

FAQs



How do I check my Mecc Alte's authenticity?

All Mecc Alte products have the hologram identifying it as a genuine Mecc Alte. By inputting the 7 digit serial number, found on the nameplate on your product, 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.

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

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

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

As 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 recovery are available at the touch of a toggle within the App. Test certificates, build data and quality step reports are also available.

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.

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

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

I've just entered my product serial number and it hasn't been authenticated; what can I do now?

It's likely that you have been sold a counterfeit 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?

It is extremely unlikely that a counterfeit manufacturer could guess a Mecc Alte serial number due to the way our production team generates and distributes them.

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 continuation of warranty and genuine parts that will not prove detrimental to their products' performance.



MECC ALTE SPA (HQ)

Via Roma
20 – 36051 Creazzo
Vicenza – ITALY
T: +39 0444 396111
F: +39 0444 396166
E: info@meccalte.it
aftersales@meccalte.it

MECC ALTE PORTABLE

Via A. Volta
137038 Soave
Verona – ITALY
T: +39 0456 173411
F: +39 0456 101880
E: info@meccalte.it
aftersales@meccalte.it

MECC ALTE POWER PRODUCTS

Via Melaro
2 – 36075 Montecchio
Maggiore (VI) – ITALY
T: +39 0444 1831295
F: +39 0444 1831306
E: info@meccalte.it
aftersales@meccalte.it

ZANARDI ALTERNATORI

Via Dei Laghi
48/B – 36077 Altavilla
Vicenza – ITALY
T: +39 0444 370799
F: +39 0444 370330
E: info@zanardialternatori.it

UNITED KINGDOM

Mecc Alte U.K. LTD
6 Lands' End Way
Oakham
Rutland LE15 6RF
T: +44 (0) 1572 771160
F: +44 (0) 1572 771161
E: info@meccalte.co.uk
aftersales@meccalte.co.uk

SPAIN

Mecc Alte España S.A.
C/ Rio Taibilla, 2
Polig. Ind. Los Valeros
03178 Benijofar (Alicante)
T: +34 (0) 96 6702152
F: +34 (0) 96 6700103
E: info@meccalte.es
aftersales@meccalte.es

CHINA

Mecc Alte Alternator
Haimen LTD
755 Nanhai East Rd
Jiangsu HEDZ 226100 PRC
T: +86 (0) 513 82325758
F: +86 (0) 513 82325768
E: info@meccalte.cn
aftersales@meccalte.cn

INDIA

Mecc Alte India PVT LTD
Plot NO: 1, Sanaswadi
Talegaon
Dhamdhare Road Taluka:
Shirur, District:
Pune - 412208
Maharashtra, India
T: +91 2137 673200
F: +91 2137 673299
E: info@meccalte.in
aftersales@meccalte.in

U.S.A. AND CANADA

Mecc Alte Inc.
1229 Adams Drive
McHenry, IL, 60051
T: +1 815 344 0530
F: +1 815 344 0535
E: info@meccalte.us
aftersales@meccalte.us

GERMANY

Mecc Alte Generatoren GmbH
Ensener Weg 21
D-51149 Köln
T: +49 (0) 2203 60541-0
F: +49 (0) 2203 60541-49
E: info@meccalte.de
aftersales@meccalte.de

AUSTRALIA

Mecc Alte Alternators PTY LTD
10 Duncan Road, PO Box 1046
Dry Creek, 5094, South
Australia
T: +61 (0) 8 8349 8422
F: +61 (0) 8 8349 8455
E: info@meccalte.com.au
aftersales@meccalte.com.au

FRANCE

Mecc Alte International S.A.
Z.E. la Gagnerie
16330 St. Amant de Boixe
T: +33 (0) 545 397562
F: +33 (0) 545 398820
E: info@meccalte.fr
aftersales@meccalte.fr

