

PROTECT

CUSTOMIZED POWER PROTECTION

RESIDENTIAL • COMMERCIAL • INDUSTRIAL

GENERAC®
POWER SYSTEMS, INC.

MAINTAIN

PARTNERS IN OUTSTANDING SERVICE

When it comes to ensuring optimum performance, reliability and long life from your Generac backup power system, there is no substitute for excellence in service support. That's why we place such keen emphasis on developing a strong service partnership with our customers.

We recognize every application is different and that a problem with your system could dramatically impact your company, your customers and possibly your entire community.

Our expertise makes us one of the leading generator service providers to many national chain stores, hospitals and major telecommunications providers.

We work hard to understand your business and all of the potential ramifications that could result from being without power. The depth of knowledge we obtain allows us to develop a customized power solution and a long term service strategy to keep your system operating smoothly and to get you back on line quickly if there is ever a problem.





FACTORY CERTIFIED TECHNICIANS

As an authorized Generac dealer, our factory-certified service technicians receive the most comprehensive training in the industry.

Generac's Three Phase Certification Program covers:

- Installation
- Maintenance
- Diagnostic procedures
- Repair of all system components

Our technicians progress through multiple levels of certification by passing stringent written exams and demonstrating hands-on proficiency. In addition to staying current with improvements and innovations, all of our technicians must re-certify every two to three years.

EASY MAINTENANCE INTERVALS FOR PEACE OF MIND YEAR AFTER YEAR

	Early Inspection*	Break-In Service*	Break-In Service*	Operational Inspection*	Mid-Level Inspection*	Comprehensive Inspection*
500-600 kW Diesel Engines	•		•	•	•	•
40-400 kW Diesel Engines	•	•		•	•	•
15-300 kW Gaseous Engines	•	•		•	•	•
	After 10 hrs or 1 month	After 10 hrs or 3 months	After 60 hrs or 6 months	Every 60 hrs or 6 months	Every 100 hrs or yearly	Every 250 hrs or 2 years

*See your owners manual for specific maintenance details.

EMERGENCY SUPPORT

Emergencies cannot be predicted but a fast response plan is a critical part of our responsibility to you.

Thanks in part to our extensive experience with life/safety and mission critical applications, we've developed a strategy for responding quickly and efficiently to any emergency situation.

Our service technicians are on call 24 hours a day, 7 days a week and can typically be on-site within two hours regardless of your location. Our service trucks are always stocked with maintenance and warranty parts, allowing technicians to solve the problem right away.

REMOTE SYSTEM MONITORING

GenLink® DCP software provides a direct communication link between your system's PowerManager® generator or system controller and a remote computer. With GenLink DCP, both your maintenance manager and our certified technicians can monitor every aspect of your system's operation through modem or LAN in **real time**.

Any alarms are immediately displayed on all connected computers, and the PowerManager can be programmed to immediately call the cell phones or pagers of both your maintenance manager and our service manager. GenLink DCP enables technicians to remotely diagnose the problem, modify generator configurations and parameters to minimize the impact of the problem and quickly dispatch a service truck with the parts needed to correct the problem.

Genlink DCP is not available on residential generators.

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SCHEDULED MAINTENANCE PROGRAM

A customized scheduled maintenance program will ensure that your system is always in top operating condition and that your warranty requirements are met. Technicians who are thoroughly familiar with all aspects of your system will change the oil, coolant and filters when scheduled. They'll make sure the battery, hoses and belts are in good shape and carefully inspect wear points in order to prevent problems before they occur. When GenLink® DCP is installed, we can often recognize anomalies in the system and take corrective action long before a problem develops.



WE LEAVE NOTHING UNCHECKED!

- ✓ Adjust or change engine oil and coolant
- ✓ Replace engine oil and air filters
- ✓ Inspect fuel delivery system
- ✓ Replace engine fuel filters
- ✓ Clear and clean air vents
- ✓ Examine battery posts and cables
- ✓ Analyze battery charger
- ✓ Inspect wire connections
- ✓ Study belt tension – tighten or replace
- ✓ Test engine and transfer switch safety devices
- ✓ Exercise the unit at full rated load

SERVICE

**For more information about
Maintenance and Service Plans, contact**

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