

# Customer Warranty & Quality

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## INTRODUCTION TO WARRANTY & QUALITY

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With our headquarters in Teignmouth, United Kingdom, and service and distribution centres around the globe our aim is to ensure that in the unlikely event of a product or component failure your engine or generating set is repaired and serviced with minimum disruption.

The contents of this document is correct at the time of issue, but Lister Petter Power Systems reserve the right to amend or revise the contents at any time and revisions will be issued for inclusion in the manual, when necessary.

The manual contains all information necessary to process warranty claims and provide warranty back up to customers.





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# THE STANDARD WARRANTY

▪ The standard Lister Petter Power Systems warranty is or the following periods, whichever expires earliest.

COOLING	AIR	LIQUID	
	 <b>TR2</b>	 <b>LPW3</b>	
Engine series	T Series	Alpha	
Engine model	TR1, 2 & 3	LPW2, 3, 4 & T4	
Speed	Up to 2500rpm	Up to 3000rpm	3600rpm *
Warranty time (months)	24 months	24 months	24 months
Warranty time (hrs)	2000	2000	1000
Prime / Standby	Prime	Prime	Standby
Continuous Run Limitations	None	None	None

\* Not LPWT4

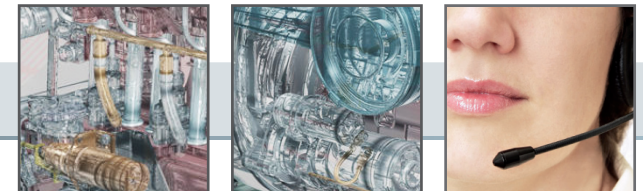
▪ The warranty period begins on the date of dispatch to the original retail purchaser. The standard warranty is transferable and covers all non serviceable components, parts and labour during the warrantable period.

▪ Serviceable items (unless defective) include but are not limited to:

- Air filters
- Fuel filters
- Oil filters
- Injector nozzles
- Drive belts
- Lubricants & Coolants

▪ Generating sets supplied by Lister Petter Power Systems are subjected to the same two year standard warranty, the following items are covered:

- Alternator
- Control Panel
- All non-serviceable electrical components and parts





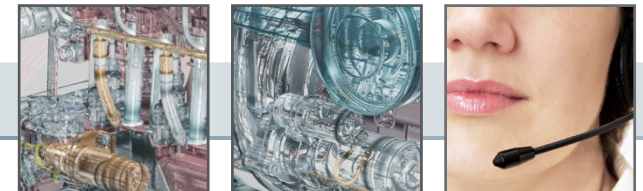
# TERMS & CONDITIONS

## Responsibilities of the Owner/User

- On receipt of the product the owner/user should make a written note of the following information, using the spaces provided for this purpose in the Operators Handbook:
  - Engine serial number (and alternator serial number where applicable)
  - Dealer
  - Purchase Date
  - Plant number (where applicable)
- The installation should be in accordance with data supplied by the Lister Petter Power Systems Applications department.
- Long term light-load and cold-engine running are not permitted and will in-validate the warranty.
- Records must be kept of all maintenance services performed, including oil and filter changes, using the pages supplied for this purpose in the Operators Handbook. This record of proper maintenance is required for the purpose of determining warranty coverage and should be transferred to each subsequent user. It shall include details of all routine and non-routine servicing.
- Servicing must be carried out in accordance with the Maintenance Schedule and Routine Maintenance procedures detailed in the Operators Handbook and with

further instructions given in the Workshop Manual. This must be performed by an approved dealer or by other competent engineers.

- Oils and other fluids used must match the specifications and grades given in the Operators Handbook or Workshop Manual, unless written authorisation has been granted by Lister Petter Power Systems Applications department.
- Only genuine Lister Petter Power Systems service parts are to be used. Evidence may be requested at Lister Petter Power Systems discretion.
- Evidence maybe required of the engine hours run and this information should be entered in the maintenance record. If no hour recorder is fitted, or there are no other records of running time, the calculation of 12 hours per calendar day will be used to estimate the running period.
- Lister Petter Power Systems may require further information concerning the claim. And as such reserve the right to reject a claim if no response is forthcoming after 90 days.





## TERMS & CONDITIONS

### Repairs Under Standard Warranty

- Lister Petter Power Systems, Authorised Distributor or Authorised Service Agent must be contacted, and authorisation given as soon as it is possible before any warrantable work is commenced.
- Only authorised distributors, dealers or qualified engineers may carry out warranty repairs.
- If a claim has an anticipated cost equal to or greater than the value of the engine this fact must be notified to Lister Petter Power Systems prior to any commencement of work. Under such circumstances, in the case of warrantable failure, Lister Petter Power Systems reserves the right to replace rather than repair the product, at its own discretion.
- Warranty claims must be submitted to Lister Petter Power Systems within 30 days from completion of the work if in Europe, and 45 days if outside Europe. See submission of warranty claims.
- Lister Petter Power Systems will aim to review warranty claims within 7 days of receipt.
- For all warrantable claims under the standard warranty, the seller will pay for all parts and labour required to repair the warrantable failure. Labour costs will be paid in accordance with Lister Petter Power Systems agreed repair times and a standard labour rate of £35.00 per hour. However labour rates can be reviewed depending on special circumstances only with written content from Lister Petter Power Systems Limited.
- Reimbursement for parts cost claimed will be at the current discounted rate at Lister Petter Power Systems discretion.
- Only genuine parts should be used in effecting the repair. The seller will pay for the following that are not reusable owing to the warrantable failure:
  - Lubricating oil
  - Coolant concentrate
  - Filter elements
  - Belts
  - Hoses
  - Gaskets





