



WARRANTY INFORMATION FOR SENCI UK GENERATORS

Inverter Generators

Leisure Use

3 years / 1000 hours (whichever comes first) limited warranty. Provides parts, return to base labour and return carriage for the first year and parts only for the second and third year. Warranty period is effective as of the date of purchase.

Commercial Use

1-month limited warranty. Inverter generators are not advised to be used for commercial use; any commercial use of these generators will be subjected to the minimum warranty of 1 month.

Petrol Frame Mounted Generators

Leisure use

3 years / 1000 hours (whichever comes first) limited warranty. Provides parts, return to base labour and return carriage for the first year and parts only for the second and third year. Warranty period is effective as of the date of purchase.

Commercial Use

1 year (12 months) / 1000 hours (whichever comes first) limited warranty provides parts, return to base labour and return carriage. Warranty period is effective as of the date of purchase.

Open Frame Diesel Generators

Leisure and Commercial use

1 year (12 months) / 1000 hours (whichever comes first) limited warranty provides parts, return to base labour, and return carriage. Warranty period is effective as of the date of purchase.

Canopied Diesel Generators

Leisure and Domestic use

1 year (12 months) / 1000 hours (whichever comes first) limited warranty provides parts, return to base labour, and return carriage. Warranty period is effective as of the date of purchase.

Commercial Use

The Senci Canopied Diesel Generators are not covered for any commercial or industrial usage.

Pressure Washers

Leisure and Commercial use

1 year (12 months) limited warranty provides parts, labour and return carriage. Warranty period is effective as of the date of purchase.



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 SENCI Owner's Manual. The repair or replacement of a machine will take place within a reasonable period of time during normal business hours.

IMPORTANT – ALL PRODUCTS

In the event of a product failure, in the first instance, contact SENCI UK. If it is established that the fault is a warranty failure, we will arrange collection of the machine, (Highlands & Islands may incur a surcharge) or authorise a local dealer repair if possible. If it is found to be a non-warranty fault, the customer will be charged.

If the machine is being returned, it is the customer's responsibility to package the machine securely, remove all fuel and oil and put the address label we supply by email to the package. It is advisable to keep the original packaging for this purpose.

If fuel or oil is left in the machine, the courier we use to collect the machine may refuse to deliver. If this happens, we may incur an additional redelivery charge, which will have to be passed onto the customer.

Any portable generator used as rental equipment or for the purpose of primary power in place of utility will not be covered under this warranty.

Parts Only Supply

If the customer requests a part to be sent out under warranty, we must have photographic proof that the old part has failed due to a manufacturing defect and have the old part returned to us before we send out the new part. If we are to send out a new part before we have either of these, it is to be chargeable. When we receive the old part back, we will make a refund, if it is found that the old part has failed due to a manufacturing defect.



HOW TO CLAIM YOUR WARRANTY

In the event of a machine failure, it must be ensured that it has been established that a warranty fault has taken place on the machine – please see below what is not covered under warranty. The customer will be asked to call or email the company the generator was purchased from and must provide a proof of purchase and describe the unit's fault. The company will either forward the customer to the manufacturer (SENCI UK) or assist you in diagnosing the issue over the phone.

If the generator can be fixed by the customer and the fault at hand has been established to be covered under warranty, SENCI UK will send out the relevant part free of charge. In the event that the generator requires to be returned to base for repair, a return form must be completed prior to any collection taking place.

If a unit is returned and the fault is deemed not to be covered under warranty, the customer will be contacted and informed of the specified fault and will be provided the cost of reparation in writing. If the customer does not wish for us to carry out repairs and the generator has already been returned to the manufacturer's warehouse, in order to receive the generator back, the customer will be responsible for carriage charges both ways.

If the customer wishes for the repair procedure to be carried out, they will be charged for the carriage, labour and parts.



Not covered by Warranty

1. Normal wear and tear.
2. Damage caused by a lack of maintenance as described in the SENCI 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 SENCI, such as, but not limited to, external wiring, filters, etc.
8. Repairs made during the warranty period without first obtaining approval from SENCI
9. Service items, such as spark plugs, filters etc.
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 fuel or contaminated petrol or diesel.
13. Damage caused during transit, unless signed for by customer as 'damaged' and reported immediately to SENCI or their dealer.
14. Damage caused by under-loading or over-loading a generator.

IMPORTANT

IF WE RECEIVE ANY MACHINES BACK TO OUR SERVICE CENTRE THAT HAVE A NON-WARRANTY FAULT, THE CUSTOMER WILL BE CHARGED FOR CARRIAGE BOTH WAYS, LABOUR AND PARTS USED.