

MANUAL

Warranty and

After Sales

(Distributors, OEM and/or Official Technical Service)



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1 INTRODUCTION

The Assurance Manual applies to all Gensets sold by:
Grupel - Grupos Eletrogéneos, S.A.

GOAL

This assurance Manual describes policies and procedures of the GRUPEL - GRUPOS ELECTROGÉNEOS, S.A. warranty, to be performed according with the established warranties between Grupel and their Distributors, OEM and/or Official Technical service. The Manual applies to all gensets provided by Grupel. The aim of this Manual is to guide each Distributors, OEM and/or Official Technical service to deliver a quick and efficient warranty service. All of the responsibilities mentioned in this Manual apply only to the first proprietors.

POLICIES INTERPRETATION

If disagreements occur regarding the policies interpretation of this manual, or if any issues emerge that are not covered, Grupel and the Distributors, OEM and/or Official Technical service will discuss the policy in question to achieve a satisfactory result. In case, a consensus cannot be reached, only the Grupel's interpretation or decision will be valid.

MAINTENANCE

The content of this Manual is based on the existing information at the moment of publication and the approval may be subject to unannounced alterations.

This manual will enter into force immediately on this date.

Grupel reserves the right to review the policies of this manual. For an updated Manual go to: **www.grupel.eu**.

2 ADMINISTRATIVE WARRANTY POLICES

COSTUMER SATISFACTION

A satisfied client is the key to expand the genset sales.

Whenever a client buys a genset and requests its maintenance, repair or any assistance under the warranty period, the Distributors, OEM and/or Official Technical service could maintain and improve their reputation as a service provider of efficient and reliable services.

When a client contacts a Distributors, OEM and/or Official Technical service within the warranty period, his explanation of the facts before the genset was flawed or the ineffective performance of the product, may raise clues about the problem that is being reported. After a full analysis of the given information by the client, the problem caused should be determined by the Distributors, OEM and/or Official Technical service. In case of existing doubts if the claim is covered by warranty, the Distributors, OEM and/or Official Technical service should contact Grupel After-Sales Department for clarification. In case the problem is not caused by a flawed component or technical intervention, the client should be informed by the Distributors, OEM and/or Official Technical service

STANDARD WARRANTY

The Grupel Gensets are covered by warranty against manufacturing, materials or assemblage faults, at the time of first purchase, thereafter for a period of 12 months, maximum of 500 hours in Standby or 1000 hours in Prime (whichever occurs first).

For the international market, any malfunction should be communicated within the warranty period and within 8 (eight) days after becoming aware of it, or else, it will be subjected to revocation

WARRANTY EXTENSIONS

The warranty extensions allow clients to prolong the genset warranty period. Grupel offers this service to their clients.

AFTER SALES AND WARRANTY TRANSPORTATION

The after sales and warranty service, provided by the Distributors, OEM and/or Official Technical service, include the products exported to your country or practice area, covered by warranty. All GRUPEL gensets are subjects to quality and duration assurance principles, established by GRUPEL on the warranty that accompanies each equipment, as well as the present manual.

If there is any other written contract about the warranty period, that one will prevail. If there is a warranty addition or extension, GRUPEL must formally notify the Distributors, OEM and/or Official Technical service one month before the implementation date.

3 LOSS AND DAMAGES DURING TRANSPORTATION



The Grupel warranty does not cover damages suffered during transportation, if they are not identified in the transport document.

The recipient of the merchandise is responsible for inspecting the items after receiving it and informing Grupel about any damages.

Whenever transportation is the responsibility of Grupel, upon delivery, the following steps should be considered to any Distributors, OEM and/or Official Technical service or final client:

1. Inspect packaging status;
2. Inspect the items carefully for any visible damages, quantity, signs of incorrect handling, confirm ordered items, etc.
3. Note in the document that accompanies the merchandise (CMR, invoice, delivery slip, etc.) any damage situation according points 1 and 2.

If the above steps are not followed Grupel will not assume any responsibility for any damages occurred.

