



GTi20000G5 PORTABLE POWER STATION

20000 WATT



Please ensure that you read this manual in full before using your machine and follow the maintenance and operation instructions carefully.

OPERATING INSTRUCTIONS

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Introduction

Your new GT POWER Generator will more than satisfy your expectations. It has been manufactured under stringent quality standards to meet superior performance criteria. You will find your new tool easy and safe to operate, and, with proper care, it will give you many years of dependable service.



CAUTION: Carefully read through this entire Instruction Manual before using your new GT POWER Generator. Take special care to heed the Cautions and Warnings.

Your generator has many features that will make your job faster and easier. Safety, performance, and dependability have been given top priority in the development of this tool, making it easy to maintain and operate.

Environmental Protection

Recycle unwanted materials instead of disposing of them as waste. All tools, hoses and packaging should be sorted, taken to the local recycling centre and disposed of in an environmentally safe way.



Scope Of Product

This product is suited for home and camping, back-up power, rural and commercial applications.

Description Of Symbols

The rating plate on your tool may show symbols. These represent important information about the product or instructions on its use.



Wear hearing protection.
Wear eye protection.
Wear breathing protection.



Conforms to relevant standards for electromagnetic compatibility.

Specifications

Battery Chemistry: NCA (Nickel Cobalt Aluminium) Lithium 5th Generation

Battery Capacity: 2304Wh

AC Output (Con.): 3600W

Surge Output: Up to 20,000W

Output Ports: 2 × 230V AC outlets

Charging Time: Approx. 2.2 hours (AC mains)

Weight: 24 kg

Dimensions: 526 × 485 × 211 mm

Protection Rating: IP54

Noise Level: < 30dB

Safety Systems: BMS, over-temp, over-current, short circuit, over-voltage

Compliance: IEC 62368-1:2018, UN38.3, RCM (NZ/AU), SDoC issued

Display: 10-level battery indicator + LCD status display

1. Safety Instruction

1.1 General Safety Information



When operating and maintaining the equipment, please read this manual first and follow all safety precautions on the equipment and in the manual.

The company shall not be liable for any violation of general safety operation requirements or for violation of safety standards for the design, production and use of equipment.

This equipment should be used in accordance with the design specifications, otherwise it may cause equipment failure, resulting in abnormal equipment function or component damage, personal safety accidents, property losses and other equipment quality assurance scope.

Local laws, regulations and specifications shall be observed when operating and maintaining equipment. Safety precautions in this manual are only supplementary to local laws, regulations and specifications.

The company shall not be liable under any of the following circumstances:

-  ▪ Do not use the equipment under the conditions of use specified in this manual.
-  ▪ The use environment exceeds the provisions of relevant international or national standards.
-  ▪ Unauthorized disassembly, modification of products or modification of software code.

Do not follow the operation instructions and safety warnings in the product and documentation.

-  ▪ Equipment damage caused by abnormal natural environment (force majeure, such as
-  earthquake, fire, storm, etc.).
-  ▪ Transportation damage caused by the customer's own transportation.

1.2 Electrical Safety Information

-  ▪ To minimize the risk of electric shock, the product should be properly grounded (earthed) in accordance with local electrical codes.
-  ▪ The use environment exceeds the provisions of relevant international or national standards. Unauthorized disassembly, modification of products or modification of software code.
-  ▪ Do not follow the operation instructions and safety warnings in the product and documentation.

1.3 Use Safety Information

-  ▪ Do not use the equipment outside the normal operating temperature.
-  ▪ It is forbidden to alter, damage or cover the labels and nameplates on the equipment.
-  ▪ Reverse engineering, decompilation, disassembly, adaptation, implantation or any other form of tampering with the equipment software is prohibited.
-  ▪ It is prohibited to study the internal implementation of the equipment in any way, obtain the source code of the equipment software, steal intellectual property rights, etc.
-  ▪ Do not disclose the results of any equipment or software performance tests.
-  ▪ In case of fire, immediately evacuate the building or equipment area and press the fire alarm or call the fire alarm number. Do not enter the burning building again.
-  ▪ Do not place equipment in an environment near flammable, explosive gases, smoke, combustible materials, chemicals or vapors, and do not perform any operations in such an environment.
-  ▪ Tighten the grounding wire terminal screw to the specified torque using the proper tool[9].
-  ▪ If the shell is deformed or broken during transportation and use, stop using immediately and contact after-sales service for treatment. Do not make this product bear strong force or impact, and do not pull, twist, entangle, drag or trample on this product.
- 

