

A group of men using a
chainsaw

PELENC WARRANTY CLAIMS





1. All machines must be PDI'd and installed by the supplying dealer.
2. The dealer must register the products online on the ETESIA dealer Portal, within 30 days of the date of sale.
3. If a product has not been registered when a warranty claim is submitted, the claim will automatically be refused.
4. All Pellenc batteries and Tools come with a standard manufacturer two-year warranty
5. To obtain an extended warranty of four years on batteries and three years on tools, the following conditions must be followed.
 - a. Item 2 must have been completed in allotted time
 - b. The tool / battery must have been back to the dealer for an annual check
 - c. The advantages of this to both parties are continued contact, and earlier fault diagnostics may be identified from the Battery read out program.
6. Battery chargers have a two-year warranty only, with no extension
7. Essential range carries a two-year warranty as standard with no extension (subject to condition 2)
8. Keep a record of the annual service as it may be required in the event of a warranty claim (Especially the battery)
9. Pellenc dealer warranty claims are subject to authorisation by Pellenc France.



BATTERY ANNUAL MAINTENANCE CHART (All GCT Batteries)

OPERATIONS	DATE SERVICED AND READINGS
VISUAL CHECK	
FULL INSPECTION AND FUNCTION TEST	
CHARGE BATTERY	
CORE CLEANING OF BATTERY (AIR CLEAN)	
CHECK ALL CONNECTIONS	
CHARGER TEST	
CAPACITY TEST	
DIAGNOSTIC SOFTWARE CHECK + PRINT OUT	