



## Automatic Standby Generator Maintenance Agreement

It is important to protect your investment in a standby generator. To ensure reliability and problem free operation, Finger Lakes Power Systems is pleased to offer the following service agreements. The service agreements are necessary for preventative maintenance, and to comply with manufacturers standard and extended warranties. See the checklist below for a detailed list of the scheduled maintenance procedure. Its more than just an oil change. Your generator is protecting your home 24 hours a day, 7 days a week! Take care of your generator, and it will take care of your home.

All service plans are contract based on a 5 year term. Plans are invoiced yearly when scheduling service. Please choose the plan that best fits your

- **Standard Service Plan (5 Year Term) - \$199 plus tax per year**
  - We schedule service for you every year, with a phone call 1 week in advance of service
  - All items and services listed below
  - 1 battery replacement included per term (typically at year 5) **save \$110!**
  - 10% parts discount in the event repairs are required beyond warranty coverage
  - To receive premium service benefits, the customer must maintain a proper yearly maintenance schedule.
  
- **Premium Service Plan with Monitoring (5 Year Term) - \$299 plus tax per year**
  - All the benefits of the standard service plan
  - Online Monitoring of the generator (if your generator is supported)
    - Daily reports from monitored generators show us when your generator is in need of service.
    - WiFi or Cellular connection is required.
      - Please notify us if you change your WiFi password!
      - Additional hardware may be required.
  - “Checkups” – One additional free “checkup” per year. If you are going on an extended vacation, or a storm is coming, ask us to double check your generator.

By signing below, the customer is agreeing to have Finger Lakes Power Systems maintain their standby generator, per the terms and conditions of the service plan. FLPS will schedule services yearly (in advance). Billing will occur when preventative maintenance services are rendered. Non-warranty repairs, upgrades, or any work beyond the scope of the preventative maintenance agreement, will be billed at \$75/hour, with a 1 hour minimum. Premium maintenance contract customers do not pay any overtime rates, or after hours special charges. This agreement automatically renews after year 5, unless either party requests that it is modified or canceled.

Invoices can be paid by cash, check or credit card, and are due upon completion of services rendered.

Customer Signature

x \_\_\_\_\_

## **Maintenance Items:**

- **Visual Inspection**
  - Inspect for visual damage and/or unusual wear and tear
  - Inspect all visible fuel and electrical connections
  - Clean debris from generator. Clean the enclosure
  - Ensure all switches/breakers in normal operating position
- **General Operation**
  - Inspect and test battery and charging system
  - Check cold weather kit for proper operation (if applicable)
  - Test proper startup and transfer operator function
  - Check for any improper noises or vibrations
- **Fuel**
  - Inspect and test all fuel connections.
  - Check to make sure that fuel pressure is accurate (3.5"-7" WC for NG, 10"-12" WC for propane). Tests are done while engine is off, idle, and under load.
  - Touch up paint as necessary on any gas piping
- **Electrical**
  - Check grid voltage and generator voltage output
  - Check grid frequency and generator output frequency
  - Ensure there are no corroded or loose connections.
  - Simulate a power outage
  - Run the generator under load to confirm proper output
- **Engine**
  - Change engine oil with synthetic oil per specifications
  - Change engine oil filter
  - Change spark plugs (with proper gap)
  - Change air filter
  - Confirm proper valve clearances. Adjust as necessary.
- **Customer Education**
  - Answer any questions about operation, maintenance, or upgrades
  - Advise the customer on any foreseeable future preventative maintenance items, upgrades, or repairs