2.Parameter Attribute

2.1 Product Introduction

Our company's newly developed high-performance industrial mobile power station (Power Station), features a 230V AC input/output interface with a rated capacity of 2304Wh and peak power output up to 20kVA, delivering safe and stable electrical power. With a lightweight design weighing just 24kg and IP54-rated protection against dust and water, it adapts to various harsh environments. The device supports remote monitoring via App, Bluetooth connectivity, and Remote Firmware Upgrade. Its built-in multi-level safety protection and air-cooled cooling system ensure an overall efficiency of 97%, requiring only 2.5 hours for full charging. Perfect for construction sites, outdoor activities, agricultural operations, and emergency rescue scenarios, this power station provides users with efficient and reliable energy support.



Figure2.1 High-Performance Industrial Mobile Power Station

2.2 Technical Parameters

High-Performance Industrial Mobile Power Station	
Essential parameter	
Product Model	GTi20000G5
Weight	24kg
Dimensions	526 x 485 x 211 mm
Rated energy	2304Wh
IP Rating	IP54
Heat dissipation mode	External natural cooling (internal air cooling)
Altitude of work	2000m
Power indicator light	10 power indicator lights
Meet standards	IEC/EN 62477-1, IEC62619, IEC 60730 Annex H, UN38.3, EN 61000-6-1/-3/-4, EN 301489-1/-17 EN 300328 EN 62479, AS/NZS
Output specifications	
Rated output voltage	230V AC, pure sine wave
Rated output frequency	50Hz
Rated output power	3,600W
150% rated load	4000W~5400W, >500s
200% rated load	5400W~7200W, >50s
250% rated load	7200W~9000W, >10s
Other rated loads	>9000W, >1s
Peak power	20kVA (power factor 0.8)
Output peak current	140A (maximum instantaneous value)
No-load power consumption	≤30W
Input specification	
Rated input voltage	230VAC
Rated input frequency range	45-65Hz
Rated input power	1200W
Power factor	0.99
Rated input current	6A
Overvoltage Category	OVCII

Battery specifications	
Battery type	Li-Ion
Battery model	INR22/71/[(20S)8S]H/-10+50/60
Nominal voltage	72V*8
Rated energy	2304Wh
Battery capacity	4Ah
Maximum discharge current	35A
Type of protection	Overcharge, Over discharge, Over current, Over temperature, Short circuit, Over voltage and other multiple protection
Bluetooth specifications	
Bluetooth frequency range	2400MHz~2483.5MHz
Bluetooth transmission power	Max 9.81dBm
Running temperature	
Battery operating temperature	Charge 5°C~55°C, discharge-15°C~60°C
Working Temperature	Charge 5°C~40°C, discharge-15°C~55°C
Storage temperature	-20°C~50°C
Working humidity	10~90% RH
Storage humidity	5~95% RH
Protection class	Class I
Power supply system	TN and TT
Input grid protection current	16A
Indoor pollution levels	PD2
Outdoor pollution levels	PD3



Note: The device is preset with a charge/discharge interval of 5% to 100%. To extend battery life, it is recommended to set the charge limit to 90%. For adjustment, please use the APP or consult your dealer.

3.Visual Description

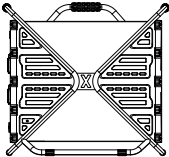
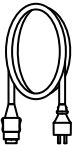
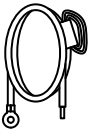
3.1 Appearance



①Handle	②Power state indicator	③Power on/off switch	④AC output port	⑤AC input port
⑥Front Cover	⑦Back Cover	⑧Box	⑨Grounding port	

Figure3.1 Description of Power Station Appearance

3.2 Packing List

			
Power Station	Charging cable 1800mm-1.5mm ² -H05VV-F	Grounding cable 500mm-3.3mm ² -AWM3135	User Manual

