

# Generator Maintenance Contract



Your generator may be among the most expensive appliances in your home, and the most important during a power outage. To ensure its reliability and keep it problem-free, it is important to have it properly serviced throughout the year.

## *Every six months your generator will receive the following:*

- Check Oil Level (add if applicable)
- Inspect Fuel Lines and Connections
- Inspect Flexible Fuel Line
- Inspect/Clean Enclosure Louvers
- Check Temperature and Leakage
- Check Vibration and Noise
- Inspect Air Filter
- Check Battery Level & Maintain
- Clean and Tighten Battery Terminals
- Remove Corrosion and Ensure Dryness of Battery
- Check Operation of Battery Charging Equipment
- Inspect Electronic Connections and Wiring
- Valves Adjustment (if applicable)
- Lubricate Necessary Fittings (if applicable)
- Operate Generator Check for Correct Voltage & Frequency
- Check No Load Output Voltage
- Inspect Grounding Conductor and Fuses
- Check Auto Start-Stop Mode
- Simulate each Safety Shutdown
- Load Test Machine and Check Operation of Transfer Switch
- Clean Debris in and Around Unit

## *Every year your generator will receive the following:*

- Change Oil Filter
- Change Air Filter
- Inspect/Change Spark Plugs
- Change Oil

***Please call the office for current pricing.***

Under high-use hours (100-200 hours) an extra major service is recommended. Special pricing for Service Contract Customers: \$199 per visit (Reg \$329).

## ***Contract Terms***

Generator unit must be found to be in good working condition by Alpine. Unit will be inspected and started prior to initial servicing of unit to ensure it is in proper working condition prior to acceptance of maintenance contract.

100% in full payment is required upon acceptance of this signed Contract. Your maintenance contract is NOT an insurance policy. Alpine reserves the right to cancel or modify this program without notice. Contract is not self-renewing. Customer will be reminded to renew each year.

This maintenance contract provides for two inspection visits over the 12-month contractual period. It does not warrant parts or labor.

Generator maintenance visits will be performed Monday through Friday during normal business hours. Customer is responsible for scheduling appointments and must be present during visits. We will respond to emergencies but do not guarantee 24-hour service.

Service personnel will be available on a priority basis for maintenance contract customers. Equipment or parts in need of replacement or repairs will be brought to customer's attention and billed separately on a time and material basis. Labor shall be based on preferred contract customer rates.

Alpine is not responsible for the manufacturer's inability to supply replacement parts. This contract does not cover service as a result of fire, explosion, theft, accidental damage, neglect, vandalism, improper treatment, repair by purchaser or others, and/or acts of God.

In the event of extended generator usage, manufacturer's guidelines must be followed regarding oil changes and other maintenance (typically 100-200 hours of use). This contract offers a special rate of \$149 + tax for additional service. Customer must notify Alpine if extra service is needed.

Contract is transferrable to new owner upon sale of property. Customer must notify Alpine of transfer in writing, along with a copy of the Enrollment form.

Manufacturer Warranties – All manufacturer warranties require routine maintenance to uphold terms. Alpine will do our best to support all brands and warranties for parts and labor, as indicated (without specific limitations from manufacturer) below:

	<b>Parts (Years)</b>	<b>Labor (Years)</b>	<b>Transfer Switch (Years)</b>
<b>Briggs &amp; Stratton 8kW and 10kW</b>	3	3	3
<b>Briggs &amp; Stratton 12kW - 20kW</b>	4	4 / 1600 hours	3
<b>Generac purchased before 8/2016</b>	3	2	2
<b>Generac purchased after 8/2016</b>	Engine & Alternator 5 All Parts 3	2	2
<b>Kohler Air-Cooled</b>	5	2	5 / 2000 hours