FAQs

How do I check my Mecc Alte’s authenticity?

Yes, since you have input the serial number into the support website, all product test certificates, build data and complete product part breakdowns are displayed, providing you with additional assurance of product legitimacy.

Does the Mecc Alte App give me any further information than my product verification?

Yes, the App is a valuable service tool, users can use the App to set stability alarms and parameters, as well as control voltages, frequency and other settings. Complex functions such as a soft start or specific routine to ease the engine speed settings.

Is there a quicker way for me to access the Mecc Alte Support website so I can authenticate my product?

Yes, once you have input the serial number into the dedicated Mecc Alte support website (http://support.meccalte.com), or by scanning the bar code in the Mecc Alte app, you can check if your product is a verified Mecc Alte.

Will this be rolled onto other Mecc Alte products?

Yes, all of our Spares packaging incorporate the hologram with tamper-proof seals, enabling our customers to know they have control of warranty and genuine parts that will not prove detrimental to these products performance.

Will this be rolled onto other Mecc Alte products?

Yes, our labels packaging incorporate the hologram with tamper-proof seals, enabling our customers to know they have control of warranty and genuine parts that will not prove detrimental to these products performance.

Does the Mecc Alte Support website give me any further information than my product verification?

Yes, a QR reader is located on the product nameplate directly adjacent to the hologram, directing you to the support page instantly.

It’s extremely unlikely that a counterfeit manufacturer could guess a Mecc Alte serial number due to the way our production team directs your product; for further assistance please email support@meccalte.co.uk to chat with one of our specially trained advisors about what you can do next.

Is it possible for a counterfeit manufacturer to guess a Mecc Alte serial number?

Yes, once you have input the serial number into the Mecc Alte Support website so I can check if your product is a verified Mecc Alte.

How can I check if my product is a verified Mecc Alte?

By scanning the bar code in the Mecc Alte app, you can check if your product is a verified Mecc Alte.

Does the Mecc Alte App allow me to check if my product is a verified Mecc Alte?

Yes, once you have input the serial number into the support website, all product test certificates, build data and complete product part breakdowns are displayed, providing you with additional assurance of product legitimacy.

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All performance analytics are stored making it even easier to record and store alternator statistics for aftersales service which can then be shared across multiple platforms including WhatsApp, messenger and on email.
Counterfeiting is an ever-increasing threat and can be extremely dangerous to our customers and even more detrimental to their businesses. This global phenomenon has been estimated to contribute a momentous 5-7% of total world trade.

At Mecc Alte, we maintain a specific customer focus and centre the entirety of our business around meeting our customer requirements and power needs. In response to the threat of global counterfeiting, we have implemented several safety features, which give our customers the peace of mind from a genuine world-class alternator.

Our counterfeit protection hologram has been integrated into a newly improved nameplate oversticker that proves the origin of the Mecc Alte product. Built-in features help easy identification of fake products and parts, with additional intelligent market features, including complex counterfeit deterrents plus easy alignment and placement.

CHECK YOUR SERIAL NUMBER

Download the Mecc Alte App where you can view machine authenticity through scanning the barcode serial number featured on the name plate of each genuine Mecc Alte alternator. The App also provides deep visibility into the performance of your alternator at the touch of a button with access to AVR data and product schematics. Alternatively, visit support.meccalte.com and enter your serial number in the designated search box to verify your product.

Once you have entered your serial number you will be presented with your product's full line traceability; all test certificates, build data and compatible spare parts.

STATE-OF-THE-ART SECURITY LABEL

Introduced at the beginning of 2016, our latest hologram is placed on our alternators, protecting our customers who support and rely on our genuine quality, and preserving and defending our brand. If you have any reason to suspect that your product is a counterfeit, you should immediately contact support.meccalte.com for assistance.

THE DANGERS OF COUNTERFEIT ALTERNATORS

1. Cracks in fan casing
   Can result in an unbalanced machine, damage to the engine or mounts, and cause increased bearing wear and level of noise.

2. Cost cutting on hardware
   Can result in loose panels and increased levels of vibration and noise.

3. Insufficient stator impregnation
   Can cause premature stator winding failure and overheating.

4. Dangerous foot arrangement
   Causes increased vibrations and noise levels, and can cause possible component failure.

5. Poor bearing quality
   Can lead to the premature failure of the bearings which could lead to total machine failure.

6. Substandard voltage regulation
   May lead to premature excitation failure and the inability to maintain output voltage in faulty conditions.