4.Direction for Use

4.1 Product Usage Precautions

4.1.1 Important Precautions

-  ▪ Keep Power Station out of children's reach! Children should be supervised when using Power Station.
-  ▪ Under no circumstances should the Power Station be opened, especially the front cover [6] and rear cover [7]. Maintenance and repair can only be performed by trained professionals.
-  ▪ Do not modify the control elements, input and output socket interfaces of Power Station. They can only be replaced by trained professionals.
-  ▪ The Power Station cannot be used as a working base or temporary workbench.
-  ▪ Power Station shall not be used as a stepping or climbing aid.
-  ▪ Power Station shall not be immersed in water or mud.
-  ▪ If the battery catches fire, it must be put out with water. If possible, the Power Station must be completely submerged in water. Call the fire department and inform them that the lithium-ion battery is burning.
-  ▪ If the Power Station is damaged or used improperly, harmful gases may escape. The harmful gases may irritate the respiratory tract. In this case, fresh air must be provided and medical attention should be sought immediately if discomfort occurs.
-  ▪ If not handled properly, the liquid may leak from the Power Station battery. If the liquid comes into contact with skin, rinse it off with water. If the liquid comes into contact with eyes, seek immediate medical attention. Spilled battery fluid may cause skin irritation or burns.
-  ▪ The Power Station must not be stored at temperatures above 65°C and must be kept away from external heat sources (e.g. prolonged solar radiation, fire sources, radiative heaters). Contact with ambient air must not be restricted (e.g. by operation in a sealed container).
-  ▪ Do not use or store Power Station in areas where explosion is likely to occur.
-  ▪ To prevent injury from Power Station tipping over or falling, the Power Station must be secured before use. Ensure that the cable connected to the Power Station is long enough and that the connected cable is not under pressure.
-  ▪ In any case, if the Power Station falls and is dropped, it must be inspected for damage. If deformation or cracking of the casing occurs, the product should not be used. Exceptions include damaged handles [1]. For all other types of damage, ensure the main power switch button remains off and contact our company or your authorized dealer immediately for troubleshooting assistance.
-  ▪ The Power Station can only be removed, opened or disassembled under the guidance of a professional.
-  ▪ Before each debugging, check whether Power Station and its accessories are damaged.
-  ▪ When in use, ensure that the power status indicator is functioning properly. If the LED light is abnormal, stop using Power Station.
-  ▪ Local regulations governing the installation of low-voltage systems and safe operation of electrical loads must always be observed.
-  ▪ All connected cables must be properly arranged to avoid compression and trampling.
-  ▪ The Power Station can only be charged using the attached charging cable. If you have any questions about this, please contact us or your agent.
-  ▪ If the power cord is defective, such as a damaged insulation layer, replace the charging cable immediately.
-  ▪ Power Station is not recommended for the power supply of medical equipment related to personal safety, including but not limited to ventilators, artificial lungs, etc. If used for general medical equipment, please pay attention to the power status and ensure that the power is not exhausted.

- ⚠ Do not use water jet to clean this product, especially do not use high pressure cleaner to clean this product.
- ⚠ Power Station must be kept away from chemicals, fuels and lubricants.
- ⚠ Seek immediate medical attention after swallowing a small part damaged by Power Station.
- ⚠ Do not use this product if the power cable is damaged.
- ⚠ When the equipment is not in use, it should be stored indoors, not outdoors.
- ⚠ Do not smoke, light a match or spark near the power supply.
- ⚠ Should not be stored in the car for a long time.
- ⚠ During discharge use of Power Station, the ground protection line should be connected to the ground.
- When moving the Power Station, use the handle [1] to assist the movement to avoid personal injury during the movement.

4.1.2 Discard

- ♻ If conditions permit, please ensure the Power Station battery is completely discharged before placing it in the designated recycling bin. The Power Station contains hazardous batteries, which must not be disposed of in regular trash bins. For specific regulations, please follow local battery recycling and disposal laws and regulations.
- ⚠ If the battery cannot be completely discharged due to Power Station's own fault, do not discard the battery directly into the battery recycling box. Contact a professional battery recycling company for further treatment.
- ⚠ If left over, the battery will not start. Please dispose of it as waste.

4.2 Product Usage

📖 Explanation

The first charge is critical to the battery performance of the product. Please fully charge the Power Station before first use.

