



Genpower Ltd

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Warranty Information for Hyundai Power Equipment in the UK

(Please note Warranty is effective within mainland UK only)

To activate your Warranty, register online at <http://hyundaipowerequipment.co.uk/support/warranty-registration/> or call Genpower on 01646 687880 option 3, option 3.

Hyundai Leisure Equipment (HY1000Si, HY2000S(E)I, HY3000S(E)I, HY3600SEi including LPG Models)

Leisure generators are warranted to be free of defects in materials and workmanship for two years from the original date of purchase. This limited warranty guarantees that any defective parts will be repaired or replaced, at the discretion of Genpower Ltd.

Leisure / Residential Use:

2-Year Limited Warranty, provides parts, labour and return carriage for the first year and parts only for the second year. Warranty period is effective as of the date of purchase.

Commercial Use:

1-year Limited Warranty, 90-day for hire/rental use providing parts, labour and return carriage. Warranty period is effective as of the date of purchase. **N.B. Leisure generators are not recommended for every day commercial use.**

Hyundai Garden Machinery (Mowers, Brush cutters and Trimmers, Hedge cutters, Chainsaws, Leaf Blowers, Tiller, Electric water pumps and 36V Li range)

Products are warranted to be free of defects in materials and workmanship for two years from the original date of purchase. This limited warranty guarantees that any defective parts will be repaired or replaced at the discretion of Genpower Ltd.

Residential / DIY use:

2-Year Limited Warranty, provides parts, labour and return carriage for the first year and parts only for the second year. Warranty period is effective as of the date of purchase.

Commercial Use:

1-year Limited Warranty, 90-day for hire/rental use providing parts, labour and return carriage. Warranty period is effective as of the date of purchase.

Hyundai Power Equipment (3000rpm Petrol and diesel generators, Air compressors, Petrol and Diesel Water pumps, Pressure washers, Light construction equipment and petrol engines)

Products are warranted to be free of defects in materials and workmanship for one year from the original date of purchase. This limited warranty guarantees that any defective parts will be repaired or replaced at the discretion of Genpower Ltd.

Residential / DIY use:

1-year / 1000 hours Limited Warranty, 90-day for hire/rental use providing parts, labour and return carriage. Warranty period is effective as of the date of purchase.

Commercial Use:

1-year / 1000 hours Limited Warranty, 90-day for hire/rental use providing parts, labour and return carriage. Warranty period is effective as of the date of purchase.

IMPORTANT – ALL PRODUCTS

(It is advisable to keep the original packaging for the below)

In the event of a product failure firstly contact Genpower Ltd. Once the fault is established and cannot be solved on site, we will arrange collection of the machine (Highlands & Islands may incur a surcharge) or authorise a local dealer repair (**please note if the fault is established to be non warranty or the machine is found to be out of warranty charges will apply**)

If the machine is being returned it is the customer's responsibility to drain the machine of all fluids*, to package the machine securely and to print and affix the returns number we supply via email to the package. The courier will supply the shipping documentation upon collection. **The repair or replacement of a machine will take place within a reasonable period of time during weekday business hours.**

Parts Only Supply

If the machine can be repaired on site we can send out replacement parts under the terms of the warranty. To achieve this we must have photographic evidence of the faulty part highlighting the defect, or have the old part returned to us.

If we are to send out a new part before we have either the faulty part or photographic evidence we will charge for the new part. When we receive the faulty part back we will test the part, if the part is found to be faulty due to a manufacturing defect we will then refund the purchase price and shipping of the replacement.

The warranty coverage is continual from the initial date of purchase and does not restart at anytime under any circumstances. This limited warranty is valid only when the machine receives all necessary preventative maintenance and servicing as described in the Hyundai User Manual. This warranty covers machine used and operated within the UK mainland only.

Not covered by this Limited Warranty:

1. Normal wear and tear.
2. Damage caused by a lack of maintenance as described in the Hyundai User Manual.
3. Damage caused by accidents, impact, improper installation or storage.
4. Damage caused by water ingestion, submersion, or external water damage.
5. Damage or non-performance caused by operation of the machine in a marine application.
6. Damage caused by operation with improper pressure, conditions, or modifications contrary to published specifications.
7. Items not supplied by Hyundai, such as, but not limited to, external wiring, filters, etc.
8. Repairs made during the warranty period without first obtaining approval from Genpower Ltd.
9. Service items, such as spark plugs, filters.
10. Wearing items such as recoil start units, brushes, bearings, hoses, seals, wheels/tyres, lances, batteries, cables, blades, trimmer heads, straps, belts etc.
11. AVRs are not covered under warranty, as these can be damaged by stopping the generator when under full load.
12. Fuel related faults caused by stale petrol or contaminated petrol or diesel.
13. Damaged caused during transit, unless signed for by customer as 'damaged' and reported immediately to Genpower.
14. Damage caused by under-loading or over-loading a generator.

***If fuel or oil is left in the machine the courier we use to collect the machine may quarantine the machine delaying delivery. In some cases Genpower may incur an additional charge which will be passed onto you.**