# TERMS & CONDITIONS

## Travel and Mileage

- Lister Petter Power Systems will pay for travel and mileage costs, up to a radius of 50 miles (80 km) from the appointed dealer, or Authorised Service Centre. If greater distances are involved, prior written authorisation must be obtained from Lister Petter Power Systems.

## Limitations

- Lister Petter Power Systems does not accept responsibility for any business costs or other losses which may result from a warrantable failure. No incidental, consequential or related cost, such as costs for travelling or transport (see Travel and Mileage) extra costs due to the installation making the product inaccessible, docking or cranes, loss of use, loss of time, loss of profits or damages to other parts or goods, losses which may result from the warrantable failure, will be payable.

- Lister Petter Power Systems is not responsible for failures resulting from misapplication, abuse or neglect, including (but not limited to):
  - Inadequate cooling
  - The use of non-approved or contaminated fuels
  - The use of non-approved lubricants and coolants
  - Lack of, or incorrect maintenance
  - Incorrect repair
  - Improper storage
  - Incorrect starting, stopping or operating procedures
  - Use of non-approved parts
- The warranty also excludes fair wear and tear, and serviceable items (unless defective when supplied)





## SUBMISSIONS OF CLAIMS

- Warranty claims shall be submitted using the appropriate W32 Warranty Claim Form, it is available from your distributor from [warranty@listerpetter.com](mailto:warranty@listerpetter.com)
- Only one engine number and/or fault can be included on each claim. Once completed, the form should be sent to our Warranty Department for processing.
- It is VITAL that the correct engine number is given in each case and that as much detail regarding the failure is given. Photographs should be submitted to support the claim to ensure our Warranty Department have visual evidence of the failure(s). In all warranty claims it is important that the correct component or product which is at fault is correctly identified. This may not be what was originally reported. If there is any suspicion or evidence that the fault may have been caused due to inappropriate application of the product, or poor maintenance, this must be clearly recorded on the warranty form.
- When a claim is received, it will be registered on our system and the claimant will be advised of the Lister Petter Power Systems claim reference number.
- When a claim is accepted the Lister Petter Power Systems system will produce a “Self Billing Invoice” (a form of credit note). A copy of this document is then sent to the claimant to indicate that the claim has been accepted and advising the amount that will be paid.
- Once a “Self Billing Invoice” has been issued a copy is passed to our accounts department whom will then make the payment into the claimant’s nominated bank account.
- Alternatively, by prior arrangement, we can arrange a Credit Note to go against your purchases from us.

### Return of Parts for Warranty Inspection

- Lister Petter Power Systems may request that part failures are to be returned. These MUST be clearly labelled with the engine number from which they were removed, and the reference number of your claim. They must be marked for the attention of the Warranty and Service Department.







## QUALITY CONCERNS

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- For General quality complaints these should be communicated to the Lister Petter Power Systems Customer Service Department (see contact information).
- General quality concerns are usually found before in-service i.e. when the product arrives at the customer before being used or switched on. Concerns cover:
  - Incorrect quantity supplied
  - Incorrect specification supplied
  - Damage on arrival (if caused by inadequate packaging or proven to be damaged on receipt)
  - Faulty or damaged component
- Lister Petter Power Systems Customer Service Department will provide you with the necessary assistance to ensure minimal disruption.
- The Customer Service Department will assess your concern. It is vital that the following information is provided:
  - Order number
  - Quantities effected
  - Product number
  - Detailed description of the problem
  - Photographic evidence of the problem





## LONG TERM STORAGE PROCEDURES

Where engines have to be laid up, unused for several months, the following inhibiting procedures should be carried out to minimise the risk of internal corrosion damage.

If engines are not inhibited, then they should be run, preferably on load, for approximately 45 minutes once a month.

1. Drain the fuel tank and replace the fuel with a small amount of inhibiting fluid, such as Calibration Fluid, or equivalent.
2. Drain the sump oil and refill with new oil.
3. On water cooled engines, ensure the cooling system is filled with a 40% concentration of Coolant Concentrate in the cooling water.

4. Run the engine for an adequate period to circulate the oil through the system and to ensure the Calibration Fluid is passed through the entire fuel system, from filter to injectors.

5. Stop the engine, drain the sump oil and the coolant where applicable. The crankshaft should NOT be turned until the engine is again required for service. The Calibration Fluid should be left in the fuel system.

6. Seal all openings.

7. Remove the batteries, where used, and store them fully charged, after coating the terminals with Petroleum Jelly.

8. Grease all external bright metal parts and the speed/stop control linkages.

9. Tie cables on the engine, clearly stating what steps have been taken to inhibit the engine for storage.