	Check whether the packaging shell is intact.
	Open the package at the top side .
	Remove the tool power from the package through the handle to check for damage to the Power Station housing, instruction manual and charging cable.
	The charging cable plug must first be connected to the Power Station. (the plug should be removed by rotating counterclockwise)
	Connect the charging cable to mains electricity and wait until all LED lights remain white.

4.2.1 Power On/Off and LED Indicators

Icon	LED Color	Description
	White	1. All 10 LEDs are “breathing” (slowly fading in and out), indicating a system self-test.
		2. In standby mode, the LEDs indicate the current battery level (each LED represents 10% charge).
		3. During charging, the LEDs flash in sequence to indicate progress. For example, at 70% charge, the 1st to 7th LEDs will flash in succession.
		4. When fully charged, all 10 LEDs remain solid white.
	Green	During discharge, the LEDs indicate the remaining battery level (each LED represents 10%).
	Yellow	1. The 1st LED turns yellow when the battery level is between 1% and 10%.
		2. The 5th and 6th LED lights are yellow, indicating an internal warning, which may be caused by temperature protection. The output will stop when this warning occurs. The warning will be cleared automatically once the temperature returns to an acceptable range. If the warning is not cleared within 2 minutes, the product will automatically shut down. If the warning persists after restarting and temperature recovery, please contact after-sales service or technical support.
	Red	1. The 1st LED is solid red: the battery is at 0%, and output is disabled.
		2. All 10 LEDs are solid red: a system fault has occurred. Restart the equipment. If the issue persists, contact after-sales service.
		3. LEDs 1, 3, 5, 7, and 9 are solid red: the equipment is locked. Contact after-sales service for unlocking assistance.

Press the power button to turn the equipment on or off.



ON (press briefly, < 1 s)



OFF (press and hold, > 2 s)



Figure 4.1 Power Button Operation

4.2.2 Standby State

- When the Power Station is off and the charging cable is not connected, short press the button. The Power Station will first perform a self-test. During the self-test, the LED light is The white device has slow breathing and flickers. After self-test, no fault is found, then it switches from the closed state to the standby state.
- When the Power Station is in the charging state, unplug the charging cable and the Power Station enters the standby state.
- If the Power Station is in standby state, the LED light color is white and always on. If no operation is performed for two minutes, the Power Station will automatically shut down.
- If Power Station is in standby state, the first LED light is red, which means that the power of GTi20000G5 is 0% and it needs to be connected to a charging cable for charging.

4.2.3 Discharging State

- When the Power Station is in standby state and the charging cable is not connected, short press the button, and the Power Station will switch from standby state to discharge state.
- When the Power Station is in the charging state, unplug the charging cable, and the Power Station enters the standby state. Press the button briefly, and the Power Station will switch from the standby state to the discharging state.
- If the Power Station is in the discharging state, the color of the LED light is green and the corresponding maximum power LED light flashes (before Power Station is in the discharging state, it is necessary to connect the grounding protection line, as shown in Figure 4.2).

4.2.4 Charging State

- When the Power Station is in the power-off and standby state, it will automatically enter the charging state when connected to the power grid through the charging cable.
- When the Power Station is in the discharging state, if it is connected to the power grid through the charging cable at this time, the discharge output of the Power Station will stop immediately and automatically enter the charging state.
- If the Power Station is in a charging state, the color of the LED light is white and the corresponding LED lights flash in turn. when the power is full, the 10 white LED lights are always on (if the charging cable is connected, the Power Station will automatically enter the charging state, and the charging cable connection mode is shown in Figure 4.3).

4.2.5 Power-off State

- If the Power Station is in standby state, press the button for a long time or wait for 2 minutes without any operation to enter the power-off state.
- If Power Station is in the discharging state, press the button to enter the power-off state.
- If the Power Station is in the charging state, remove the charging cable and enter the shutdown state.

5. Using GT Power Connect with your GTi20000G5

GT Power Connect talks to your generator directly over Bluetooth. There is no account to create and no sign-in. Open the app, connect, and you can see what the unit is doing and change how it charges.

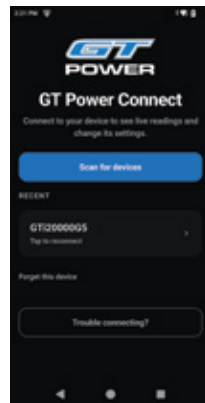
Search GT Power Connect in your app store or visit gtpower.co.nz for a link.

