

Warranty and Performance Guarantee

MANUFACTURER WARRANTY

Each new generator purchased from Pacific Sun Systems shall be free of defects in materials and workmanship under normal use and service for a period of One Year or 1000 running hours, whichever comes first. This warranty shall cover the entire generator and any accessories that installed at the time of delivery.

GENERATOR SET'S WARRANTY COVERAGE				
MONTHS	HOURS	TRAVEL	PARTS	LABOR
0 - 12	1000	On Approval	Covered	Covered

WARRANTY CLAIMS PROCEDURE

Pacific Sun Systems maintains Twenty Four Hour availability for all Warranty and Service during the warranty period. To obtain service under this Warranty within the warranty period please notify Pacific Sun Systems within as soon as you discover the issue within 12 hours. Please have your generator model, invoice number, verification of the hours displayed on the hour meter and a brief description of the failure. Any supporting information to help us solve your warranty claim as quickly and accurately as possible; such as photos and videos, is highly recommended. Please then submit your claim information via email in which your ticket will be received immediately 24 hours per day, seven days per week including holidays. After your warranty claim is approved any labor shall be needed, it will be performed during regular business hours for the duration of the warranty. 2 year extended service plans are available. Any warranty claim or repair that is to be performed by a repair facility other than Pacific Sun Systems, it's service network partners and/or chosen technicians requires prior approval.

DO NOT MAKE REPAIRS WITHOUT AUTHORIZATION

When submitting a warranty claim for evaluation please do not make any changes without further authorization. Do not remove any parts of any kind from the generator. Do not add or drain any fluid such as but not limited to coolant or lubricant. Warranty coverage could be affected if anything is removed from the generator without prior claim authorization.

SUPPLIES

This warranty shall fully cover the cost of any and all service or maintenance supplies needed to properly complete your warranty claim including coolant, oil and filters which may be removed from the generator during service and repair.

MAJOR COMPONENTS

Your generator set was assembled using top name brand equipment, hardware and parts all with their own respective manufacturer warranties. Some of these components may be covered beyond your warranty period. Pacific Sun Systems vouches to offer the utmost service for the life of your generator.

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For warranty information on specific core components such as engine, alternator, control panel and breaker please contact sales@pacificsunsystems.com

SERVICE AND LABOR

Pacific Sun Systems is an international supplier of diesel generators. Pacific Sun Systems shall offer only certified technicians if labor is required to properly satisfy your warranty claim. In an effort to offer world-class, localized service Pacific Sun Systems maintains a network of certified service partners, businesses and technicians who are authorized to properly perform service as needed. In regions or remote locations without a service partner such as the one shown below, prior approval is required for any parties performing work of any kind to your generator including repairs or maintenance. Extended service plans are highly recommended and available to anyone operating their generator in a remote area or extraordinary conditions. Below is the certified technician in your region that Pacific Sun Systems recommends for any repair, service or maintenance:



RESPONSE TIME

Pacific Sun System guarantees a thorough response to all warranty claims. All properly submitted warranty claims will be responded to with 24 hours for the duration of your generator's warranty. Pacific Sun Systems makes no guarantee on response time or lead time for any respective component manufacturer. Please note that parts availability for the diesel engine in your generator is subject to availability and lead times given by Perkins Engines Inc. Pacific Sun Systems makes no guarantee for availability or lead time on needed replacement parts from any respective component or part manufacturer.

WARRANTY EXCLUSIONS

Alterations and Modifications to the generator set without prior authorizations from Pacific Sun Systems are prohibited. Pacific Sun Systems reserves the right to refuse warranty due to poor storage practices such as but not limited to excessive or prolonged unobstructed saltwater or seawater mist over 45 days or storage under prolonged moisture sources such as leaking roofs, drains or gutters. This warranty does not cover damages to the generator directly caused by abnormal weather, storms or other events that can be best described as force majeure. This warranty does not cover damages that occur to the generator set, enclosure or trailer during transportation or motor vehicle accidents.

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THIS WARRANTY DOES NOT COVER

- A. Damage-To or Defects to any part of the generator resulting from modifications by customer.
- B. Damage-To or Defects to any part of the generator resulting from unauthorized repairs during the warranty period by any party other than Pacific Sun Systems, its service network partners and/or chosen technicians without prior approval. This excludes normal maintenance.
- C. Damage-To or Defects to any part of the generator resulting from a failure to perform normal maintenance.
- D. Environmental changes incurred during the course of the warranty period are the owner's responsibility.
- E. Any overtime charges or additional costs for labor or travel outside of standard business hours.
- F. Hauling or Trailering Charges.

WARRANTY DISCLAIMER

All operators of the generator should be made aware of their responsibility to adhere to this warranty process when they notice anything unusual about the generator. Pacific Sun Systems is not responsible for damages caused operator error of any kind. Regular maintenance is required on your generator at all times including the trailer and enclosure where applicable. It is important to check your generator before each and every use for anything unusual. You should always make sure the enclosure is in proper working condition with all hinges and hardware properly fastened. Regular wear and tear to the exterior of the generator set is not covered by this warranty. It is important to tend to any cosmetic defects such as scratches, dings and dents in the paint or finish of the trailer and generator's enclosure as soon as you notice them.

SUPPORT CONTACTS :

DEEP SEA ELECTRONICS INC USA

3230 Williams Avenue Rockford,
IL 61101

Tel: +1 (815) 316 8706

Fax: +1 (815) 316 8708

Email: USAsales@deepseaelectronics.com

Email: USAsupport@deepseaelectronics.com

Web: www.deepseaelectronics.com

STAMFORD ALTERNATORS news.stamford-avk.com

For Applications Support: applications@cummins.com

For Customer Service: service-engineers@stamford-avk.com

For General Enquiries: info@cumminsgeneratortechnologies.com

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PERFORMANCE GUARANTEE

Pacific Sun Systems' generator sets are built with the utmost quality and craftsmanship only using the absolute best brand name components obtained through proper sales channels. Pacific Sun Systems guarantees that its diesel generators will always perform as intended and meet or exceed the generator's expected performance. This performance guarantee covers the entire generator set, its core components such as engine, alternator and/or enclosure where applicable.

ENGINE

If the buyer should have any indicator that the engine or engine emissions are not satisfactory within the warranty period, the issue will be covered by the generator's Warranty. If the buyer should have any indicator that the engine or engine emissions are not satisfactory outside of the warranty period, but not due to user error or mechanical fault they can USA contact the engine manufacturer directly for advice on how to resolve the issue.

ENGINE MANUFACTURER:

SPECIFIC ENGINE INFORMATION:

ENCLOSURE

The quality of Pacific Sun System's generator enclosures is extraordinary, and our enclosures have a performance guarantee that cover both the enclosure itself and the enclosure's sound attenuation. The generator set shall have a sound level of 72 decibels or less at a distance of Seven Meters or TwentyThree Feet. If the buyer should have any indicator that the unmodified enclosure's sound level exceeds 72 decibels, then Pacific Sun Systems shall cover the needed repair or alteration.