4 TRAINING AND TECHNICAL SUPPORT

1. GRUPEL ensures training and technical information to the Distributors, OEM and/or Official Technical service that empower a designated team to provide the better service and attendance to the clients.
2. At the request of the Distributors, OEM and/or Official Technical service, Grupel can guarantee the first training in its facilities, supporting the accommodation costs of the trainees. The Distributors, OEM and/or Official Technical service will support the costs of airline tickets and transportation fees of its trainees.
3. If, at the request of the Distributors, OEM and/or Official Technical service, the training takes place at its premises, Grupel will bear the costs of airline tickets and transportation fees of trainers. The Distributors, OEM and/or Official Technical service will bear the cost of accommodation of the trainers.
4. After completing the training Grupel will issue an own certificate to the employees who attended the training referred to in point 2 or 3.
5. Grupel will provide all kinds of material to support training in English.
6. The trainees are obliged to keep all kind of training material in strict confidence.

5 RESPONSABILITIES

5.1 DISTRIBUTORS, OEM and/or OFFICIAL TECHNICAL SERVICE RESPONSIBILITIES

1. After being informed that an order has been completed, you have 5 business days to collect it from Grupel's facilities.
2. If the order isn't collected in accordance with the previous point, Grupel will withdraw the order from its facilities and will charge a monthly amount of 2% of the order value.
3. Clearly state the warranty conditions to the end customer.
4. Explain to the customer the technical specifications, the correct functioning of the genset and the maintenance plans, as specified in the Operation and Maintenance Manual.
5. Inform Grupel whenever you make a sale to a country other than yours.
6. Ensure sufficient number of service locations in your country.
7. Ensure spare and replacement parts stock.
8. The Distributors, OEM and/or Official Technical service that buy an equipment directly from Grupel must guarantee the stock of spare parts suitable for the equipment it sells, taking into account the technical specifications of each equipment.
9. Acquire spare and replacement parts exclusively to Grupel.
10. Adjust the list of spare parts, recommended by Grupel, to their needs.
11. Ensure that in all warranty repairs, priority is given to the use of parts in stock. If you do not have a part in stock, you must place an order to Grupel.
12. The DISTRIBUTOR/OEM who purchased the group from Grupel is responsible for the urgent shipping costs of the spare parts to assist the group(s) that he sold, even if the Technical Service is not performed by him. The shipping costs of the spare parts to the end customer are responsibility of the DISTRIBUTOR, OEM and / or Official Technical Service that sold the equipment to the end customer.
13. Ensure that during the warranty period all interventions and their information are communicated to Grupel.
14. Ensure after-sales service to all equipment purchased by you directly from Grupel, excluding those you have exported to other countries or practice areas where Grupel already has a Distributors, OEM and/or Official Technical service.
15. Ensure after-sales service to all equipment purchased by you directly from Grupel, including those you have exported to other countries or where Grupel does not have a Distributors, OEM

and/or Official Technical service.

16. Whenever after-sales service is required on equipment of your responsibility beyond your reach, you should first inform Grupel to validate the existence of a Distributors, OEM and/or Official Technical service in the country or practice areas concerned.
17. Ensure after-sales service to all Grupel branded equipment in your country or practice areas, even if you have not directly purchased it from Grupel, and whenever Grupel requests it.
18. All displacements, rentals or additional parts (not original), under warranty, will not be charged by the Official Technical service to Grupel.

If there is a maintenance contract between the final client and the Official Technical service, those costs will be supported by the Official Technical Service.

Otherwise, the Official technical service will charge the displacements, rentals or additional parts (not original), under warranty, to the final client.

19. If Grupel demands an intervention outside the practice area of any Official Technical service, Grupel will pay 0.50€/Km (fuel and displacement period included) and tolls or others, if proven by documents.
20. Ensure that during the after-sales service the respective components manufacturer's instructions are guaranteed, especially the engine and alternator and the maintenance guide is respected.

Whenever the component manufacturer does not allow the intervention of third parties in its products, the Distributors, OEM and/or Official Technical service will not be able to carry out the intervention.
21. Ensure the malfunctions correction resulting from design, execution and assembly errors done by you during assembly of the equipment.
22. All interventions require a specific form fulfilment – I0016, by the Distributors, OEM and/or Official Technical service, provided by Grupel, which must be returned to Grupel within a maximum of 5 working days after the intervention.
23. The Distributors, OEM and/or Official Technical service is obliged to provide to GRUPEL all the information's related to its product, including the information of the user / technical responsible for the genset; the genset function performed and any product failures.
24. Ensure that all parts replaced during the warranty service are identified and provisioned by the Distributors, OEM and/or Official Technical service.
25. Ensure that defective parts are returned to Grupel if it so requests. The return costs will be borne by Grupel. If, within one year, Grupel does not order these parts, the Distributors, OEM and/or Official Technical service must request written authorization for its destruction. If Grupel does not respond to this request within a maximum of 5 working days, it is considered as authorized.