Connecting

1. your power station on.
2. Open the app and tap ****Scan****.
3. Tap ****Connect**** next to your unit.

Only GT Power units appear in the list. Each one shows how strong its signal is, so if you have more than one nearby you can tell which is which and if a unit shows as weak, move closer.

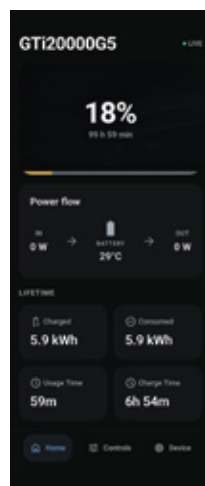
The app remembers the last unit you used and reconnects to it on its own next time you open the app. It also stays under ****Recent****, so you can reconnect with one tap without scanning again. ****Forget this device**** clears it.



Home - your generator at a glance

- ****Battery**** fills the top of the screen, with how long you have left. The bar turns amber as the charge gets low and red when it's nearly empty.
- ****Power flow**** shows what's going ****In**** to the battery, what's being drawn ****Out**** of it, and the battery temperature.
- ****Lifetime**** totals - charged, consumed, and hours spent running and charging
 - count everything the unit has ever done, not just this session.

Readings update themselves, so there's no refresh button. The badge next to the name says ****Live**** while readings are coming in, and tells you if they've slowed down or stopped - tap it to ask the unit again.



Controls – charging and fan

Changes are sent to the generator as you make them; there's no Apply button. The app then asks the unit what it's set to now, so the number you see is the generator's own answer.

****Charging power**** – 300 W to 1200 W. Drag the slider or tap one of the shortcuts. Lower it to run quieter and cooler, raise it to charge faster.

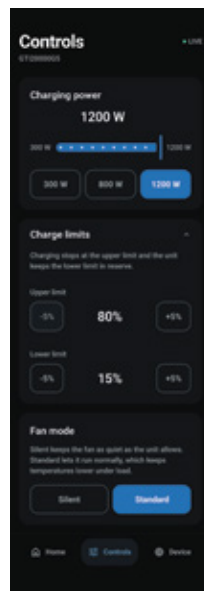
****Charge limits**** (under ****Charge limits****) – settings you'll usually set once:

- ****Upper limit**** (80–100%) is where charging stops. Below 100% is gentler on the battery if the unit sits in storage; 100% gives you the most usable capacity.
- ****Lower limit**** (0–20%) is the reserve the unit won't discharge past, so there's always something left to start on.

****Fan mode**** – ****Silent**** keeps the fan as quiet as the unit allows, which suits overnight and indoor use. ****Standard**** lets it run normally, keeping temperatures lower when the unit is working hard.

If a change doesn't go through, a message says so and offers to try again – and the value on screen goes back to what the generator last confirmed, so you're never shown a setting it didn't accept. If it worked but you've changed your mind, tap ****Undo**** on the confirmation.

A dash (****–****) means the generator hasn't told the app that value yet. It fills in on its own.



Device – name it and disconnect

- ****Device name****: call it something you'll recognise, like "Boat generator". The name is saved on your phone, not on the generator, so it won't follow the unit to another phone.
- ****Hardware****: the model, firmware and serial number – handy if you ever call for support. Tap and hold the serial to copy it.
- ****Help****: the same guidance, inside the app.
- ****Disconnect device****: stops live readings until you reconnect. Your saved name and the generator's settings are kept.

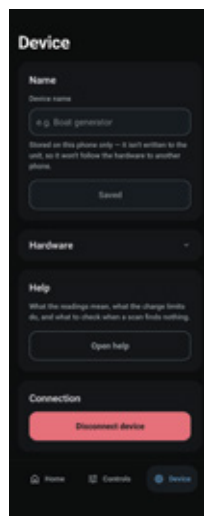
If something isn't working

****Nothing found when scanning.**** Check the generator is switched on – one in standby isn't visible over Bluetooth. Get within about 10 metres with no metal panel or vehicle body in the way, make sure Bluetooth is on, and scan again. A unit only talks to one phone at a time, so close the app on any other phone first.

****On Android, the app also needs the "Nearby devices" permission****, which is separate from Bluetooth being switched on.

