

Limited Warranty

Generator LPG-NG 20 kW Liquid Cooled

Model #: EliosGen20KH-120/240

Warranty Coverage

This limited warranty is valid for five (5) years or 1,000 operating hours, whichever comes first. Elios warrants to the original purchaser and each subsequent owner that the EliosGen20KH-120/240 LPG-NG 20 kW Liquid-Cooled Generator is free from defects in materials and workmanship under normal use and service conditions.

Warranty Period	Coverage Details
Years 1 - 2	Full coverage including parts, labor, and travel, up to 50 km between the client and the nearest authorized Elios service center.
Years 3 - 4	Limited coverage including parts and a reasonable labor allowance to repair or replace defective components. Travel and additional service expenses are not covered.
Year 5	Parts-only coverage. Elios will supply replacement parts for any warranted defect. Labor, travel, and service costs are the responsibility of the owner.

Owner’s Warranty Responsibilities

To maintain warranty coverage, the owner must:

- Provide proof of maintenance performed annually or as specified in the generator manual based on hours of operation, performed by an authorized Elios service center or qualified technician. Failure to provide such proof will render the warranty void.
- Install, operate, and maintain the generator in accordance with Elios' manuals and policies.
- Notify Elios within 30 days of discovering any potential defects.
- Provide proof of purchase and installation date upon request.
- Ensure reasonable access to the generator for inspection or repair.
- Cover costs not included under this warranty, including non-standard removal/reinstallation work, rental of temporary equipment, expedited shipping or overtime requests, and any downtime expenses, loss of income, fines, or related consequential losses.

Warranty Limitations

This limited warranty does not cover failures resulting from:

- Use beyond rated capacity or improper application.
- Improper, unauthorized, or non-compliant installation.
- Negligence, accidents, or misuse by the owner or operator.
- Lack of regular or documented maintenance.
- Normal wear and tear of consumable components.
- Improper storage leading to corrosion, oxidation, or moisture damage.
- Delay in reporting a known defect.
- Use of steel enclosures within 60 miles (100 km) of salt water when a corrosion-resistant option was available.
- Cosmetic damage to paint or enclosures.
- Fixtures or accessories not supplied by Elios.
- Difficult access conditions or relocation costs.

Exclusions

This warranty does not cover:

- Filters, belts, fluids, fuses, and other consumables.
- Damage from lightning, power surges, flooding, or other natural events.
- Any electrical or plumbing work required for installation, connection, or commissioning of the generator.
- Any damage to equipment, buildings, property, or structures located near the generator, or any secondary damage resulting from generator operation or malfunction.
- Repairs or modifications performed without prior written authorization from Elios.
- Transportation, crane, or lifting charges beyond the coverage defined in Years 1–2.

General Conditions

- Proof of maintenance performed annually or as specified in the generator manual based on hours of operation is required each year to keep the warranty valid.
- Elios may use new or remanufactured parts for warranty repairs.
- The warranty is transferable within the 5-year period upon written notice and proof of purchase.
- No dealer or representative is authorized to modify or extend this warranty on behalf of Elios.

Customer Signature: _____ Date: _____

Dealer Signature: _____ Date: _____

Annual Maintenance Record

Year	Service Center / Technician	Date Completed	Signature / Stamp
Year 1			
Year 2			
Year 3			
Year 4			
Year 5			



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