

# MAINTENANCE CONTRACT



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|                        | <i><u>\$0 Savings</u></i>                  | <i><u>\$50 Savings</u></i>                  | <i><u>\$125 Savings</u></i>                 |
|------------------------|--------------------------------------------|---------------------------------------------|---------------------------------------------|
| 7-28KW Air Cooled      | <input type="checkbox"/> 1 YR <b>\$495</b> | <input type="checkbox"/> 2 YR <b>\$940</b>  | <input type="checkbox"/> 3 YR <b>\$1360</b> |
| 22-48KW Liquid Cooled  | <input type="checkbox"/> 1 YR <b>\$575</b> | <input type="checkbox"/> 2 YR <b>\$1100</b> | <input type="checkbox"/> 3 YR <b>\$1600</b> |
| 60-150KW Liquid Cooled | <input type="checkbox"/> 1 YR <b>\$795</b> | <input type="checkbox"/> 2 YR <b>\$1540</b> | <input type="checkbox"/> 3 YR <b>\$2260</b> |

**Dealer Monitoring** ☐ 1 YR Cellular Plan **\$79.99**

(For the 4G Cellular Mobile Link) Checked Daily Mon. through Fri. and during inclement weather.

☐ **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 losing the \$20 Discount and having to pay full price.

## THIS IS NOT A SERVICE CONTRACT

**This is for maintenance items only, this does not cover generator breakdowns/troubleshooting/repairs/parts/labor. This is covers the maintenance items as listed by Generac Manufacturer Guidelines in order to keep the generator in spec so that warranty claims are not denied should they arise and to optimize the chances of your generator performing when needed most.**

## CUSTOMER BENEFITS:

- ★ 37 Point Checklist of regular maintenance items replaced and inspected twice a year. SEE LIST ON BACK
- ★ You are meeting Generac Required Maintenance Specifications.
- ★ We use Generac OEM Parts.
- ★ We keep all maintenance/service records on file for Generac requests during warranty claim approvals.
- ★ 10% up to \$200 off non-warranty parts & labor for generators.
- ★ 10%, up to \$100 per call on all residential electrical services. (not for contract renewal/installations)
- ★ Front of line service, we put you ahead of non-maintenance customers if/when you need service.

|                         |      |            |                   |            |       |                    |  |  |
|-------------------------|------|------------|-------------------|------------|-------|--------------------|--|--|
| Generator Size          |      |            | Generator Model # |            |       | Generator Serial # |  |  |
| Name                    |      |            |                   |            |       |                    |  |  |
| Address                 |      |            |                   |            |       |                    |  |  |
| Email                   |      |            |                   |            |       | Phone #            |  |  |
| Payment Type Circle One | Visa | MasterCard | AMEX              | Discover   | DEBIT | CHECK #            |  |  |
| Card #                  |      |            |                   | Expiration |       | 3 Digit Code       |  |  |
| Signature               |      |            |                   |            |       | Date               |  |  |

\*\*\*SEE BACK OF CONTRACT FOR TERMS AND CONDITIONS\*\*\*

## MAINTENANCE CHECKLIST

TriStar Electric Takes care of 7 different section of the Generator at our Maintenance Visits, The Fuel/Lubrication System, Cooling System, Battery, Engine, External Connections, Electrical System/Controls, and General Condition. The following is a list of at least 37 items we inspect and or replace at a maintenance: Oil Level, Oil Leaks, Oil Filter, Remove Corrosion, Air Filter, Spark Plugs, Valves, Starter Operation, Pulleys/Belts, Linkages, DC Control Fuse, Warning Lights/Shutdowns, Vibration/Noise/Leakage/Temp, Silicone Spray Rubber Hoses, Silicone Spray Metal Parts, Exterior Cleaning of Enclosure, Wire Brush Rust/Paint Wire Brushed Areas, Check Gas Line Condition/Leakage, Hard Fuel Lines, Flexible Fuel Lines, Fuel Plenum, Enclosure Louvers, Coolant Levels, Flexible Hoses/Baffles, Proper Clearances, Clean and Tighten Terminals, Check Charger, Specific Gravity, Load Test, Connection Terminals, Control Wiring, Output Voltage, Controller, Auto/Off/Manual Switch, Earth Ground, Battery Health, DC Control Voltage, Propane Tank Level and much more.

## TERMS & CONDITIONS

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 are not included in this contract are billable according to our parts and labor rates\* WE DO NOT OFFER 24 HR SERVICE**

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 (for active maintenance contracted customers) not covered by the manufacturer's warranty shall incur a standard trip charge, less 10%. On top of the trip fee, there is an hourly rate charged for every half hour of labor. The trip fee is for travel to the customer's location. 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.