, wiper motor, sensors, ECU, wiring harnesses, electric controls, printed circuit board, reactor, rectifier, thyristor, earth leakage circuit breakers, main breakers, VRD (Voltage Reduction Device)

3.5 Chassis and other components

Chassis, undercarriage, body parts, control panel doors and hinges

If a defect occurs during the warranty period, the Warrantor shall either repair the defective product (the defective product component), or replace it by a new product (a new product component) at his own discretion.

4. Implementation of Warranty

Prerequisites for the implementation of the Warranty:

- The machine must be serviced by the Warrantor according to the manufacturer's recommendations as instructed in the Operator's manual.
- The machine must be used according to the Operator's Manual download from www.shindaiwa.com.au
- Proof must be furnished that the defect already existed at the time of delivery, and that the defect is due to a defect in material or production
- The Warrantor must be immediately informed in writing of the defect.

5. Damage not Covered by the Warranty

The Warranty does not cover

- Damage caused by negligence, misuse, abuse or lack of maintenance
- Damage caused by modifications and/or alterations to the machine that are not in compliance with the manufacturer's specifications
- Damage caused by the imposition of abnormal conditions, directly or indirectly resulting from testing, intentional overloading or experiments
- Damage caused by continued operation of the machine in spite of lack of necessary coolants or lubricants.
- Damage caused by fuel contamination
- Any damage to loads picked up during lifting gear operation (whether authorised or not)
- Storage costs, waste disposal fees and taxes
- Damage caused to ground-engaging parts of the machine, and normal wear and maintenance parts such as fuses, switches, glow plugs, trims, insulating mats, toothed belts, V-belts, batteries, hose connections, but also all other non-metallic parts, fuel filters, coolant, lubricants and operating media, catalytic converters, particulate-soot filters, other operating media, paint, light, welding material, door handles, locks and hinges, handles, operating lights, backup warning system, water filters, fuel filters, air filters, sealing strips
- Damage caused by continued operation if not all reasonable measures have been taken to protect the machine against further damage after a mechanical breakdown or failure has occurred
- Any wastage of material, wearing away or wearing out of any part of the machine caused by or resulting from normal usage, rust, other deposits, erosion, corrosion, cavitation, or damage due to chemical or atmospheric conditions, or other scratching of painted or polished surfaces, and/or other environmental conditions, as well as slowly developing deformation, distortion, cracks, laminations, flaws or grooves, or the repairing of defective pipe and hose connections or other defective connections or seams
- Any legal liability of whatsoever nature
- Damage caused to a component covered by the Contract that is caused by the failure of a component that is not covered
- Minor adaptations and adjustments
- Damage due to wear-and-tear, caused to a part that is covered
- Damage (fusion) due to electrical overload of the machine's components exceeding the maximum rated limits or cross connection
- Damage or failure to any associated auxiliary equipment, including consequential damages.

- Costs for machine downtimes in connection with the availability of spare parts or deadlines for the execution of an order
- Travel time to and from machine location
- Consequential damage caused by seepage and/or contamination and/or pollution of land, water or air, however and wherever occurring, whether or not caused by or resulting from use of the machine, or from steps or measures taken in connection with the avoidance, prevention, elimination, mitigation, clean up or removal of such seepage, contamination and/or pollution
- Damage in transit
- Damage caused by external factors (especially accident) or natural disasters
- Damage which does not affect the machine's function and which requires unreasonable expenses for rectification
- Any consequential damages (especially transport and salvaging costs, costs for downtimes and replacement equipment, out-of-pocket expenses, hotel costs and bonuses, such as bonuses for work at increased heights or in dusty environment)

6. Forfeiture of Warranty Claims

The Warranty shall not be able to make any claims on the basis of or in the following cases:

- Damage caused by not operating or servicing the machine in accordance with the manufacturer's recommendations
- Damage caused by tampering with the machine or carrying out modifications on it (if not authorised in writing by the manufacturer)
- Damage caused by using lubricants or spare parts which have not been released by the manufacturer
- Damage caused by using attachments or accessories which have not been released by the manufacturer
- Damage caused by using the machine in aggressive environment
- Damage caused by removing security / tamper seals
- When there is evidence that for more than 1 (one) month or 100 (one hundred) service hours, the hour meter has been out of operation or altered so that the true usage of the machine cannot be verified
- If evidence of tampering with hour meter or service log records is found
- Any costs for which verifiable proof cannot be furnished on request.

7. Handling of Warranty Cases



Should Warranty become operative, the Warrantor shall either repair the defective product (the defective product component), or replace it by a new product (a new product component) at his own discretion.

The following conditions shall apply:

- The intent of this Warranty Extension is not to restore the product to a like-new condition, but rather to restore the product to its operating condition just prior to the damage covered by Warranty Extension.
- Upon noticing a breakdown or failure, the machine must be protected against further damage whether this damage is covered or not. Any other damage caused by machine operation in connection with the original breakdowns or failures is not covered.
- If the repair costs exceed \$500 (five hundred AUD), adequate photographic evidence of the damage on the affected parts must be provided. If the repair costs exceed \$1,000 (one thousand dollars AUD), contact Shindaiwa Generators and Welders before carrying out repairs. Failure to pre-notify will disqualify the warranty claim.
- All repairs shall be carried out by the Warrantor's trained staff and by using original Shindaiwa® spare parts and filters. The Warrantor shall carry out all inspections and diagnoses recommended by the manufacturer for the entire machine.
- The Warrantor shall inform the Warranty's operating and servicing staff on compliance with the measures and lubricants required for servicing and maintenance, as stated in the Operator's Manuals.
- The Warranty shall make the machine accessible to the Warrantor during the normal working hours for possible repairs and inspections under Warranty.
- The Warranty shall apply to reimbursement in accordance with Shindaiwa's Warranty Guidelines in force. Any other costs, such as those incurred for setting the engine and the electrical system, for carrying out maintenance etc., shall be at the Warranty's expense.
- The permanent and correct use of the hour meter shall be ensured. Upon failure of the hour meter, the service hours logged shall be reported to Shindaiwa's authorised dealer who will put the data on record.
- Prior to the delivery of the machine to the final customer, Shindaiwa's authorised dealer shall sign a maintenance agreement with the customer covering the period of the Warranty. The maintenance agreement shall ensure that, during the warranty period, all service intervals required according to the Operator's Manual will be carried out by duly authorised technical staff using original Shindaiwa® spare parts. Excluded there from are the daily and weekly checks required according to the Operator's Manual, which have to be carried out by the user.

How to make a claim

If a defect in an any Goods becomes apparent, an owner/operator must do the following things to make a valid claim under this warranty:

1. Immediately contact your Authorised Dealer and notify them of the defect as well as provide any other relevant information;
2. Arrange to have the Goods delivered immediately to an Authorised Dealer as advised by them
3. If necessary, use all reasonable means to protect the Goods from further damage once the defect becomes apparent until it is delivered;
4. Delivering Goods to an Authorised Dealer is the responsibility of the owner/operator;
5. Any costs incurred by an owner/operator in delivering the Goods to an Authorised Dealer are not covered under this warranty, and;
6. Only approved warranty repairs or any other works carried out by an Authorised Dealer as authorised by Shindaiwa® are free of charge.

Shindaiwa® Welders and Generators can be contacted on 1800 SHINDAIWA or emailed at service@shindaiwa.com.au

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