



Warranty Guidelines:

Referencing the terms of 2G limited warranty; the 2G Energy, Inc. (2G) warranty process is designed to maximize efficiency for customers/distributors. These guidelines must be adhered to in order to ensure a smooth process between 2G and the customer/distributor.

Filing a claim

In an effort to keep the units operational, 2G has 2 options for warranty claims. The first option is to submit a PO in advance in order to receive the part or service quickly. The 2nd option is to proceed with the warranty claim without a PO. In the 2nd option the customer will be required to send back the warranty parts and operational information to 2G. The claim would be submitted and await approval before receiving new parts.

Option #1

1. The customer/distributor will notify 2G in writing via email service.usa@2-g.com of an issue or defect that could be considered warranty.
2. 2G will determine if the component or CHP is within the warranty period.
3. Once determined to still be within the warranty period, 2G and the customer/distributor will work together to determine the part or service needed.
4. 2G will send a quote for the spare part or service required.
5. The customer/distributor will send a signed quote or PO to approve the order. With the information provided 2G would begin a warranty claim. More information may be required at any point.
6. The customer/distributor must submit the warranty paperwork within five business days of the repair. The warranty paperwork is included in this document and must be submitted to service.usa@2-g.com
7. If the parts are requested to be returned, Customer will arrange the return shipping of the part within 5 business days.
8. If the claim is approved, the customer/distributor will be credited for the parts and labor of the approved amount.

If a customer/distributor fails to promptly submit the information/parts as required above, the defects will not be covered under warranty and the claim denied. The customer/distributor will be informed immediately upon approval/denial. If the claim is denied, 2G Energy will provide an explanation for the denial.



Option #2

1. First, the customer/distributor will notify 2G in writing via email service.usa@2-g.com of an issue or defect that could be considered warranty.
2. 2G will determine if the component or CHP is within the warranty period.
3. Once determined to still be within the warranty period, 2G and the customer/distributor will work together to determine the part or service needed.
4. The customer/distributor will send back the warranty parts to 2G and the claim would be submitted. The claim may be open for some time before there is a resolution.
5. The customer/distributor will arrange the return shipping of the part.
6. If approved, the warranty parts would be shipped to the customer/distributor. If denied, the customer/distributor would need to submit a quote or PO if they decide to purchase the part(s).

If a customer/distributor fails to promptly submit the information/parts as required above, the defects will not be covered under warranty and the claim denied. The customer/distributor will be informed immediately upon approval/denial. If the claim is denied, 2G Energy will provide an explanation for the denial.

General Information:

Defects

Despite all efforts, the possibility that 2G products may have defects cannot be ruled out entirely. The customer/distributor is obliged to immediately inspect all 2G products for recognizable defects at the time of handover and to notify 2G of any defects immediately and in writing to service.usa@2-g.com

Defects that are covered under warranty

In the event of damages and failures resulting from processing or design defects of 2G, the customer's warranty rights take effect- during the warranty period - and 2G is obliged to rectify the defects.

Components excluded from the warranty

Maintenance and wear parts (spark plugs, gaskets, spark plug connectors, coolant, filters, oils, etc.) are not covered by warranty. For detailed information, please refer to the 2G operating manuals.



Deficient care and maintenance

Any damage to 2G plants and plant parts resulting from inadequate maintenance and care is not covered by warranty. 2G equipment cannot function correctly if it is not maintained and cared for properly on a regular basis. 2G requires all customers to follow the guidelines of proper operation and maintenance outlined in the operator's manual. This includes items such as keeping operating logs, routine oil analysis, routine gas and water analysis, etc. For detailed information, please refer to the 2G operating manuals. All information and/or logs can at any time during a warranty claim, be requested by 2G. If any logs or requested data are not submitted within five business days, the claim will be denied.

Handling Defective Parts

At any time during a warranty claim, 2G reserves the right to request any defective parts be returned for examination at the customer/distributors expense. All requested parts must be received within 5 business days of the initial request.

If the customer refuses to send the defective parts requested by 2G, the defects will not be covered under warranty and the claim will be denied.

Labor and Travel Costs

If the customer/distributor demands compensation for time (time they have spent removing the defective parts, etc.), they must specify the time spent working. The standard labor rate is \$80.00 per hour unless otherwise agreed upon. The labor and travel costs must be submitted with initial claim in order to receive compensation.

Warranty Period

Please refer to 2G's "Limited Warranty" for information regarding warranty period.

Contact information

Please address any questions about the warranty process or any warranty claims via email to: service.usa@2-g.com



Warranty Claim		
	Date:	
Customer Name:		
Address:		
Unit #:		
Engine Serial #:		
Commissioning Date:		
Operating Hours:		
# Starts:		
Defect Date:		
Dismantling Date:		
Detailed description of warranty claim:		
Spare Parts Starts:		
Spare Parts Operating Hours:		
I have read and understand the warranty guidelines. Signature:		



Rev May 1 2020

205 Commercial Drive | St. Augustine | FL 32092 | 904-579-3217 | www.2G-Energy.com