

# Stephill Generators Ltd

## Warranty Terms & Conditions – Technical Guide

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### 1. Guarantee

Stephill Generators Ltd (“Stephill”) warrants that each generator supplied shall be free from defects in materials and workmanship and shall operate in accordance with its intended purpose, subject strictly to the terms and conditions set out herein.

This warranty applies only where the equipment has been installed, operated, and maintained in full accordance with Stephill’s operation and maintenance manuals, and all applicable industry standards.

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#### 1.1 Scope of Warranty

- Covers defects in materials, components, and manufacturing workmanship that appear within 12 months from the date of dispatch.
  - A product is defective if it fails to perform substantially according to:
    - Published technical specifications
    - Operation manuals
    - Agreed contractual documentation
  - Limited strictly to the generator and its integral components, excluding all third-party equipment unless explicitly stated.
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#### 1.2 Warranty Remedies

At its sole discretion, Stephill may:

- Inspect and diagnose defects
  - Repair or rectify defective components
  - Replace defective parts with:
    - New components or
    - Factory-reconditioned components of equivalent performanceNo extension of the original warranty period shall be granted due to repair or replacement.
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#### 1.3 Exclusions

Warranty does not cover defects arising from:

1. Continued operation after reporting a defect without Stephill's approval
  2. Use of incorrect or contaminated fuel, lubricants, coolant, or fluids
  3. Failure to maintain accurate service records
  4. Unauthorised modifications, alterations, or repairs
  5. Customer-specific designs or modifications requested at order stage
  6. Non-genuine, incompatible, or unapproved parts
  7. Misuse, negligence, improper handling, or transport
  8. Operation outside specified parameters (overloading, unbalanced loads, unsuitable duty cycles)
  9. Environmental conditions (humidity, temperature extremes, flooding, lightning)
  10. Normal wear and tear
  11. Consumables after first scheduled replacement (filters, belts, spark plugs)
  12. Batteries (service items)
  13. Alternator failure caused by moisture ingress unless explicitly protected
  14. Failure to drain all fuel and oil prior to transporting equipment back to Stephill
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## 2. Warranty Claims & Returns

### 2.1 Inspection and Verification

- All claims require inspection and verification by Stephill or its authorised representatives.
- Defective parts must be retained and made available for inspection.
- Stephill determines the root cause and warranty validity.
- Customers must provide safe access and relevant service records.

### 2.2 Return, Transport, and Packaging Requirements

- Equipment may be returned at the customer's expense or collected by Stephill.
- Returned items must be securely packaged to prevent damage. Stephill is not liable for transit damage.
- All fuel and oil must be fully drained from the generator before transport. Failure to comply may result in warranty invalidation.

### 2.3 Initiating a Return

1. Customer should contact Stephill Generators Ltd by phone or e-mail to advise of the intended return.
2. A repair/warranty returns form will be issued and must be completed.
3. A returns reference number will be allocated and must be used in all correspondence.

### 2.4 Warranty Returns

- Goods returned under warranty will be inspected within 7 days of receipt (or sooner if urgent or agreed in advance).
- Following inspection, a verbal or written description of the nature of the fault and likely cause will be provided.

- For repairs deemed warrantable, Stephill will repair or replace the generator as required and return it carriage paid at no cost to the client.
- Warranty returns must be made within 12 months of purchase; returns outside this period may not be covered.

## 2.5 Non-Warranty Returns

1. Labour charges:
  - 2.7 to 10.0 kVA Petrol generators: £65.00
  - 6.0 to 10.0 kVA Diesel generators: £75.00
  - 12.0 to 21.0 kVA Diesel generators: £85.00
  - 38.5 to 140.0 kVA Diesel generators: £100.00
2. Following inspection, a written report and repair estimation will be provided. Additional faults detected during full testing may incur further charges.
3. Client must provide emailed confirmation to proceed with repairs; payment is required before work commences.
4. Goods returned without prior notice or authorisation will not be accepted.
5. Confirmation to proceed must be given within 14 days; otherwise, Stephill reserves the right to apply storage charges (£10/day per machine) or dispose of goods.
6. If the client chooses not to proceed, they are liable for labour and administrative fees.

## 2.6 “No Fault Found” Findings

- If a warranty inspection identifies no fault, the customer will be charged for the service call, including carriage.
- Warranties only cover genuine defects or malfunctions.

## 2.7 Ownership and Claim Eligibility

- Warranty applies only to the original purchaser.
- Hire or leased equipment claims must go through the supplying company.
- Warranty is non-transferable unless agreed in writing.