****Connected, but no readings.**** Move closer to the unit, or disconnect and connect again.

****The badge says readings are old or stopped.**** Tap it to ask the unit again. Until it goes back to Live, treat what's on screen as out of date.



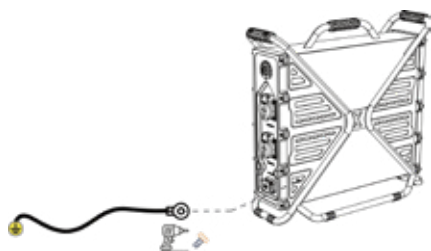


Figure 4.2 Power Station Grounding Diagram

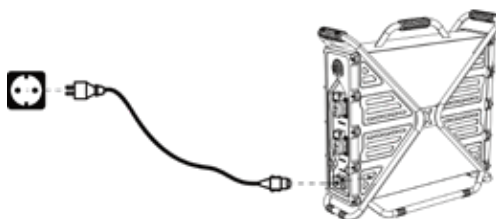


Figure 4.3 Schematic Diagram of Power Station AC Charging

6. Maintenance and Upkeep

Storage

- Before storage, adjust the equipment to shutdown status and remove connected cables and loads.
- If you do not use it for a long time, please charge the battery to 60% before storage. If you leave it idle for a long time when the battery is severely low, it will cause irreversible damage to the cell and shorten the service life of Power Station.
- Charge the product at least once every six months.
- To prolong service life, store the product in a low humidity environment at 20°C to 30°C temperature.

Transportation and shipment

- Before transportation, turn off the Power Station and remove connected cables and loads.
- To ensure that the operating status of the product does not change during transportation, the product can only be transported in undamaged condition. Additional rules of the transportation service provider must be observed.
- If a return is required due to a defect or failure, please contact us or your distributor.

Cleaning and maintenance

- Before cleaning, turn off the Power Station and remove connected cables and loads.
- Close the cover of the AC input and output port.
- This product may be wiped with a clean, dry cloth. Ensure that running water is not used for cleaning; in particular, high-pressure water guns are not allowed to be used for cleaning. Solvents or other reactive chemicals are not allowed.

Maintenance responsibility

- During the product warranty period, if the product is deformed or damaged, you can apply for after-sales maintenance. The manufacturer or distributor will provide maintenance services for the purchased products. The reasonable maintenance period is two years from the date of sale or until the product has not reached 800 cycles of charge/ discharge, except for fragile parts such as input/output sockets.
- During the maintenance process, if the product is found to be damaged due to improper use or maintenance by the buyer, the manufacturer or distributor has the right to refuse to provide free maintenance service and charge the buyer for the relevant maintenance fee.

7. Frequently Asked Questions

Q1 Products be carried on passenger planes/ trains/buses?

No. This product contains lithium battery. According to the transportation standard regulations, the carrying of lithium battery products should not exceed 100Wh.

Q2 Why is the load power within the rated output power range of the product but not available?

The system may be deeply fed and needs to be recharged to activate.

Q3 Why is there sound when using?

The Power Station has a built-in circulating fan that starts to cool the battery when the temperature is high. The fan can be set to silent mode through the App.

Q4 What type of battery is used in the product?

The product uses ternary lithium battery.

Q5 How to determine whether the product has been charged?

The indicator light will flash when charging.

Q6 How to charge this product?

Plug the product into the charging cable and connect it to the grid. The Power Station will automatically charge.

Q7 Can the Power Station supply power to the load after plugging in the charging cable?

If the Power Station is plugged with a charging cable and connected to the grid, it cannot be discharged. However, if the charging cable is plugged but not connected to the grid, it can be discharged.

Q8 How to extend the battery cycle life?

You can set the upper limit of charging and the lower limit of discharging through the App. It is recommended to set the upper limit of charging as 90% and the lower limit of discharging as 10%.

Q9 How to open the AC output?

- When the power is turned off, press the button briefly. After the power is turned on, Power Station will perform self-test. At this time, the LED light is white and slowly breathing. When the LED light is white again, press the button. When the LED light is green and always on, and the LED light corresponding to the highest power is flashing, the AC output is turned on.

