



Thank you for your business

Information about your generator:

If we advised you that you need a larger gas meter - not always required; will be noted on your invoice: You will now need to contact National Grid to arrange for your gas meter to be upgraded to a larger one. This is to prevent issues during the [rare] instances when your heat and generator attempt to start up at the same time. Generator needs to have already been installed, and the homeowner needs to initiate this process. The National Grid form you will need is [here](#). In the meantime, you *do* have a working generator.

Maintenance:

When we install a generator, we keep track of the service schedule and perform the required maintenance. Generac's maintenance specs are 1) initial maintenance done after 16 weeks; then annually/or after 200 hours of runtime - if there is a power outage and it runs for an extended period. Current cost for maintenance: \$275.00, includes parts/labor/tax.

We'll do the service when it's due. Just let us know if you have a power outage and your generator runs for an extended period, so that we can adjust your schedule accordingly. And let us know if you sell the property so that you are not billed for maintenance done.

Battery:

Generator batteries generally last 5-6 years. Replacement battery currently \$175.00 + tax – replaced as needed. We check the battery age/condition when we do maintenance.

Some info about your generator:

The generator should be kept with the switch in the AUTO position. You will see a **green** light, indicating that the generator is ready/operable/standing by. If you see a **red** light instead, let us know - it means there's an issue / your generator is not operational. A **yellow** light just indicates a message for you - often a "check battery" message, which is a nuisance advertisement rather than an actual issue with your battery.

Your generator will start up weekly for a self-test, the default time is Wednesday at around 1 PM EST / 2 PM DST. It runs briefly, and does not interrupt your normal house power during the self-test.

If also installed - cold weather kit:

The recommended cold weather kit has a thermostat built-in, and activates when temperatures are below freezing, keeping the battery and oil warmed and ready for start-up as needed. Recommended by Generac for our climate zone.

Generac MobileLink: <https://app.mobilelinkgen.com/>

Remote monitor1 - Wifi / built into *some* new model generators. Basic subscription is free. if there is a built-in wifi device, you will receive an account setup email from MobileLink. *Covid has caused manufacturing issues; some new generators do not include this device.*

Remote monitor2 - *if you also installed a cellular remote monitor:*

You will need to set up your MobileLink account; credit card required. And you will need information about the remote monitor – we will have noted that information on your invoice and/or emailed it to you. If your generator also has a built-in wifi monitor, you will have gotten an email re: account setup when we activated the generator. You can't use both monitors together, so you'll be adding the cellular device to the account. Or setting up a new account, if you don't receive an email at activation.

During a widespread power outage, there are likely to be widespread wifi outages as well - making the cellular monitor more consistently reliable. If your Cape home is a second home, particularly.

We are a fully authorized Generac dealer - installation, maintenance, service.