

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.