

Thank you! You have just purchased a Grupel generator.

We hope you are satisfied with your new equipment!

In order to make the best use of your generator, we advise you to carefully read the following documentation, which is available with your equipment <sup>1)</sup> and/or in the customer area <sup>2)</sup> on the company's website

- Basic User Manual <sup>1)</sup> and <sup>2)</sup>
- Maintenance Manual <sup>1)</sup> and <sup>2)</sup>
- Operation and Maintenance Manual <sup>2)</sup>
- General Warranty Conditions <sup>2)</sup>
- Warranty Manual <sup>2)</sup> (exclusive to Distributors, OEM's and/or Official Technical Services)

In these manuals you will find essential information for their correct installation, handling and maintenance.

Please use them before soliciting Grupel's Official Technical Services.

## LEGAL GUARANTEE OF PROPER OPERATION

1. Grupel generators are guaranteed against defects, whether in materials, manufacture or assembly, on the date of the first invoice issued by Grupel, for a period of 12 months, maximum 500 hours in standby or 1000 hours in Prime, taking as valid the event that occurs first. Condition not applicable to equipment exposed to saline atmosphere, or other atmospheres of non-normal environments.

\*Normal established conditions: temperature at 20°C and humidity at 50%.

2. Without prejudice to the provisions of point 1, generators with a Grupel Maintenance Contract are granted a warranty extension of 12 months (24 months from the date of the first purchase) or 1000h in standby operation or 2000h in prime, taking as valid the event that occurs first.
3. The services under warranty can only be activated after the presentation of the original invoice or receipt of the group in question (corresponding serial number) and the Grupel complaint form, duly completed.
4. The warranty only covers defects that manifest themselves during the period established in articles 3 and 5 of the Decree – Law no. 67/2003, of 8 April, with the amendments introduced by Decree – Law no. 84/2006, of May 21st.
5. Grupel undertakes to correct malfunctions resulting from errors in the design, execution or assembly carried out by the company, under the terms of the law.
6. The malfunction must be reported within the aforementioned warranty period and within 30 (thirty) days after becoming aware of it, under penalty of forfeiture. (Article 921 Civil Code).
7. Grupel may replace defective components with new or refurbished ones. They have a 6-month warranty, without changing the conditions and warranty period of the generator. Replaced components are owned by Grupel.

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## GENERAL WARRANTY CONDITIONS

1. The formalization of the order, by the buyer, implies knowledge and acceptance of the General Warranty Conditions.
2. GRUPEL's General Warranty Conditions are available on the company's website.
3. The warranty period starts on the date of the first invoice issued by Grupel.
4. The equipment warranty will only be maintained if all the instructions contained in the various manuals provided by the manufacturer are complied with.
5. After the manufacture of the order is completed, the buyer must collect the order within 5 business days.
6. 4. If the order isn't collected in accordance with the previous point, Grupel will withdraw the order from its facilities and will charge the buyer a monthly amount of 2% of the order value.
7. "Commissioning" or "Start-up and Training" is an extra service, which must be requested from Grupel within the first 6 months, counting from the date of the first invoice issued by Grupel.
8. You can make your appointment directly with our After-Sales and Technical Assistance Department, Official Technical Services of Grupel or Technical Services certified by Grupel for this purpose.
9. "Commissioning"/"Start-up and Training", maintenance, repairs or attempted repairs or any other interventions must be carried out only by the Official Technical Services of Grupel, or Technical Services certified by Grupel for that purpose.
10. If any of the presented provisions do not comply with the legislation of a particular country, the importer is obliged to notify the manufacturer before the purchase and resale operation is carried out.

## TECHNICAL ASSISTANCE REQUEST

In the event that your equipment requires the intervention of Grupel's Official Technical Services, within or outside the warranty period, please contact us. We will do everything to provide you with the best solution!

Bear in mind that in case of request of Grupel's Official Technical Services

- the equipment must be delivered to Grupel's premises. Unless otherwise authorized by the company.
- the costs and subsidies inherent in the displacement of Grupel's Official Technical Services to the location of the equipment are not covered by warranty service, so they will always be the responsibility of the equipment's owner. Unless the equipment is under a maintenance contract.
- in direct markets, the technical assistance provided to Grupel's generators is guaranteed by our own Official Technical Services.
- the warranty for a repair carried out during the warranty period expires on the same date as the genset warranty ends.

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## EXCLUSIONS

Warranty claims are not accepted under the following conditions:

1. Complaints of visible defects not notified in the delivery document (Transportation Guide, CMR, etc.);
2. Failure to comply with the instructions contained in the "Operation and Maintenance Manual" and "Basic User Manual", with special focus on transport, storage, assembly/installation, commissioning, handling and maintenance operations; "Warranty Manual (Distributors, OEM's and/or Official Technical Services)"; or all situations that can be categorized as "misuse";
3. Equipment that has not been started up after a period of non-operation exceeding 3 months;
4. Equipment to which the maintenance recommended by the brand has not been carried out, within the established periods, or at least annually;
5. The "Commissioning" or "Start-up and Training" has not been contracted on the date of the first invoice issued by Grupel.
6. "Commissioning", or "Start-up and Training", or any intervention not carried out by Grupel's Official Technical Services, or Technical Services certified by Grupel for that purpose;
7. If "Commissioning" or "Start-up and Training" is not requested within the first six months, counting from the date of the first invoice issued by Grupel;
8. Any equipment where the fuel, lubricating oil, coolant, or other consumables used are in disagreement with the manufacturer's specifications;
9. Non-conformities caused by materials not supplied by Grupel; or alterations made to the generator, by third parties or at the customer's request;
10. Materials which, due to their technical characteristics, namely quick wear, are covered by a special warranty.
11. Maintenance, Repairs or Repair attempts by third parties, not carried out by Grupel's Official Technical Services, or Technical Services certified by Grupel for that purpose;
12. Negligence or External Causes.
13. Costs of equipment under replacement or rental arrangements, etc;
14. Shipping or transportation costs;
15. The costs and subsidies inherent in the displacement of the Official Technical Services to the place where the equipment is located, unless the equipment is under a maintenance contract.
16. Non-production costs, economic or non-material.

All situations claimed as Warranty, but not liable to be accepted as such, will be accompanied by a budget for replacement accordingly, such as: corrective maintenance, periodic preventive maintenance, including the replacement of consumables such as lubricating oil, coolant, battery electrolyte, batteries, fuses, straps, lamps or others.

## LEGAL RIGHTS

Other rights established in national legislation are not affected by these General Warranty Conditions.

Vagos, February 22<sup>nd</sup> of 2022



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