- When in standby, the LED light is white and always on. At this time, press the button. When the LED light turns green and the LED light corresponding to the highest power flashes, the AC output is turned on. When charging, first unplug the charging cable and then press the button. When the LED light is green and the LED light corresponding to the maximum power is flashing, the AC output is turned on.

Q10 Why can't I turn off the computer by pressing the button?

Check whether the charging cable is disconnected from the power grid. If Power Station is plugged in with the charging cable and connected to the power grid, the button is invalid and the charging cable needs to be unplugged before shutting down.

Q11 Why do I need to press the button twice to get AC output when I start up?

To prevent user error, if Power Station is in a discharge state, it will lead to long-term battery feeding.

Q12 Which power sources does Power Station support?

Support charging of mains electricity, frequency conversion generator and portable energy storage power supply.

Q13 Why is it not charging when I plug in the charger?

The cell temperature may be high enough to cause the over-temperature fault. The over-temperature fault can be checked through the APP. If the over-temperature fault is confirmed, the charging will not be performed.

Q14 How to prevent damage from condensation?

- This product features a metal enclosure. When it is moved suddenly from a low-temperature environment to a warm and humid room-temperature environment, moisture may condense into water droplets on and inside the product. This phenomenon is known as "condensation."

- If condensation forms inside the product, it can lead to circuit short circuits, component corrosion, or other permanent damage.

- To prevent such issues, please strictly follow the instructions below:

- **Environmental Transition:** After moving the product from a low-temperature environment (e.g., a cold outdoors, an air-conditioned room, a vehicle) to a room-temperature environment, do not power it on immediately.

- **Passive Waiting Period:** Place the product in a dry, well-ventilated area at room temperature and let it sit for 4-6 hours (the exact duration depends on the temperature difference and humidity level). Allow the product's temperature to naturally rise to match the ambient temperature, ensuring any internal condensation completely evaporates.

- **Inspection and Confirmation:** Only after confirming that the product's exterior and interior are completely dry and free of any moisture should you proceed to connect it to power and use it normally.



Please Note: Damage resulting from failure to comply with this notice is not covered under the product warranty.

Warranty

As part of an on-going commitment to excellence in product support, Euroquip offers a comprehensive product warranty program.

1. THIS WARRANTY:

The benefits provided to the consumer in this warranty are in addition to other rights and remedies of a consumer under the New Zealand Consumer Guarantees Act 1993 and any other laws in relation to the products to which this warranty relates. This warranty:

- Covers the product against faulty materials or workmanship; and
- Covers the replacement of parts, the repair labour used, a refund of the price of the product or replacement of the machine, or other compensation for the remainder of the warranty period.

This product warranty is only applicable to the original purchaser of the machine and only purchases made from Euroquip Authorized Retailers.

2) WARRANTY PERIODS:

Commercial Warranty*: 2 Years (24 months)
Domestic Warranty* : 4 Years (48 months)

Or

1000 hours of operation – whichever occurs first.

Domestic Warranty applies to domestic use of the product: Personal, residential, or household use only. Commercial Warranty applies to commercial or business use of the product: All uses other than domestic use, including use for income-producing (including farming) or rental purposes.

*These GT Power Warranty periods are for products that are:

- Purchased from a New Zealand GT Power Dealer after 01/06/23
- Serviced by a GT Power Dealer in accordance with the GT Power service schedule, using genuine parts and the correct grade of oil (proof required)
- Meeting all other warranty requirements

NOTE: These warranty conditions apply to New Zealand only.

Euroquip warrants each new GT Power machine free from defect in material and workmanship under normal use and routine servicing, for the warranty periods specified. Conditional to the limitations and exclusions list below. The warranty period begins when the product is purchased by the end user. Warranty is not transferrable and is only claimable by the original purchaser.

Proof of purchase documentation with product serial number must be provided. If it has been lost and Euroquip does not have a record of the purchaser's details, the warranty period shall be calculated from the appropriate dealer wholesale sale date.

The purchaser must keep a record of all service and maintenance history as proof of servicing history. This may be requested when assessing any future warranty claims. The decision that an issue with a product qualifies as a warranty claim is made at the sole jurisdiction of Euroquip.

No costs incurred will be considered under warranty if repairs or maintenance are carried out by any party other than a Euroquip Approved Service Agent, unless with prior consent in writing from Euroquip.

