

Service Agreement Details

Maintaining a valid Service Agreement ensures you receive access to the following benefits:

Service Agreement Benefits	WITH Active Service Agreement	WITHOUT Active Service Agreement
Priority 24/7 On-Site Emergency Repair Services	✓	✗
Free Technical Phone Support 24/7	✓	✗
Preventative Maintenance Service Price Locked in for 2-Years	✓	✗
Access to our Fleet of Temporary Mobile Rental Generators	✓	✗
Priority Proactive Scheduling (We will contact you when PM is due)	✓	✗

- Service Agreements are 2-year agreements with The Generator Connection that are separate from the generator manufacturer's warranty.
- There is NO cost to sign up for a Service Agreement. The prices shown ON the service agreement will be the cost of your annual preventative maintenance and includes discounted labor and trip charges for service call appointments. The rates on your service agreement are locked in for 2 years even if our rates go up.
- The Generator Connection will maintain a complete service history in our database. After each service, an electronic report will be sent detailing the conditions found, services performed, and advice on further service required if necessary.
- All used oil and filters removed during service will be properly disposed of, leaving our portion of your site in compliance with state regulations governing waste oil.
- The Generator Connection carries Public Liability Insurance in the amount of \$2,000,000 and statutory Workmen's Compensation Insurance.
- The Generator Connection will repair and replace any defects in our workmanship for a period of 12 months. Parts and equipment guarantees are per manufacturers' standards.
- Customer Responsibilities include keeping the area around generator clear of snow and vegetation, checking the oil at least every 24 hours of run time, becoming familiar with the generator's exercise cycle, and maintaining driveway access for technician service visits.
- A signed agreement authorizes The Generator Connection to perform the services specified. Services will be invoiced after each visit, and payment is due upon receipt of the invoice. Signing a service agreement involves no risk, and we strongly encourage customers to do so.