



Warranty Terms

Repair of the Product covered by this warranty will be provided at Seneca’s expense, provided that: (i) all inspections, warranty, service, and maintenance work is performed by a Seneca-authorized representative, distributor, or dealer (the “Authorized Representative”); (ii) Product has been properly installed, maintained, operated, and used in accordance with manufacturer’s documentation; and (iii) product has been used only under normal operating conditions, and for its intended purpose. Supporting documentation will be required to substantiate that the above conditions have been met, and any and all documentation requirements and record-keeping shall be the sole responsibility of the Product owner. An Authorized Representative must perform Product start up or commissioning (the “Commissioning”) for this warranty to apply. This warranty will become null and void if malfunction is caused by damage, unreasonable use, misuse, repair or service by unauthorized persons, negligence, and/or normal wear and tear. At Seneca’s discretion, units need to be returned to Seneca’s manufacturing facility or Seneca’s Authorized Representative’s original point of delivery for any warranty service.

Duration of warranty:

- **Standby** **18 months or 2000 hours total run time (whichever occurs first)**
- **Prime Power** **12 months or 2000 hours total run time (whichever occurs first)**
- **Extended Warranty** Seneca offers extended warranty options covering a maximum total term of five years (inclusive of the base 12-month or 18-month warranty). Extended warranties do not increase the total run time covered by the warranty, which remains 2000 hours. The total term of the warranty (inclusive of the extended and base warranties) and associated information must be documented below, and acknowledged by the Manufacturer, for the extended warranty to apply. This document should be kept on file as evidence of any extended warranty.

Extended Warranty? (Yes / No)	Product Make/Model N°	Product Serial N°	Warranty – Total Term	Manufacturer’s Acknowledgement / Signature
No				

Your Seneca warranty shall commence on the day Commissioning is performed by an Authorized Representative. Commissioning must take place within 18 months of shipment of the Product from the Seneca factory. If Commissioning notification is not received by Seneca within 60 days of Commissioning, the Seneca ship date will be the effective warranty start date. Without limiting the generality of the foregoing, the following is specifically excluded and will not be covered by this Seneca warranty:

- Damage caused by accident, transportation, tampering, improper installation, faulty repairs, adjustments performed by unauthorized service representatives, improper storage or acts of God;
- Installation charges and Commissioning;
- Damage caused by neglect, including but not limited to use of improper fluids, failure to follow maintenance guidelines, failure to exercise the generator set under required load, maladjustment of parts outside the Seneca factory, failure to keep radiator cooling fins clean;
- Any expenses incurred relating to rental of replacement equipment and related accessories in the event of Product failure;
- Consumable items, including but not limited to engine or transmission fluids, belts, filters, spark plugs and wires, batteries and related materials/costs, lamps, fuses, loose or leaking clamps, shop supplies such as adhesives, solvents and rags, all equipment heaters after 1.5 years;
- Expenses incurred to investigate performance complaints not related to a defect in Seneca material or workmanship;
- Non-factory original parts;
- Radiators replaced rather than repaired, unless specifically pre-authorized, in writing, by Seneca;
- Unauthorized labour of any kind;
- Any product placed in “Battle Override” mode*;
- Routine maintenance services, including but not limited to tune ups and preventative maintenance.
- Warranty does not include the customer’s cost of returning the Product to Seneca’s facility or the original point of delivery. These costs must be borne by the customer.
- Seneca’s Authorized Representative’s original point of delivery shall not be more than 250 kms from the Authorized Representative’s nearest service point.

To obtain warranty service for your Seneca product, call 1-877-436-7368. Please have your model and serial number available.

Seneca Power Generation shall not be liable for special, incidental, or consequential damages of any kind including, but not limited to, incidental or consequential labor costs, installation charges, telephone charges, or transportation charges in connection with the replacement or repair of defective products or parts. This is our exclusive written warranty. We make no other warranty, expressed or implied, nor is anyone authorized to do so on our behalf. Any implied or statutory warranty, including any warranty of merchantability or fitness of purpose, is expressly limited to the duration of this warranty. Some provinces and states do not allow limitations on the length of implied warranties, or the exclusion or limitation of incidental or consequential damages, and therefore, the present limitation or exclusion may not apply in all cases. This warranty sets out specific legal rights and shall be the sole and exclusive remedy of the purchaser, its customers, or users of the product, unless other rights are specifically provided by law, which may vary from jurisdiction to jurisdiction.

* “Battle Override” is a fault shutdown and warning bypass mode in which the generator controller will keep the machine running under any fault condition. If a product is placed in to battle override, it is at the owner’s sole risk and responsibility.