



## PowerCare Program

### The Power Care program provides the following services:

- ✓ Check batteries (terminations, connections and water level), cables, belts, hoses, coolant level/condition, oil level/condition, battery charging system, fluid levels, safety circuit alarms and lights, automatic transfer switches, switchgear power connection temperature, automatic exercise system. (Note that maintenance-free batteries cannot be checked for low fluid levels.)
- ✓ Observe and record oil pressure, coolant temperature, voltage at no load and load, HZ at no load (and load when possible), and amperage reading at load when possible.
- ✓ Adjust timers, voltage and HZ (if necessary).
- ✓ Observe and report condition of generator.
- ✓ Test run engine.
- ✓ Change oil and filters one time every 250 Working Hours.
- ✓ Full washing the unit every 500 Working hours

**Note:** - Air Filters will be cleaned every 250 working hours and will be changed every 750 hours and will be billed separately.  
- Cooling Fan belts will be changed every 1000 working hours and will be billed separately.  
- Electrical and Electronic components are not covered with PowerCare Maintenance program such as sensors, control and panel board components

### Payments:

PowerCare program have Two Levels with payment of 6 months in advanced which includes:

#### Level 1:

- One Visit for the machine every **250** working hours once per month (Customer is responsible to inform us about the counter).
- Materials are **not** included such as oil, oil and diesel filters.
- Any additional visits such as machine breakdown or extra working hours during regular working time in a call within **8** hours will cost: **300sr.** per visit.
- Any additional visits such as machine breakdown due to misuse the machine during regular working time in a call within **8** hours will cost: **750sr.** per visit
- Any major repairs needed will be quoted to client includes labor charge and spare parts.



## Level 2:

- A. Two Visits for the machine every **250** Working hours per month(Customer is responsible to inform us about the counter).
- A. Materials are included such as oil, oil and diesel filters.
- B. Any additional visits such as machine breakdown or extra working hours during regular working time in a call within **4** hours Free of Charge.
- C. Any additional visits such as machine breakdown due to misuse the machine during regular working time in a call within **4** hours will cost: **500sr.** per visit
- D. Any major repairs needed will be quoted to client includes spare parts only.

## Terms and Conditions

1. This PowerCare program covers only One Year or **(3,000)** Three Thousands working hours as a visit once every 250 work hours for the unit.
2. PowerCare program visits will be performed Saturday through Thursday during normal business hours. Customer is responsible for scheduling appointments and must be present during visits.
3. This agreement provides for 12 inspection visits over the 12-month contractual period.
4. Used Generators have to be fully reported and brought to customer attention before entering the PowerCare maintenance contract.
5. Equipment or parts in need of replacement or repairs will be brought to Customer's attention and billed separately on a time and material basis. Labor shall be based on "preferred contract customer" rates.
6. Service personnel will be available on a priority basis for maintenance agreement customers.
7. Generator unit (interior and exterior components) must be found by **Mega Power Co.** to be in good working condition for Maintenance Agreement to be valid. Unit will be inspected and started prior to initial servicing of unit to ensure it is in proper working condition prior to acceptance of Maintenance Agreement.
8. Upon completion of each maintenance visit, **Mega Power Co.** service technician will start generator in the presence of Customer. Customer will verify that the generator is functioning properly by signing Maintenance Check List.
9. This Maintenance Agreement does not warrant parts or labor – it allows for maintenance of the unit only.
10. Please note that in the event of extended generator usage, manufacturers 'guidelines must be followed regarding oil changes.



شركة ميكا الطاقة  
**Mega Power Co.**  
س.ت: ١٠١٠٣٦٢٨١٢  
C.R: 1010362812

11. **Mega Power Co.** shall not be responsible for failure to render the services described in this Agreement due to causes beyond its control.
12. Project Gate passes for **Mega Power Co.** equipment and Technicians (Will notify Names, Iqama no. and Car plates no. Later)
13. Clean Diesel Fuel supply, system, delivery and handling are Client's responsibility.
14. Providing balance load on three phases is Client's responsibility.

Always ready with pleasure to reciprocate.

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