

AMALGAMATED ENGINEERS (PVT) LTD

trading as

LAUNTOP ZIMBABWE

***WARRANTY TERMS**
***SERVICE & REPAIR**
BOOKLET

www.launtopzim.com

“Light Up Your Life”

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WARRANTY TERMS

The onus is on the product owner to thoroughly read and fully understand the warranty terms (terms and conditions) of purchase.

1. Please retain this booklet for all warranty claims.
2. **Warranty is only valid** on condition that this warranty terms booklet is **FULLY** completed together with a valid proof of purchase. Please ensure that your dealer and the recommended installer complete the sections provided on this booklet.
3. Please produce this booklet for every service and repair completed on your product for certification purposes.
4. Please ensure that the power output is adequate for your electricity needs before purchasing your generator. Our recommended installers can assist you by carrying out an assessment.
5. Please read the owner's manual carefully before operating your product. It is the customers' responsibility to ensure that the product is in good running order before the purchase is made. **No liability is accepted if this is not the case.**
6. It is highly recommended that your generator is installed by one of our recommended installers. Please ask our sales team or your dealer for a list of recommended installers.
7. We hold no liability if your product is damaged through any Acts of God i.e. rain, lightning, earthquakes, floods, etc.
8. We hold no any liability, under any circumstances, for any consumer equipment or electrical/electronic appliance used and/or powered up by your generator. Please ensure all

protection devices, like surge protectors and voltage regulators are installed in line, as you would with normal electrical power supplies from ZESA.

9. Before starting up your product, always checked for the correct level of oil, fuel, water and coolant. Please note, not all products require water and coolant.
10. **NEVER** start water pumps without water in the pump side as this will damage the mechanical seal.
11. The recommended lubricants to use are:
 - SAE 10W30 / 15W40 engine oil for diesel products,
 - SAE 10W30 / 15W40 engine oil for petrol products,
 - 2 Stroke oil for LT950 generators.

This will increase the life span of the product.

12. Our commitment is to repair any product we supply under warranty at the earliest convenience. The turnaround time will be affected when spares are on order.
13. The supplier/dealer is under no obligation to provide a standby unit or a replacement in the event that your product is under warranty, regardless of the age of the product.
14. Your product must be positioned in a well ventilated area to reduce the risk of overheating.
15. **WARNING: Standby products cannot be run continuously. Maximum running time is 6 (six) hours with a 1 (one) hour break for cooling.**
16. **Warranty is void** if your product has **NOT** been operated strictly in accordance to its owner's manual.

17. **Warranty is void** if parts are affected, damaged or depreciated by misuse and abuse, improper maintenance, negligence, use of unsuitable attachments or non genuine parts, ordinary wear and tear, rust or corrosion, inadequate packaging for transportation, accident, or serviced by an unauthorized facility.
18. **Warranty is void** if contaminated and/or incorrect amount of oil, fuel, water or coolant is discovered to be used, e.g. low oil levels, air locks on diesel products, overheating of products, using petrol in diesel products and vice versa.
19. **NO warranty** on all pull-start mechanisms.
20. **Warranty is void** if any foreign particles are found in the pump system of water pumps. Always connect the strainer/filter provided to the open end of the pipe.
21. **Warranty is void** if your product is seen to have been tampered with in anyway.
22. All generators must be installed using a minimum 63 Amp change over switch (as recommended by ZESA).
 - For single phase installation, use a minimum 63 Amp 2 pole change over switch.
 - For three phase installation, use a minimum 63 Amp 4 pole change over switch.**Warranty is void** if your generator is connected directly into the mains without the use of a changeover switch or Automatic Transfer Switch (ATS).
23. Under no circumstances should you overload your generator. **Warranty is void** if your generator has been found to be overloaded. Overloading your generator will severely reduce the lifespan of your generator and will cause serious damage to your generator and your

electrical/electronic appliances. Ask your dealer or one of our recommended installers for an appliance rating chart.

24. We reserve the right to inspect all installations **before a warranty is awarded.**

25. Please note that consumable parts such as filters, belts, gaskets, packing, fuses, brushes, lubricants, protective zinc coat, thermostat, starter motors, batteries, carburettors, injectors, injector nozzle valves, injector pumps, automatic voltage regulators (AVRs), alternator assemblies (stators & rotors), ignition systems, capacitors, magneto coils, charging adjustors and coils, ignition/spark plugs, or any other electrics **are NOT covered under this warranty.**

26. **Warranty is void** if the defect is caused by any modification done by or at the request of the purchaser.