It is the full responsibility of the purchaser to deliver the product under warranty to the nearest relevant service agent or product reseller. Warranty does not cover transportation costs including call outs, mileage and freight costs.

Customers are responsible for the care and cleaning of their product prior to sending it to our service centre. Any product being sent us must be thoroughly cleaned. Depending on what the product has come into contact with, it could pose an Occupational/ Work Health and Safety risk for our staff and or/service agents to inspect, repair or service a product that has come into contact with a hazardous substance. If we are asked to inspect, repair or service a product that has come into contact with a hazardous substance such as chemicals, asbestos or silica dust, we may not be able to inspect, service or repair the product. If this is the case, we will inform the purchaser and the product will be returned.

If a product is repaired under warranty, parts and labour required for the repair will be supplied at no charge. All defective parts replaced under warranty become property of Euroquip. Consumable items such as, but not limited to, oils, coolants, filter and spark plugs shall be the responsibility of the owner. Warranty assessment and repair will be scheduled and executed according to the normal work flow at the service location and depending on the availability of suitable replacement parts.

This warranty policy is an additional benefit and does not supersede the legal rights of any customer, reseller or service agent.

Should any issue be found to be a combination of a warranty failure and a non-warranty issue such as incorrect charging techniques, the repair cost component to rectify and repair the non-warranty failure is the **customer's** full responsibility.

3) EXCLUSIONS:

- Warranty does not cover parts that are subject to wear and tear from usage and/or damage which results from neglect of periodic maintenance.
- Evidence must be provided that the product has been maintained and serviced suitably for a claim to be considered under warranty.
- Failure caused by incorrect operation of the product as specified in the manual either intentionally or by error.
- Lack of proper care and maintenance of the product.
- Any damage which results from unavoidable natural disasters, fire, collision, theft, etc.
- Any normal wear or deterioration, such as that of sliding or rotating parts caused under normal operating conditions.
- Any damage that results from misuse or use beyond the imitations of the products intended purpose (such as overloading or use under abnormal conditions).
- External circumstances such as product deterioration or corrosion due to environmental conditions like heat, cold, salt spray, sand or due to the passage of time
- Normal phenomena such as noise, vibration or oil seepage which are considered by Euroquip as not affecting the quality, function or performance of the product.
- Any damage due to improper storage or transport.
- Consumable replacement items: Spark plugs, contact points, shear pins, fuel strainers, oil filter elements, air cleaner elements, brake shoes or pads, clutch components, fuses, motor brushes, gaskets, tube or hoses, belts, cutting blades, light bulbs, serviceable bearings. Petroleum and others fluids: Oil, grease, battery electrolyte, and radiator coolant. Other items specified by Euroquip.
- Periodical maintenance items such as cleaning, inspection and adjustments.
- Contaminated fuel
- Modifications or installations of other products to the product
- Damage that results from the use of non-genuine parts, lubricant or fluid not approved by Euroquip
- Any repair and/or adjustment to correct improper or poor quality work previously performed.
- Attempted repair/ service by a party other than an Approved Service Agent, or any repair undertaken prior to approval of warranty be Euroquip is not covered under warranty.
- Warranty does not cover pre delivery service and adjustment, or failure that may occur as a result of lack of/ incorrect pre delivery service and adjustment. Warranty does not cover any incidental, indirect or consequential loss, damage, personal injury, or expense that may result from any defect, failure, malfunction, or misuse of a product.
- Any product that is found to have come into contact with hazardous substances such as chemicals, asbestos or silica dust and NOT been industrially cleaned prior to servicing.

4) HOW TO CLAIM WARRANTY:

In the event you are faced with a manufacturing fault with your GT Power product, you can claim a repair or part replacement under warranty if the following conditions are fulfilled:

- The problem is related to production quality or specifications of the machine
- The machine is within the warranty period outlined in schedule
- The issue does not fall within the warranty exclusions listed

If the criteria above is met, and you would like to request a warranty, then please go online to <https://www.euroquip.co.nz/Service-Request-End-User> and log your warranty claim.



Congratulations on your new GT POWER product. We are proud to have you as our customer and will strive to provide you with the best service and reliability in the industry. This product is backed by our extensive warranty. To locate your nearest distributor or service agency call **0800 387 678**, or email us at **customerservice@euroquip.co.nz**.