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Warranty Guide

To User

Thank you for choosing and using diesel generating sets that are manufactured by Wuxi Huihe Technology Co., Ltd. Please fill in the registration card correctly and feed back to us (you can do it through Huihe's website as well), since it is the evidence of our warranty. If you transfer Huihe's gensets to a new user, please transfer this Warranty Guide together.

Scope of Warranty

This Warranty terms are applied to all of the diesel generating sets from Huihe, on the basis of correct installation, operation and maintenance. Malfunctions (within the scope of warranty) caused by defects of the genset itself or its manufacturing process will be within the scope of our warranty.

1. The warranty is ended when meeting any of these conditions:
 - a.) One year after installation
 - b.) After 1000 hours' running (accumulated)
 - c.) After Eighteen months, counted from the day Huihe sells to the first buyer (including the time of transportation & installation or long time no installation and use)

2. Special warranty: The warranty is ended when meets any of these conditions:
 - a.) One year after installation
 - b.) After 2000 hours' running (accumulated)
 - c.) After Eighteen months, counted from the day Huihe sells to the first buyer (including the time of transportation & installation or long time no installation and use)

As for specific requirements during warranty period for special warranty, please refer to the enclosed details.

Huihe's Warranty and Duty

During the genset's basic warranty period:

1. If the malfunction is within the scope of warranty, Huihe will provide all accessories for repairing (user should provide enough evidence to the malfunction parts). Buyers should afford all reasonable fees of traveling if they need our engineers to do fieldworks, including travel expense, meal expense, traffic and hotel expense, etc.

2. Huihe will not be responsible for the cost of other incidental or indirect malfunction loss in warranty.

3. Huihe has a claim to user that in order to analyze and judge real causes of gensets' malfunction, when severe malfunction happens (like severe damage of engine cylinder block, crankshaft and connecting rods, as well as generator rotor malfunction that caused by wire off), user cannot disassemble or repair the gensets without contact & permission of Huihe.

The User's Duty in Warranty

During the gensets' basic warranty period:

1. User will bear the fees of lubricating oil, coolant, antirust fluid, filter element, pipe, belt, fuse, indicator lamp to tackle the malfunction which is within the scope of warranty as well as other fees of maintenance.
2. User has a duty to provide the real records of repair & maintenance so as to show that the gensets have been fixxed and maintained periodically according to Huihe's requirements.

Limits of Warranty

This warranty does not cover damages resulting from:

1. Malfunctions caused by wrong installation that is not in accordance with the Installation Manual of Huihe;
2. Be judged as wrong operation or negligence that causes the malfunctions or damage, including but not limited to operation under the circumstance of lacking enough lubricating oil or coolant, using the unqualified fuel, overspeed, inadequate maintenance to cooling system or air inlet system, improper operation of storage, preheating, start or stop, etc.
3. Malfunctions caused by refitting without the permission of Huihe technical department.
4. Keep on using after the occurrence of malfunction, or should find out the malfunction, but still go on using.
5. Malfunctions caused by improper use that are not in accordance with the standard power, including but not limited to over altitude, overspeed, excess current, etc.
6. The normal abrasion and aging of parts and materials.