



# Trime Warranty Policy

1. The warranty period is 12 months from the date of purchase for all generator components. Warranty on the engine is also limited by the number of hours as prescribed by the engine manufacturer. (Typically 2000hrs). Any failure of engine components would have to be submitted to the engine manufacturer for approval of warranty. We will however support you for any type of engine's problems.
2. We will recognize 20.00 Euros per hr like Labour hours and 0.35Euros per km with a maximum of 200km for claim, as travel expense.
3. This warranty does not cover any damage arising from natural climatic or other kind, failure to comply with Trime instructions on the proper handling of the product or part, failure to carry out any inspection or maintenance work prescribed by the operating manuals, or use of the product or part for a purpose other than intended.
4. If any product or part proves to be unusable, or if its use is considerably impaired, in particular as a result of defective materials then Trime shall either repair such product/part or replace the product/part free of charge.
5. The customer will retain the defective parts until Trime has stated what is to become of them.
6. If required the customer will return defective parts to Trime with all relevant paperwork.
7. Failure to do so releases Trime from its warranty obligation.
8. If Trime accepts a warranty claim the defective part becomes the property of Trime.
9. The warranty extends to replacement parts or repairs, which are later shown to be defective. In such cases Trime warranty obligations expires at the same time as the warranty period for the original product plan.
10. Trime accepts no responsibility for consequential loss (including lost hire revenue) arising from failure of its products.



**In cases of warranty breakdown we request the following procedure is adopted:**

1. Please ensure that you have the relevant Machine Model number, Serial number and Engine number in order for us to be able to quickly confirm that the machine is within period. Completion of appropriate Warranty form is required.

On completion of the repair complete the warranty claim form and submit to Trime by email [service@trime.it](mailto:service@trime.it)

Claim forms must be returned /submitted within 7days of the repair being carried out.

2. In all cases, the service department will offer technical advice to ascertain if the repair can be quickly and easily rectified by you. At Trime option we may authorize you to carry out product warranty work on our behalf.

3. If it is determined that there is a defective part the customer will be requested to retain the part for future possible examination by Trime and a replacement will be forwarded by registered post.

4. However, if it is determined that the failure is not covered by warranty, we will charge labour plus carriage to and from site.

5. This warranty procedure can be withdrawn at any time.