27. **Recommended Service Schedules for Zimbabwe:**

<u>PRODUCT MODEL</u>	<u>1st SERVICE DUE</u>		<u>Thereafter, EVERY</u>	
	<u>HOURS</u>	<u>MONTH</u>	<u>HOURS</u>	<u>MONTHS</u>
	(whichever occurs first)		(whichever occurs first)	
<u>LAUNTOP</u>				
LT950DC	50	1st	150	3
LTP50C, LTP80C, LDP50C, LDP80C, LDP100C	20	1st	50	3
LT2500CLE, LT6500NE, LT6500S	20	1st	50	3
LDG6000CLE/3, LDG6000S, LDW180ARE	20	1st	50	3
LT11000S, LT11000S3, LDG12LS, LDG12LS3	20	1st	100	3
LG15YD/3, LG18YD/3, LG22YD/3, LG30YD/3, LG34YD/3, LG36YD/3	30	1st	200	6

<u>PRODUCT MODEL</u>	<u>1st SERVICE DUE</u>		<u>Thereafter, EVERY</u>	
	<u>HOURS</u>	<u>MONTH</u>	<u>HOURS</u>	<u>MONTHS</u>
	(whichever occurs first)		(whichever occurs first)	
<u>UNITED POWER</u>				
IG2400S	20	1st	50	3

28. The recommended service schedule of your product is **NOT covered by the warranty**.

29. It is a firm requirement that you service your products as per the recommended schedule.

Warranty is void if the service schedule is not sustained. All services and repairs must be done STRICTLY by LAUNTOP ZIMBABWE or an authorised workshop centre while your product is under warranty. Please bring in this booklet for service certification.

30. **Warranty is void** if your product is serviced or repaired by any installer or persons other than LAUNTOP ZIMBABWE or an authorised workshop centre. For all services and repairs, please call LAUNTOP ZIMBABWE directly to avoid any warranty issues.

31. Warranty of products is strictly done at our workshops, LAUNTOP ZIMBABWE. Please bring your product directly to our workshops for warranty claims. Mileage will be charged for any warranties outside our workshops for all small products.

E. & O.E.

ZIMBABWE WARRANTY CERTIFICATE

LAUNTOP ZIMBABWE warranties the product purchased for the warranty period stated below from the date of purchase and according to the warranty terms.

<u>PRODUCT MODEL</u>	<u>MONTHS</u>	<u>HOURS</u>
	(whichever occurs first)	
<u>LAUNTOP</u>		
LT950DC	2	n/a
LTP50C, LTP80C, LDP50C, LDP80C, LDP100C	6	n/a
LT2500CLE, LT6500NE, LT6500S	6	300
LDG6000CLE/3, LDG6000S, LDW180ARE	6	300
LT11000S, LT11000S3, LDG12LS, LDG12LS3	6	300
LG15YD/3, LG18YD/3, LG22YD/3, LG30YD/3, LG34YD/3, LG36YD/3	12	1,200
<u>UNITED POWER</u>		
IG2400S	6	n/a

PRODUCT PURCHASED DETAILS

Model No: _____ Serial Number: _____

CUSTOMER'S DETAILS

Purchased Date: _____

Customer's Full Name: _____

Telephone #: _____ Cell #: _____

Email: _____

Address: _____

I acknowledge that I have read and understood the Warranty Terms which have been stated in this booklet. I understand that the Owner's Manual contains important information regarding the safe and efficient use of the product and possible risks of accident and injury that may result from the improper use of the product.

Customer's Signature: _____

DEALER'S DETAILS

Dealer's Name: _____

Address: _____

Telephone #: _____ Cell #: _____

Dealer's Signature: _____ Date: _____



INSTALLER'S DETAILS

Installer's Name: _____

Address: _____

Telephone #: _____ Cell #: _____

Installer's Signature: _____ Date: _____

Installer's Stamp

SERVICE & REPAIR CENTRE

All service and repairs within the warranty period should be carried out by:

LAUNTOP ZIMBABWE

Gate 2, Powerspeed Complex
Kelvin Road North
Graniteside, Harare
Zimbabwe

Tel: +263 4 758777, 758779, 758653

Telefax: +263 4 770522

Cell: +263 777 271 322

Email: sales1@launtopzim.com

Web: www.launtopzim.com

SERVICE & REPAIR RECORD

DATE	JOB CARD NUMBER	HOUR READING	DESCRIPTION OF WORK DONE	STAMP & SIGNATURE