



# WARRANTY INFORMATION FOR FORD UK GENERATORS

## 1. Warranty Overview

This warranty covers defects in materials and workmanship under normal use and operation, subject to the terms, conditions, and limitations set out below. FORD UK shall not be liable for indirect or consequential losses, including loss of income, business interruption, or damage to connected equipment.

## 2. Warranty Periods

### Inverter Generators

#### **Leisure Use**

3 years / 1000 hours (whichever comes first) limited warranty - Includes parts, return to base labour and return carriage for the first year and parts only for the second and third year. Warranty period is effective as of the date of purchase.

#### **Commercial Use**

1-month limited warranty - Inverter generators are not intended for commercial use. Any such use will limit warranty coverage to 1 month. Products must be used strictly in accordance with their intended purpose and as described in the FORD Owner's Manual. Any use outside of these guidelines will void the warranty.

### Petrol Frame Mounted Generators

#### **Leisure use**

3 years / 1000 hours (whichever comes first) limited warranty - Includes parts, return to base labour and return carriage for the first year and parts only for the second and third year. Warranty period is effective as of the date of purchase.

#### **Commercial Use**

1 year (12 months) / 1000 hours (whichever comes first) limited warranty - Includes parts, return to base labour and return carriage. Warranty period is effective as of the date of purchase.

### Open Frame Diesel Generators

#### **Leisure and Commercial use**

1 year (12 months) / 1000 hours (whichever comes first) limited warranty - Includes parts, return to base labour and return carriage. Warranty period is effective as of the date of purchase.

### Canopied Diesel Generators

#### **Leisure and Domestic use**

1 year (12 months) / 1000 hours (whichever comes first) limited warranty - Includes parts, return to base labour and return carriage. Warranty period is effective as of the date of purchase.

#### **Commercial Use**

The FORD Canopied Diesel Generators are not covered for any commercial or industrial usage.

### Pressure Washers

#### **Leisure and Commercial use**

1 year (12 months) limited warranty - Includes parts, return to base labour and return carriage. Warranty period is effective as of the date of purchase.

Warranty coverage is continual from the initial date of purchase and does not restart under any circumstances. This limited warranty is valid only when the machine receives all necessary preventative maintenance and servicing as described in the FORD Owner's Manual. The repair or replacement of a machine will take place within a reasonable timeframe depending on parts availability.



### 3. Important – All Products

In the event of a product failure, in the first instance, contact FORD UK. If it is established that the fault is a warranty failure, we will arrange collection of the machine, (Highlands & Islands may incur a surcharge) or authorise a local dealer repair if possible. If it is found to be a non-warranty fault, the customer will be charged.

If the machine is being returned, it is the customer's responsibility to package the machine securely, remove all fuel and oil and put the address label we supply by email to the package. It is advisable to keep the original packaging for this purpose.

If fuel or oil is left in the machine, the courier we use to collect the machine may refuse to deliver. If this happens, we may incur an additional redelivery charge, which will have to be passed onto the customer.

Any portable generator used as rental equipment or for the purpose of primary power in place of utility will not be covered under this warranty.

The product must not be operated in enclosed or restricted airflow environments. Damage caused by inadequate ventilation, heat buildup, or exhaust accumulation is not covered under warranty.

### 4. Usage Limitations

Warranty coverage is subject to reasonable usage. Continuous running beyond duty cycle, improper load and failure to follow maintenance schedule may invalidate the warranty even where total hour limits have not been exceeded.

### 5. Repair Or Replacement

FORD UK reserves the right to repair/replace in line with consumer law and reasonable judgment, to repair or replace any product or component covered under warranty.

### 6. How To Claim Your Warranty

In the event of a machine failure, it must first be established that the fault is covered under warranty (please refer to the exclusions below). The customer must provide all information outlined below:

- Contact the company from which the product was purchased
- Provide proof of purchase
- Provide model and serial number
- Provide a description of the fault
- Provide supporting images or videos if requested
- Provide servicing records (maintenance must follow specific intervals, failure to provide records may void warranty)

Warranties are non-transferable

Where a fault is confirmed as a valid warranty claim and can be rectified by the customer, FORD UK will supply the necessary replacement part free of charge. If the generator requires return to base for repair, a completed returns form must be submitted prior to any collection being arranged.

If a returned unit is found not to have a warranty fault, the customer will be informed of the issue and provided with a written quotation for repair. Should the customer decline the repair, and the unit has already been returned to FORD UK, carriage charges for both collection and return will apply.

If the customer chooses to proceed with the repair, charges will apply for carriage, labour, and any parts required.

### 7. Returns If a machine is returned:

- It must be securely packaged (If a pallet was used then it must come back on a pallet).
- All fuel and oil must be removed
- The provided return label must be attached

Failure to comply may result in courier refusal or additional charges.

Please note: Highlands and Islands may incur a surcharge, For Northern Ireland and the Channel Islands, it may be more cost-effective for the customer to send the unit to a mainland address, and we will collect and return it from there.

## 8. Parts Only Supply

If the customer requests a part to be sent out under warranty, we must have photographic proof that the old part has failed due to a manufacturing defect and have the old part returned to us before we send out the new part. If we are to send out a new part before we have either of these, it is to be chargeable. When we receive the old part back, we will make a refund, if it is found that the old part has failed due to a manufacturing defect.

## 9. Usage Restrictions Not covered by Warranty

### Not Covered By Warranty

#### **Usage Restrictions**

The following uses are not covered under warranty:

- Use as a primary power source in place of mains electricity
- Use as rental or hire equipment
- Any unauthorised modification or installation into vehicles, structures or third-party systems

#### **Operating Conditions**

The warranty does not cover damage or failure resulting from use in conditions or environments for which the product was not designed.

This includes, but is not limited to:

- Enclosed or poorly ventilated environments
- Vehicle-mounted or mobile applications
- Temporary or confined structures
- High moisture or contaminated environments

Any operation that restricts airflow, cooling or safe exhaust operation will void the warranty.

#### **Additional**

The following are examples of situations not covered under warranty (this list is not exhaustive):

- Normal wear and tear
- Damage caused by a lack of maintenance as described in the FORD User Manual.
- Damage caused by accidents, impact, improper installation or storage.
- Damage caused by water ingestion, submersion, or external water damage.
- Marine applications
- Damage caused by Improper operating conditions or modifications
- Non-FORD supplied parts such as, but not limited to, external wiring, filters, etc.
- Unauthorised repairs made during the warranty period without first obtaining approval from FORD
- Service items (spark plugs, filters etc.)
- Wearing parts (such as recoil start units, brushes, bearings, hoses, seals, wheels/tyres, lances, batteries, cables, blades, trimmer heads, straps, belts etc.)
- Automatic Voltage Regulators (AVR) are not covered under warranty, as these can be damaged by stopping the generator when under full load.
- Fuel-related faults (stale or contaminated fuel)
- Damage caused during transit, unless signed for by customer as 'damaged' and reported immediately to FORD or their dealer.
- Damage caused by under-loading or over-loading a generator.

### IMPORTANT

IF WE RECEIVE ANY MACHINES BACK TO OUR SERVICE CENTRE THAT HAVE A NON-WARRANTY FAULT, THE CUSTOMER WILL BE CHARGED FOR CARRIAGE BOTH WAYS, LABOUR AND PARTS USED.