



Great Power Engine Warranty and Repair Policy

Warranty Policy

GP products' after-sales services are managed by local dealers or distributors. GP is committed to ensuring the rights and product experience of every GP owner. If your local dealer or distributor fails to provide adequate after-sales service, please notify GP headquarters. We will promptly investigate the issue and assist in resolving your concerns to ensure you receive the necessary support and service.

Great Power Engine's products come with a warranty against defects in materials and workmanship. The specific warranty period varies depending on the product category, as outlined below:

Additional Warranty Terms:

- For model aircraft engines, the warranty period is two years from the date of original purchase from an authorized dealer or distributor.
- For UAV engines, the warranty period is one year or 200 operational hours, whichever comes first.

The warranty period begins from the date of purchase as indicated on the sales receipt or invoice. If the product is purchased as a gift or held for a period before use, the warranty period will still be based on the original purchase date. Under this warranty, you may file a warranty claim for your GP products. GP reserves the absolute right to approve or reject warranty claims.

1. The warranty is valid only when the warranty card indicating the date of purchase and the dealer's or distributor's name is presented to GP. This requirement does not apply to UAV manufacturers.
2. The warranty does not cover damage caused by (i) misuse or mishandling (ii) unskilled repair



- (iii) unauthorized modification (iv) crashes or collisions (v) use of aftermarket parts (vi) use of low-quality or improper fuel and/or additives. Additionally, normal wear and tear on parts such as seals, gaskets, and bearings are not covered under this warranty.
3. The warranty includes repair and replacement of defective parts and engines, shipping charges, and labor costs.
 4. If you are a GP dealer or distributor, ensure you complete all the necessary information on the warranty card and provide it to your customer. If you are a customer, please request a GP-issued warranty card with all the required information from your dealer or distributor. UAV manufacturers are not required to provide the warranty card.
 5. When filing a warranty claim, please present (i) the warranty card (ii) the maintenance form (iii) photos and/or videos illustrating the issues. This requirement does not apply to UAV manufacturers.
 6. The customer is responsible for performing regular maintenance and following the product's operation guidelines as outlined in the GP instruction manuals. Failure to follow these instructions may void the warranty.

Return Shipping and Repair Costs

If customers wish to bypass the dealer or distributor and have GP directly repair or maintain the engine, you will be responsible for covering the round-trip shipping costs. When sending back the engine to GP for non-warranty repair or maintenance, you will also be charged for parts, labor, shipping costs, and any third-party handling fees. Please only include damaged and/or defective parts or engines in the shipment, as extra weight and volume may result in higher shipping costs for you.

Limitations of Liability

GP is not liable for any incidental, indirect, or consequential damages arising from the use or inability to use the product, including but not limited to loss of profit, downtime, damage to associated equipment, or loss of data.

Dispute Resolution

Any disputes arising from this warranty will be resolved through binding arbitration in the jurisdiction where GP is headquartered, unless otherwise required by local law.



Customer Satisfaction and Support

At Great Power Engine, we value the trust you place in our products. Our goal is to provide you with reliable engines and unparalleled support. If you have any questions or concerns, our customer service team is here to assist you every step of the way. We strive to ensure that your experience with GP is seamless, and we appreciate the opportunity to serve you.

Thank you for choosing GP.

