

# Tide Power Warranty Policy

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Your Tide Power product has been manufactured and inspected with care by experienced craftsmen. If you are the original retail owner, Tide Power System Co. warrants, for the period indicated below, each product to be free from defects in materials and workmanship. Repair, replacement, or appropriate adjustment at Tide's option will be furnished. If the product, upon Tide's inspection, is found not properly installed or with defects upon delivery. If a Tide Power distributor, dealer, or authorized representative performs startup within 6 months of the date of shipment from the factory, warranty coverage will begin on the startup date (Register the startup date to Tide within 6 month is essential and can be enforced). This warranty does not apply to malfunctions caused by damages, unreasonable use, misuse, repair or service by unauthorized persons, or normal wear and tear.

During the warranty period, repair or replacement at Tide Power's option will be furnished free of charge for parts, provided an inspection to Tide Power's satisfaction discloses a defect in material and workmanship, and provided that the part or parts are returned to Tide Power, if requested.

Generators used to commercial utility source: One (1) year or 1000 hours (whichever occurs first) from date of shipment

## **Tide Power Product**

Generator Set and Factory-Supplied Accessories

## **Warranty Coverage**

Generators used to commercial utility source: One (1) year or 1000 hours (whichever occurs first) from date of shipment from the factory or registered startup date

The following will not be covered by the warranty:

1. Normal wear, routine tune ups, tune up parts, adjustments, and periodic service.
2. Damage caused by accidents, improper installation or handling, faulty repairs not performed by an authorized service representative, or improper storage.
3. Cosmetic problems, discoloration, or rusting due to improper installation, location in a corrosive or saltwater environment, or scratches that compromise the integrity of the applied paint.
4. Damage caused by operation with improper fuel or at speeds, loads, conditions, modifications, or installation contrary to published specifications, recommendations.
5. Damage caused by negligent maintenance such as:
  - a. Failure to provide the specified type and sufficient quantity of lubricating oil.
  - b. Failure to keep the air intake and cooling fin areas clean .
  - c. Failure to service the air cleaner.
  - d. Failure to provide sufficient coolant or anti-freezing liquid.
  - e. Failure to perform scheduled maintenance as prescribed in supplied manuals.
  - f. Failure to regularly exercise the generator set under load.
  - g. Failure to follow long-term storage procedures.
6. Excess mileage charges. Any authorized service provider may perform warranty service anywhere, but only to be paid for mileage expenses from the nearest service center and limited to 300 kilometers roundtrip.

7. Battery or batteries of any kind. The battery manufacture's warranty, if only, is the only warranty that applies to batteries. Any warranty claim should be handled according to manufacturer's policies.
8. Generator sets used in a mobile application, except for Tide tailored products.
9. Rental of equipment during warranty period.
10. Use of non-Tide replacement parts. Replacement of a failed Tide part with a non-Tide part voids warranty on that part.
11. Radiators replaced rather than repaired.
12. Non-Tide-authorized repair shop labor without prior approval from Tide Power.
13. Additional expenses for repair after normal business hours, i.e. overtime or holiday labor rates.
14. Expenses incurred in investigating performance complaints unless the problem is caused by Tide material/workmanship.
15. Maintenance items such as fuses, lamps, filters, spark plugs, loose or leaking clamps, and adjustments.
16. Any overtime travel or labor cost involved for the repairing under warranty.
17. Lodging expense of person(s) performing service, unless approved in advance by Tide.
18. Any repair labor time that is determined to be excessive, e.g., two or more people performing a one-person job.

To obtain warranty service, write to Customer Service Department [service@tp.shk.com](mailto:service@tp.shk.com).

Tide Power shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective parts.

THIS WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, SPECIFICALLY, TIDE POWER SYSTEMS MAKES NO OTHER WARRANTIES AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This warranty gives you specific legal rights.

**Released Time : January, 2014.**