



**Automatic Standby Liquid Cooled 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. You generator is protecting your home and business 24 hours a day, 7 days a week! Take care of your generator, and it will take care of your home or business.

All service plans are contract based for the term, and billed yearly at the time of service.

Will Call – Call for preventative maintenance without contract - **\$599 plus tax**

- All items and services (where applicable) listed on the checklist

***Premium Service Plan (5 Year Term) -**

- **Up to 60 kW Natural Gas or Propane Units - \$525 per year**
- **Diesel (up to 100kW) or Above 60 kW Natural Gas or Propane Units - \$650 per year**
- We schedule service for you every year, with a phone call 1 week in advance of the due date.
- We make 2 trips per year
 - Trip one, is a full maintenance service including all services below.
 - Billed at **\$325 for Propane or Natural Gas, and Diesel**
 - Trip two, is a general inspection and test.
 - Billed at **\$200** for basic checks and test
 - Billed at **\$325** for a if a 2nd full service is required
- All items and services listed below
- 1 battery replacement included per term up to a \$125 dollar value (typically at year 5)
- 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.

By signing below, the customer is agreeing to have Finger Lakes Power Systems maintain their standby generator, per the terms and conditions of the **Premium** service plan. FLPS will contact the customer to schedule services, and yearly 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 \$95/hour, with a 1 hour minimum. Premium maintenance contract customers do not pay any overtime rates, or after hours 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

FLPS Signature

X _____

X _____

Generac MobileLink Remote Monitoring Service - \$499 plus tax

- Always know the status of your generator. This cellular connection will provide you with up to date information via your smartphone or web browser. Propane level monitoring is available for an additional charge.
- This includes the equipment, and 1 year of cellular service for the generator. \$130/year after the first 2 years.

Maintenance Procedure Checklist:

- **Visual Inspection**
 - Inspect for visual damage and/or unusual wear and tear
 - Inspect all visible fuel and electrical connections
 - Clean debris from generator and wipe down 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.
 - Diesel fuel treatment, or full change is billed as an additional service.
 - 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
- **Engine**
 - Change engine oil with synthetic oil per specifications
 - Change engine oil filter
 - Change spark plugs (with proper gap)
 - Change air filter
 - Check and confirm all other fluid levels (coolant, lubrication, ect)
 - Confirm proper valve clearance. 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