26. Ensure that any non-conformities caused by materials not supplied by Grupel (non-original components), or alterations made to the genset by third parties or by customer's request, will be excluded from the warranty.
27. All products must be installed in accordance with the training manuals provided. Problems resulting from improper installation are DISTRIB-UTOR or OEM responsibility.
28. Ensure all customer complaints are handled.
29. Provide maintenance customer service history.
30. All interventions must be realized with a maximum period of 48 hours.

Note: failure to comply with any of the above clauses will result in the total and immediate loss of the equipment warranty.

5.2 GRUPEL'S RESPONSABILITIES

1. Ensure support and technical training to enable the Distributors, OEM and/or Official Technical service to provide the best possible service and attendance.
2. Lead the Distributors, OEM and/or Official Technical service to establish service locations in their country where Grupel has equipment if the DISTRIBUTOR/OEM those service locations don't exist.
3. Prepare and update a list of recommended replacement parts.
4. Ensure Grupel equipment against defects in materials, manufacturing or assembly at the date of first purchase for a period of 12 months, maximum 500 hours in standby or 1000 hours in Prime - whichever occurs first. Materials which, by virtue of their technical characteristics, in particular fast-wear materials, are covered by special guarantees shall be excluded from the warranty period.
5. The warranty respecting the mentioned in the previous point is assigned to the Distributors, OEM and/or Official Technical service, who purchased the equipment for the first time from Grupel.
6. In case of warranty service, Grupel is compelled to send the missing part(s) to the Distributors, OEM and/or Official Technical service by express courier (DHL, TNT, SEUR, etc.) to complete the assistance. The costs of sending the part to the final customer are the responsibility of the Distributors, OEM and/or Official Technical service that sold the equipment.
7. Perform periodic inspections and remove defective parts, without the authorization needed from the Distributors, OEM and/or Official Technical service.

6 WARRANTY REPAIR COSTS

The **Warranty Repair Costs (WRC)** is calculated as follows:

$$\text{WRC} = \text{Material Cost (MC)} + \text{Storage Cost (SC)} + \text{Repair Cost (RC)}$$

Material Cost (MC): the amount spent by the Distributors, OEM and/or Official Technical service on replaced parts and components substitution for solve the problems under warranty.

Storage Cost (SC): the amount paid by Grupel to the Distributors, OEM and/or Official Technical service for the Grupel spare parts storage. The part standard compensation is 20% of the price EXW Leixões (Portugal).

