AOH MANUFACTURING

12kVA SILENT DIESEL GENERATOR

Manufacturer Warranty Certificate, Terms & Customer Claim Form

240V single phase | 50Hz | Diesel | Electric/manual start | 25L fuel tank

12-MONTH VOLUNTARY MANUFACTURER WARRANTY — REPLACEMENT PARTS ONLY
Approved replacement parts are supplied free of charge for eligible manufacturing defects. **Freight/shipping of replacement parts is NOT covered. Technician diagnosis, call-out fees, removal, installation and repair labour are NOT covered.** These voluntary warranty limitations do not exclude any rights or remedies required by Australian Consumer Law.

1. Warranty certificate

Product: 12kVA Silent Diesel Generator – 240V Single Phase Portable Electric Start Generator.
Voluntary manufacturer warranty: 12 months from delivery to the original purchaser, subject to the manufacturer's written warranty commitment. The voluntary warranty is offered by PRH POWER, not as a separate voluntary warranty issued by AOH Manufacturing.

2. What is covered — parts only

For a verified defect in original materials or workmanship during normal, intended operation within the warranty period, the manufacturer will supply approved replacement parts at no charge. The manufacturer may request reasonable troubleshooting, photos, videos, service information or a qualified technician's report to establish the cause.

Not included in the voluntary manufacturer warranty: international or domestic freight/shipping of replacement parts; diagnostic fees; technician travel or call-outs; labour to remove or install parts; repairs; transport of the generator; and associated expenses. Customers should obtain a written quote before incurring these costs. Any costs or remedies required under Australian Consumer Law remain unaffected.

3. Direct manufacturer warranty communication

For voluntary manufacturer warranty claims, customers should communicate directly with PRH POWER. Send your claim, evidence and follow-up questions directly to the manufacturer. The manufacturer will conduct technical assessment, request further information and confirm voluntary warranty parts decisions directly with the

Customers may contact AOH Manufacturing regarding any applicable Australian Consumer Law rights, independently of the manufacturer.

Manufacturer: PRH POWER
Contact: Zhang Jackson
Email: jackson@brhpower.com
WhatsApp / telephone: +86 135 9773 9654

4. How to make a voluntary warranty claim

Step 1: Email the manufacturer your order/invoice number, delivery date, serial number, description of fault, and photos/video where safe.
Step 2: Follow the manufacturer's safe remote troubleshooting instructions. Never perform unsafe electrical or mechanical work.
Step 3: If a technician is required, request written instructions and confirm costs before booking work. Qualified/licensed professionals must perform regulated work.
Step 4: Send diagnostic findings to the manufacturer for a written parts decision.

Step 5: If approved, arrange replacement-part freight and installation directly with the manufacturer and a qualified technician as appropriate. Confirm all costs in advance.

5. Customer operation and maintenance

Use only within verified continuous/rated load limits; the 12kVA description does not establish continuous kW output. Allow for motor starting loads. Follow the supplied manual for fuel, oil, commissioning, filters, battery care, servicing and storage; keep dated service records. Operate outdoors, away from openings and air intakes: exhaust carbon monoxide can be fatal. Keep cooling airflow clear, prevent flooding and water ingress, and allow cooling before refuelling. Electrical repairs and connections to premises wiring must be completed by appropriately licensed professionals. Never backfeed a building.

6. Voluntary warranty exclusions

The manufacturer may decline voluntary parts coverage where evidence shows the defect resulted from misuse, overload, incorrect installation/connection, unsuitable fuel or oil, poor maintenance, negligent handling, unauthorised modifications, impact, post-handover transit damage, flooding, corrosion, unsuitable operating conditions or repairs that caused the fault. Normal consumables and wear items (oil, filters, fuel and servicing items) are excluded unless defective when supplied. The cause of a fault must be assessed; misuse must not be presumed. These exclusions do not override statutory rights.

7. Inspection, transport and records

Do not assume diagnostic, travel, repair or freight costs will be reimbursed under this voluntary warranty. Obtain written approval identifying who pays before incurring costs. Stop using an unsafe, leaking, overheating or electrically faulty unit. Inspect on delivery and report visible transit damage promptly with photos. Secure upright during transport and protect against impact and moisture. Keep proof of purchase, delivery record, serial number, operating hours and service history. Delayed reporting does not shorten statutory claim periods.

8. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The voluntary manufacturer warranty is in addition to other rights and remedies under law. Its 12-month duration, parts-only coverage, freight and labour exclusions, claim steps and other conditions do not limit statutory rights. Customers may contact AOH Manufacturing directly regarding Australian Consumer Law claims against AOH, without first contacting or obtaining approval from the overseas manufacturer.

9. Import agent information and claim records

Australian import agent: AOH Industries Pty Ltd trading as AOH Manufacturing | ABN 98 666 106 136

Information supplied for a warranty claim may be shared with the manufacturer and an approved technician where reasonably necessary, subject to applicable privacy law. Keep written records of technical advice, decisions and approvals.

CUSTOMER WARRANTY REGISTRATION & CLAIM FORM

Complete the relevant fields and send this form directly to PRH POWER at **jackson@brhpower.com**. Registration is not a condition of statutory rights.

Customer / business name

_____

Order / invoice number

_____

Email address

_____

Phone number

_____

Delivery / collection date

_____

Generator serial number

_____

Generator model / ID

_____

Operating hours (if shown)

_____

Generator location / postcode

_____

Date fault first noticed

_____

Fault / symptoms (including error codes)

_____

When does the fault occur?

_____

Fuel, oil and maintenance history

_____

Loads / appliances connected at failure

_____

Any transport, impact or water exposure?

_____

Troubleshooting already attempted

_____

Photos / videos attached (list)

_____

Technician name, licence and report (if any)

_____

Requested outcome / additional comments

_____

Customer declaration

I confirm that the information provided is accurate to the best of my knowledge. I understand that the voluntary manufacturer warranty covers approved replacement parts only, and does not cover freight or technician labour unless separately agreed in writing. This declaration does not waive my Australian Consumer Law rights.

Name: _____ Date: _____