



PREVENTIVE MAINTENANCE OPTIONS

See our MAINTENANCE SCHEDULE for the Technician Checklist

Silver Package \$225 for Air Cooled Models / \$250 for Liquid Cooled Models

INCLUDES: 1 Maintenance Visit Per Year (1 visit every 12 months) **Priority Emergency Response⁽²⁾**
 All travel within 50 miles **INCLUDED** All standard maintenance parts & labor **INCLUDED**
 Remote Auto Dialer Monitoring Service⁽³⁾ **INCLUDED**

Gold Package \$400 for Air Cooled Models / \$450 for Liquid Cooled Models

INCLUDES: 2 Maintenance Visits Per Year (1 visit every 6 months) **Priority Emergency Response⁽²⁾**
 5% Discount on service calls All travel within 50 miles **INCLUDED**
 All standard maintenance parts and labor **INCLUDED** Remote Auto Dialer Monitoring⁽³⁾ **INCLUDED**

Platinum Package \$570 for Air Cooled Models / \$645 for Liquid Cooled Models

INCLUDES: 3 Maintenance Visits Per Year (1 visit every 4 months) **Priority Emergency Response⁽²⁾**
 10% Discount on service calls All travel within 50 miles **INCLUDED**
 All standard maintenance parts and labor **INCLUDED** Remote Auto Dialer Monitoring⁽³⁾ **INCLUDED**

Basic Maintenance Billed at completion: Labor, Material and Travel time Typically \$160 – \$210 for air cooled units, \$200 - \$260 for liquid cooled units

Actual Travel Time, Labor and Materials apply on a per call basis. Does NOT include Priority Emergency Response, any discounts, or Remote Monitoring Service. All points on Maintenance Schedule are still covered (see Maintenance Schedule for details).

WHY ENROLL IN A MAINTENANCE PACKAGE VERSUS THE BASIC MAINTENANCE?

Here are **THREE** reasons why.

1. **TRAVEL COSTS** are included with maintenance agreements as well as all associated environmental disposal fees.
2. **PRIORITY EMERGENCY RESPONSE.** Customers enrolled in a current Maintenance Agreement will be serviced first in an emergency. An Emergency call is when you are in IMMEDIATE need of a technician because you do not have utility power and your backup power system is not providing emergency power.
3. **REMOTE AUTO DIALER MONITORING SERVICE.** If your generator is equipped with our Remote Auto Dialer monitoring system, you receive this monitoring service free of charge. If a service call is necessary, this is billed at the normal service call rates.

(SEE OUR MAINTENANCE SCHEDULE FOR FURTHER DETAILS)



Toll Free 877-436-9669 8am-6pm Mon-Fri.

GenX Generator A Division of Highland Park Electric, Inc. **3250 Skokie Valley Road, Highland Park, IL 60035**
 Visit us on the web at: www.genxnow.com

MAINTENANCE SCHEDULE

(A) = Annual
(E) = Every Visit
(N) = As Needed

ENGINE INSPECTION

Replace Oil Filter (E)
Replace Air Filter (A)
Drain and Replace Engine Oil (E)
Change Spark Plugs & Check Wires (E)
Check all Fluid Levels (E)
Inspect for Leaks (E)
Check Exhaust System (E)
Check Air Induction Systems (E)
Check for Adequate Air Flow (E)
Inspect/Replace Breather Tubes (A)
Check Block/Coolant Heater (E)
Check Proper Belt Alignment/Wear (E)
Check Governor Operation (E)
Check/Adjust Idle Speed (E)

FUEL SYSTEM

Check Fuel Lines for Wear/Leaks (E)
Check Drain Sediment (E)
Check for Water (E)
Check Supply Line Connections (E)
Check Shut Off Valves (E)

GENERATOR INSPECTION

A/C Wiring (E)
Check A/C Output (To House) (E)

COOLING SYSTEM

Check Hoses, Radiator Cap (E)
Clean/Flush Radiator (N)
Check Coolant Sample (A)
Inspect Radiator (E)
Inspect Water Pump for Leaks (E)

CONTROL PANEL INSPECTION

Pre-Alarms/Fault Conditions (E)
Check Bulbs/Fuses/Meter Function (E)
Automatic Shutdowns (E)

BATTERY/CHARGING SYSTEM

Comprehensive Evaluation/Load Test (E)
Check Fluid Levels (E)
Check Cables/Connections (E)
Clean Terminals/Remove Corrosion (E)
Check Charging System Output (E)

PAD CONDITION / OTHER

Check Pad Condition/Level or Un-Level (E)
Clean Inner and Outer Cabinet (E)
Check for Rodent Problems
Check Noise Level (E)

CLARIFICATION

SERVICE and / or WARRANTY costs are **not** covered under this MAINTENANCE Agreement. A description is provided:

MAINTENANCE

Parts, labor and travel expenses for work performed on a **scheduled preventive basis** to inspect and maintain operation of a Back up Power system (See *Preventive Maintenance Program Description for more detail*).

Additional Service: Any parts, labor or travel expenses that are required at the time of scheduled MAINTENANCE, but are not part of the standard **Maintenance Program Description** will be considered SERVICE and will be brought to the attention of the customer if they are available for consultation. If the customer is unavailable to be informed of additional expenses, customer's signature on this agreement serves as authorization to perform additional necessary SERVICE, as well as, acceptance of payment liability for related expenses totaling up to, but not to exceed \$250 for the additional SERVICE work. Such non-preventative and/or non-scheduled SERVICE will be subject to Gen-X current rates for parts, labor, and travel expenses.

SERVICE

Parts, labor and travel expenses for work performed on **non-preventative and/or non-scheduled basis** to address problems and/or concerns related to the Back up Power system (See *Service Program Description for more detail*).

WARRANTY

Parts, labor and travel expenses for work performed which is covered by the manufacturer for a defined period of time as described in the manufacturer's warranty description. (See *Warranty Program Description for more detail*).

Note: Any cost for labor, parts or travel expenses that are not covered under the manufacturer's WARRANTY and that are not covered under the MAINTENANCE agreement is considered SERVICE.



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