

MAINTENANCE CONTRACT



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CLIENT NAME & ADDRESS: 	Generator Maintenance Information GENERATOR LOCATION:	PHONE:
		EMAIL:
		GENERATOR MODEL # / SIZE (KW)
		GENERATOR SERIAL#

	<i>\$0 Savings</i>	<i>\$50 Savings</i>	<i>\$135 Savings</i>
7-22 KW	<input type="checkbox"/> 1 YR \$445	<input type="checkbox"/> 2 YR \$840	<input type="checkbox"/> 3 YR \$1200
25-48 KW	<input type="checkbox"/> 1 YR \$525	<input type="checkbox"/> 2 YR \$1000	<input type="checkbox"/> 3 YR \$1440
60-150 KW	<input type="checkbox"/> 1 YR \$745	<input type="checkbox"/> 2 YR \$1440	<input type="checkbox"/> 3 YR \$2100

Annual contract consisting of essential preventative maintenance for your generator.

Benefits Include:

- * Generator inspection & preventative maintenance twice a year. Attached list is performed by factory certified technicians.
- * Next work day/Front of line service during an outage.
- * 10% up to \$200 off non-warranty parts & labor for generators.
- * Battery price reduced from \$299 to \$249 for most models.
- * Discounted rates on all residential electrical services. 10%, up to \$100 per call. Excludes maintenance contract renewal & generator installations.

SAVE \$20.00 - CHOOSE AUTO-RENEW FOR 1 YEAR CONTRACTS ONLY (CREDIT CARD REQUIRED)

Contract will automatically renew and credit card on file will be charged renewal rate less \$20. Please notify us of any changes to your payment method 30 days prior to your renewal date to avoid an administrative charge of \$20.

SAVE \$20.00 - BATTERY REPLACEMENT AUTHORIZATION

Please check this box to authorize our technician to replace the battery (as needed) while on site performing maintenance. An invoice for the cost of the battery replacement will follow. Now a battery that is priced at \$249 will now be \$229.

TERM - THE TERM OF THIS AGREEMENT IS FOR A PERIOD OF THE SELECTED YEARS BEGINNING ON THE SIGNATURE DATE. PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. NO CLAIM OF DAMAGES DUE TO TERMINATION UNDER THE STATED INFORMATION SHALL ARISE AGAINST EITHER PARTY. MAINTENANCE WORK WILL BE PERFORMED DURING NORMAL BUSINESS HOURS. REPAIRS, PARTS AND WARRANTY WORK ARE NOT COVERED BY THIS GENERATOR MAINTENANCE PLAN AND ARE CONSIDERED "SERVICE." SEE OTHER SIDE FOR ADDITIONAL TERMS & CONDITIONS. *This is not an all-inclusive generator service contract – parts and labor not included in this contract are billable according to our parts and labor rates* --WE DO NOT OFFER 24 HR SERVICE--	<p>PAYMENT TYPE</p> <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER <input type="checkbox"/> CHECK #
	<p>CARD #</p> <hr style="border: 0; border-top: 1px solid black;"/>
	<p>EXP SEC CODE</p>
	<p>AUTHORIZED SIGNATURE DATE</p>

TERMS & CONDITIONS

1. Repairs, parts and warranty work are not covered by this generator maintenance contract and are considered "service." Maintenance performed is as outlined under the Generac factory service schedule for the customer's generator model. (See the owner's manual for complete details.) All repair items needing replacement will be brought to the customer's attention before any work is performed. The cost for these repairs or replacements (service) must be authorized before any work is performed. The cost for these repairs or replacements (service) must be authorized by the customer before any work commences. The price will be determined from our standard labor rate less 10%.
2. All service calls not covered by the manufacturer's warranty shall incur a standard trip charge of \$130.00 less 10%. The trip fee is for travel to the customer's location and includes ½ hour of diagnostic fees. Trip fees are non-refundable regardless of the outcome of the visit. Trip fees for repairs determined to be covered under warranty will not be charged to the customer.
3. All maintenance parts & material (excluding oil consumption) under the maintenance contract shall be warranted for a period of 90 days from the date of maintenance.
4. Maintenance, service & warranty work will be performed during normal business hours Monday - Friday 8:00am to 3:30pm excluding holidays. In the event of an Emergency service overtime charges will apply and must be arranged and agreed upon in advance. Maintenance, service and warranty work can only be performed while the unit is not running and is under utility power. Failure to be present or provide access to the premises and equipment including the indoor automatic transfer switch may result in additional charges.
5. This agreement does not cover liability for injury that results from inherent defects in the buyer's equipment or operation, or from any delay or failure in performing service or maintenance due wholly or partially to circumstances beyond technicians control such as fires, material shortages, labor interruptions, government regulations, weather, acts of God, etc.
6. The customer shall assume all risk of loss or damage to equipment, property and life caused by the equipment's failure to provide standby power.
7. This agreement contains the entire understanding between Tri-Star Electric and the customer. Any modification, amendments or changes must be in writing and signed by both parties.
8. Any maintenance, service or warranty work performed by anyone other than a TriStar Electric Employee will void all warranties implied or expressed by TriStar Electric.
9. All electrical and mechanical equipment associated with the generator is solely the responsibility of the customer.
10. There are no refunds for maintenance contract cancellations, however you can transfer maintenance contracts, for example, to a new homeowner.