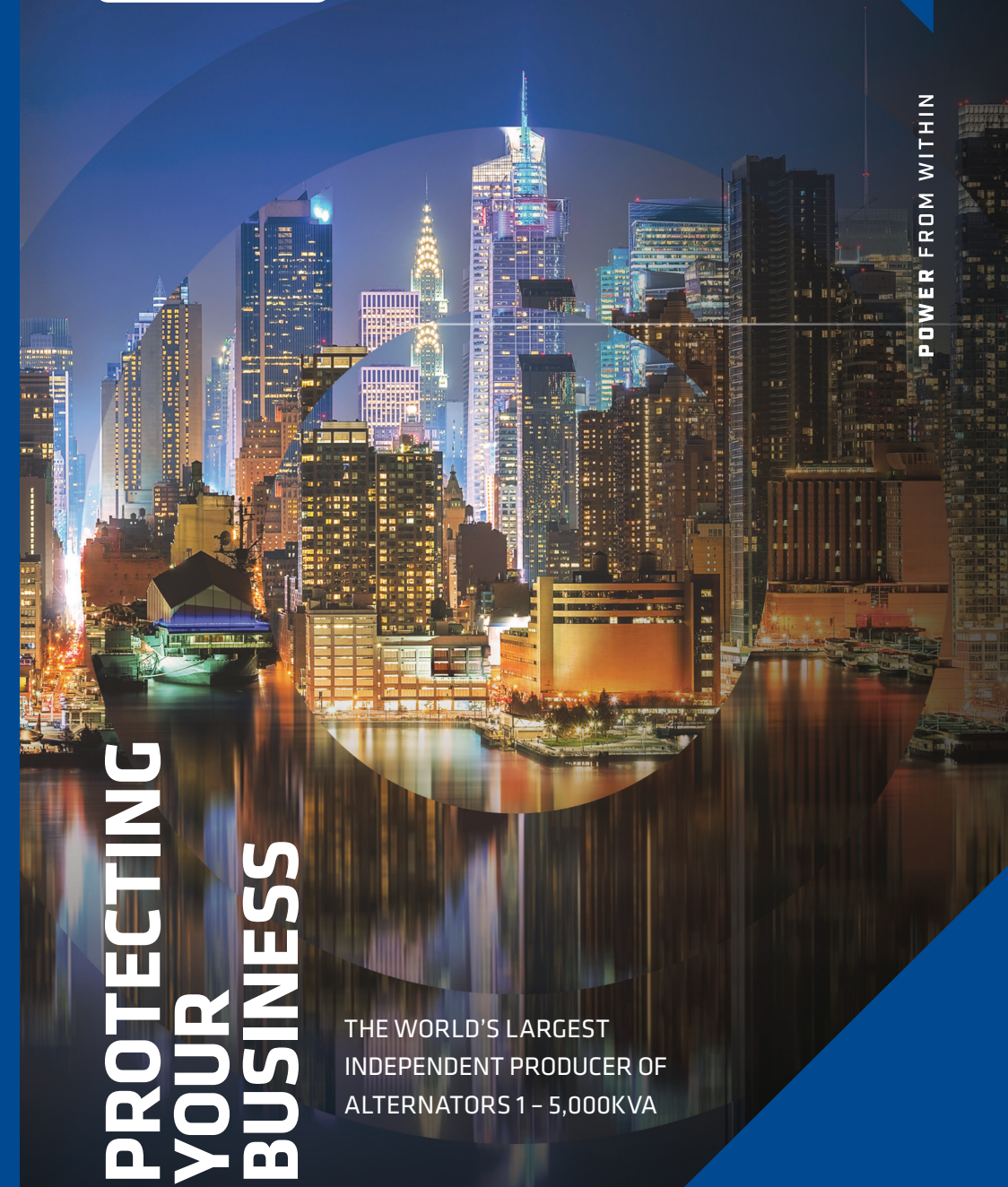
FAR EAST

Mecc Alte (F.E.) PTE LTD
10V Enterprise Road,
Enterprise 10
Singapore 627679
T: +65 62 657122
F: +65 62 653991
E: info@meccalte.com.sg
aftersales@meccalte.com.sg



www.meccalte.com

The world's largest independent
producer of alternators 1 – 5,000kVA



POWER FROM WITHIN

COUNTERFEIT ALTERNATORS ARE A REAL PROBLEM

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.

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

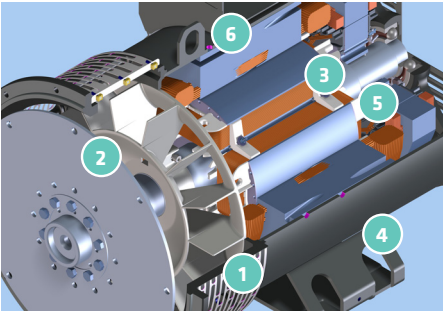
Can result in loose panels and increased levels of vibration and noise.

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.

HOW TO CHECK YOUR MECC ALTE ALTERNATOR IS GENUINE

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.

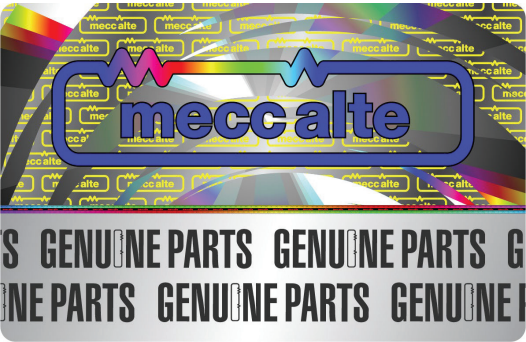
Alternatively, visit support.meccalte.com and enter your serial number in the designated search box to verify your product.

Once you have entered your serial number you will be presented with your products 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.



ALTERNATOR OVERSTICKER

Our counterfeit protection hologram has been integrated into a newly improved nameplate over sticker 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.



1. Proof of origin on European product

2. Quality improvement

Sticker is treble-laminated, heat and oil resistant. Finish and placement is consistent.

3. Sticker is easier to align and place

4. Deterrent 1

Complex printing process and colours.

5. Deterrent 2

Integrated hologram.

6. Deterrent 3

Hidden UV, genuine Mecc Alte check.



WATCH NOW

Mecc Alte's easy ID: QR reader directing instantly to the support page making product verification easy and efficient.