

Thanks! You have just purchased a Grupel portable 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

- Operation manual <sup>1)</sup> and <sup>2)</sup>

- General Warranty Conditions <sup>1)</sup> and <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 applying to 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 24 months. 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. Warranty services 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.

3. The warranty only covers defects that manifest themselves during the period established in articles 3 and 5 of Decree – Law n.º. 67/2003, of 8<sup>th</sup> April, with the amendments introduced by Decree – Law n.º. 84/2006, of 21<sup>st</sup> May.

4. 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.

5. The malfunction must be reported within the aforementioned warranty period and up to 30 (thirty) days after becoming aware of it, under penalty of forfeiture. (Article 921 Civil Code).

6. Grupel may replace defective components with new or reconditioned 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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[www.grupel.eu](http://www.grupel.eu)

## 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. 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. 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.
8. 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.

## EXCHANGES AND/OR RETURNS

1. The exchange or return period takes place within the first 15 days, after the date of the first invoice issued by Grupel.
2. It is not allowed to exchange or return equipment that shows signs of use or damage.
3. If the equipment is in the conditions indicated in the previous point, it must proceed in accordance with the "General Warranty Conditions" of this document.

## 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!

Please note that if you request technical assistance:

- the equipment must be delivered to Grupel's premises. Unless otherwise authorized by the company.
- in the first fifteen days after purchasing the equipment, Grupel will directly replace your equipment. After this period, the equipment will have to be analysed by our Technical Service, at the factory.
- 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. The instructions contained in the "Operation Manual" have not been complied with; "Warranty Manual (Distributors, OEM's and/or Official Technical Services)"; or all situations that can be categorized as "misuse";
3. Equipment which 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. Any intervention not carried out by Grupel's Official Technical Services, or Technical Services certified by Grupel for that purpose;
6. Any equipment where the fuel, lubricating oil and/or other consumables used are in disagreement with the manufacturer's specifications;
7. Non-conformities caused by materials not supplied by Grupel; or alterations made to the generator, by third parties or at the customer's request;
8. Materials which, due to their technical characteristics, namely fast wear, are covered by a special warranty;
9. 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;
10. Negligence or External Causes;
11. Costs of equipment under replacement or rental arrangements, etc;
12. Shipping or transportation costs;
13. 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;
14. 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, fuses, light bulbs 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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