## 2.8 Limitation of Liability

- Stephill shall not be liable for:
  - Loss of profits
  - Loss of production
  - Downtime or hire costs
  - Indirect, incidental, or consequential damages
- Liability is strictly limited to:
  - Repair
  - Replacement
  - Refund

## 2.9 Special Conditions – Welder Generators

- Alternator failures are excluded if duty cycle is exceeded.
- Operators must follow manufacturer documentation for duty cycle limits.

## 2.10 MeccAlte Alternators

- Operate under a back-to-base warranty.
- Customer responsible for:
  - Safe removal
  - Palletising and packaging
  - Associated labour and handling costs
- Stephill arranges transport to manufacturer for inspection and return.
- MeccAlte Total Plus Protection extends warranty up to 3 years.

## 2.11 NSM Alternators

- Warranty: 12 months from invoice, or 6 months / 1,000 hours for rental use.
- Final determination after inspection in Italy.
- All transport, disassembly, and inspection costs borne by customer.
- Warranty void for misuse, modification, or improper storage.

## 2.12 Sincro / SOGA Alternators

- Coverage: 18 months from invoice or 12 months from commissioning (whichever first).
- Covers defective parts only; transport and labour excluded.
- Manufacturer retains sole authority in warranty applicability.
- Excludes operator error, overuse, and unauthorised modification.

## 2.13 Claim Notification

- All claims must be submitted within 12 months of delivery unless covered by extended manufacturer warranties.

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## 3. Damage on Delivery

- Inspect all goods immediately upon receipt.
- Report damage or shortages within 24 hours.
- Failure to comply transfers responsibility to the customer.

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## 4. Engine Manufacturer Warranties

Engine warranties are governed by the respective manufacturers and are subject to their individual terms, which take precedence over Stephill's warranty where applicable.

### 4.1 Honda Engines

#### Warranty Periods

Series	Non-Commercial	Commercial / Rental	Go-Kart
GX / GXV / GXR	36 months	36 months	3 months
GX25 / GX35 / GX50 / GXH50 / GXV50 / GXV57	24 months	12 months	N/A
GS / GSV	24 months	12 months	3 months
GC / GCV	24 months	3 months	N/A
GP Series	24 months	3 months	N/A
DC Power Units GXE	36 months	36 months	-
DP72104Z / CV7285Z	24 months	24 months	-

### Scope & Limitations

- Warranty covers engine defects only.
- Excludes generator, machine, or installation components.
- Must be supported by proof of purchase.
- Excludes misuse, unauthorised repairs, improper maintenance, or environmental damage.

### Claims Procedure

- Submit engine or machine to an authorised Honda dealer.
- Claims processed via Honda's authorised distribution network.
- If no local distributor, route claims through supplier or importer.
- Warranty conditions are based on country of use, not manufacture.
- Commercial use = business or revenue-generating activity.
- Warranty may lapse upon private resale.

### 4.2 Yanmar – UK & Eire

- Standard Warranty: 24 months or 2,000 engine hours, whichever occurs first.
- Extended OEM Warranty: Additional 12 months, totalling 36 months or 2,000 hours.
- Extended Limited Warranty: Up to 60 months or 5,000 hours if registered before first scheduled maintenance. Registration required.

### 4.3 Kubota

- Standard Warranty: 24 months or 2,000 hours.
- Covers parts and labour for defects under normal use.
- Claims require delivery to an authorised Kubota Engine Service Facility with proof of purchase.
- Exclusions: Misuse, improper storage, unauthorised repairs, non-genuine parts, incorrect fuel or lubricants, transport damage, natural disasters.

### 4.4 Perkins

- Standard Warranty: Up to 24 months or 3,000 hours.
  - Standby Units: 36 months or 500 hours.
  - Covers parts, labour, and engineer travel costs.
  - Unused Engines: Warranty starts upon first use; can be stored up to 4 years.
  - Core Components (cylinder block and head): 36 months.
  - Extended Coverage: Available via Perkins Platinum Protection, subject to distributor terms.
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## 5. Customer Responsibilities

To maintain warranty validity, customers must:

- Operate equipment according to manufacturer manuals
- Maintain complete service records
- Use approved parts, fuels, lubricants, and coolants
- Register engines where required for extended warranties
- Follow alternator removal, inspection, and shipping procedures
- Inspect deliveries and report issues within 24 hours
- Store and operate equipment properly
- Ensure all fuel and oil is drained before transporting equipment back to Stephill

Failure to comply may result in full warranty voiding.

Paul Livingstone

Managing Director