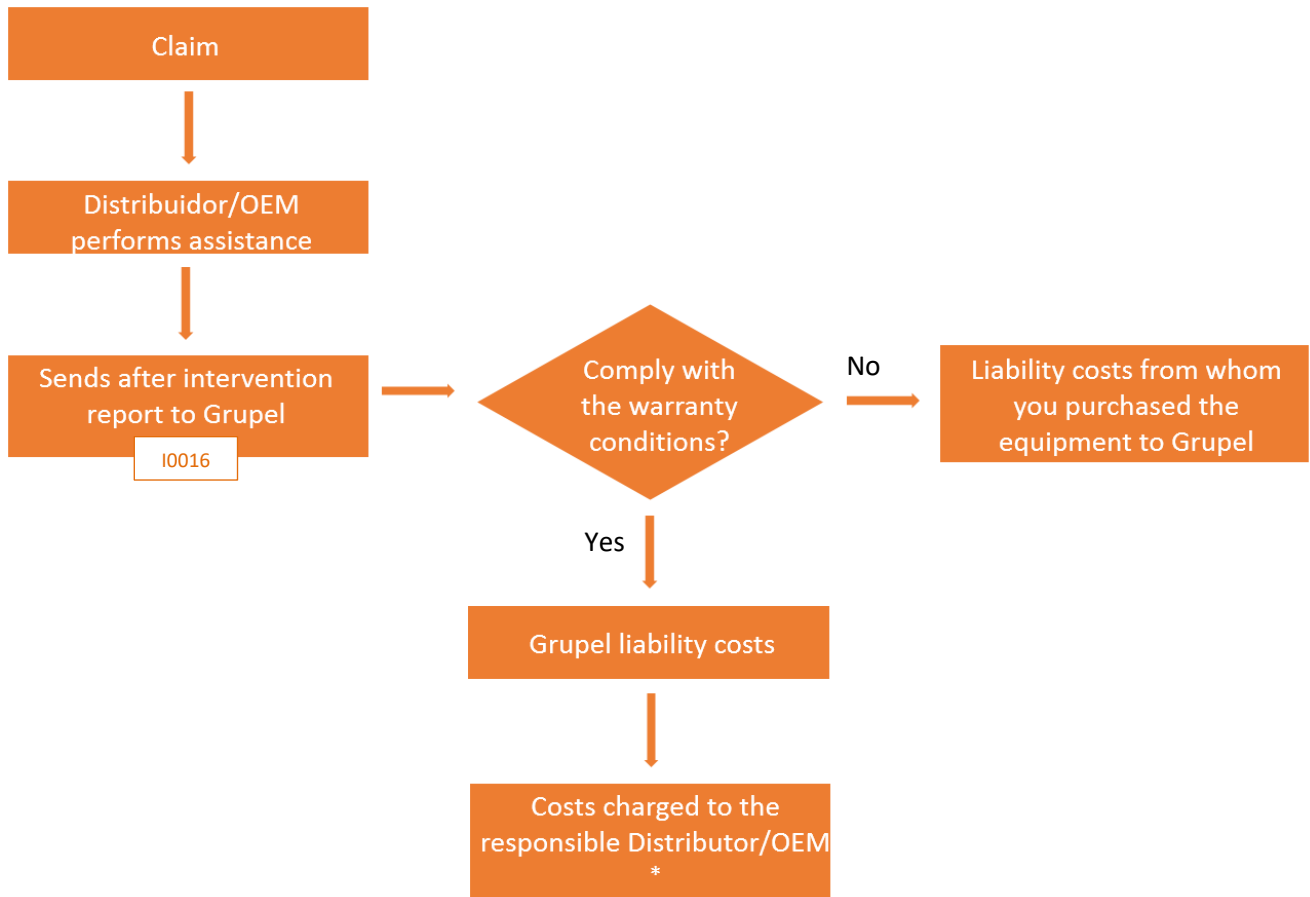
Repair Cost (RC): the cost of labor to solve the problems under warranty. The man-hour unit price is EUR 20.00 per hour, and the man-hour quota for the Grupel Genset is subject to document “DOC0019 Hour-Man table (Grupel services)”.

For each warranty service, Grupel will pay the WRC to the Distributors, OEM and/or Official Technical service after he has sent the “I0016 AFTER-SALES SERVICE DAILY RECORD” to Grupel and after validation and confirmation by Grupel.

After the WRC is validated by Grupel and by the Distributors, OEM and/or Official Technical service, the form of reimbursement practiced will be the sending of equivalent part(s) or issue of credit note to the Distributors, OEM and/or Official Technical service.

Grupel is compelled to inform the Distributors, OEM and/or Official Technical service, one month in advance, of any changes in the standard method of compensation, which are subject to mutual agreement between Grupel and the Distributors, OEM and/or Official Technical service.

7 WARRANTY CLAIM PROCEDURE



* The rapid transport costs will be charged to the Distributors/OEM who bought the genset to Grupel.

Il claims should be presented by a Distributors, OEM and/or Official Technical service authorized by Grupel, through the I0016 After intervention Report. Claims should be followed by evidence that the genset is under the warranty period.

+ PRESENTES EM MAIS DE
60 PAÍSES



Grupel S.A.

Parque Empresarial de Soza, Parcela-A, Lt-5
3840-342 Soza - Vagos - Portugal
T (+351) 234 790 070
grupel@grupel.eu ◊ www.grupel.eu

Pol. Ind. Pocomaco - Parcela D4
Portal 3, Pl. 2ª, Of. 6
15190 - Mesoiro - A Coruña - ESPAÑA
T (+34) 670 052 185
ofertas@grupel.eu ◊ www.grupel.es

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