

## Frequently Asked Questions

*Call us for additional information.*

**Q. Does a maintenance plan cover general repairs like a warranty?**

A. Maintenance plans do not cover ordinary and general repairs, but do act to **reduce** repair frequency by performing routine maintenance items that all generators require. The plan also increases reliability to ensure your generator will start during a power outage.

**Q. If I need repairs, what will it cost?**

A. The travel fee (trip charge) to the home is covered at no charge under your maintenance plan. You'll receive a quote for repair parts and labor after a no-charge diagnosis is provided.

**Q. How long does the agreement last?**

A. Maintenance plans are for 12 months, billed monthly or annually per customer preference.

**Q. Can I cancel an agreement?**

A. Since services are rendered throughout the year, we ask that customers stay with us for at least 12 months. Early cancellations will be subject to a cancellation fee equal to the cost of services already rendered at standard rates.

**Q. Who will be performing the work?**

A. All service agreements are performed by highly trained generator specialists, skilled in service, repair, and maintenance of residential and commercial emergency power systems. Unlike other companies, our technicians are generator experts, not auto mechanics or electricians.

**Q. Is 24-Hour dispatch available?**

A. We offer 24-hour dispatch in the event of a urgent situations for customers on a maintenance plan. While we cannot guarantee any specific response time, we will make every effort to reach you as quickly as possible.

**Q. Where can I get more information?**

A. Simply call us at (239) 206-4509.

## A Note From The Owner

To Our Customer,

Regular service helps ensure your generator is in top condition when it's called upon for a hurricane.

Florida's hot, humid climate means your generator may occasionally require unscheduled maintenance. Unexpected problems are usually minor and easily corrected when caught early by our 24-hour monitoring service.

Take a look at the enclosed plans, and consider one that matches your needs and budget. You'll gain confidence knowing your generator is as ready as it can be for the next storm.

I appreciate your business, and look forward to serving you in the future,

Greg Greaves  
Owner and Electrical Engineer



Phone: 239-206-4509

E-mail:  
[office@tropicalgenerator.com](mailto:office@tropicalgenerator.com)

This email box is monitored daily



## Maintenance & Monitoring Plans



## Warranty or Maintenance Agreement?

*Why you need both for complete coverage.*

Every new generator comes with a **manufacturer's warranty** that covers mechanical breakdown and repairs that result from factory defects in materials and workmanship. In other words, sometimes a generator leaves the factory with a defect that doesn't show itself until the generator has been in service for some time. The manufacturer's warranty covers repairs for these defects, with limitations.



A **maintenance plan** is different. It covers regular maintenance services like oil changes, filters, spark plugs, and adjustments to the system. Our maintenance agreements provide all the necessary upkeep that your generator requires to remain in top condition. If you don't perform these services, the generator may not function in the event of a **power outage**. Additionally, the manufacturer's warranty can be **invalidated** if proper maintenance and record keeping is not performed.

Remote monitoring is a great addition to any maintenance plan (priced separately). If your generator system is so-equipped, our service team will receive an electronic signal and notification of trouble from your generator system. We will dispatch a technician to determine the problem at no additional charge.

The homeowner is free to perform all required maintenance services themselves without affecting the factory warranty. Should a **warranty** repair be required, the manufacturer will require documentation that all required **maintenance** has been performed, so you should keep a log book and sales receipts for all items you purchase to do your own maintenance.

***Our agreements cover all preventative maintenance required to keep your warranty in effect. We do all the work, and keep a record of each service performed!***

**Questions?**

**Call us at (239) 206-4509**

## Plans Available

### Standard Maintenance Plan

- One Full Service + One Express Service
- **Complementary** trips to the home.
- Starting battery replacement as needed.
- Oil changes, filters, and spark plugs included.
- Regulator and pressure adjustments.
- Vacuum and cleaning of interior and exterior.
- Transfer switch contactor inspection.
- Complete system lubrication, check and test.
- Complete records of all work performed.
- **Full system checkout** after hurricanes.
- Priority service during emergency situations.
- We can accommodate most special requests for seasonal and out-of-town residents.

**Air Cooled Up to 22kW    \$ 70 / month**

**Liquid Cooled Up to 45kW    \$ 85 / month**

### Gold Maintenance Plan

- All items in the Standard Plan, plus:
- Regular on-site service every **90** days.
- Provides a higher level of system reliability.

**\$ 110.00 per month**

### Gold Priority Plan

- All items in the Standard Plan, plus:
- Service every **30 days**.
- **24-hour** on-site service with priority scheduling.
- For customers with medical, security, or other critical priority needs.
- Customer goes to the front of the line in event of failure during widespread power outage.
- Medical customers receive highest priority, followed by elderly and special needs.

**\$ 135.00 per month**

Repairs including parts and labor are billed at normal rates, quoted at the time of diagnosis. Trip charges waived for plan customers. We will make all reasonable efforts to reach you should you require service after-hours or during an emergency situation. However, due to factors outside our control such as hurricanes or tornadoes, roads may be impassible or conditions may prevent us from reaching you. We cannot guarantee service availability. Generators, while reliable, are not fail-safe. Customers with critical life and safety needs should have alternate plans in case of generator failure. See Maintenance Agreement Terms and Conditions for details.

## Plan Benefits

Our **maintenance plans** include all regular maintenance items that your generator requires. For just one monthly or annual fee, you'll receive:

- **24-Hour complementary dispatch, when available and weather permitting.**
- No charge for trips to the home.
- Oil change once per year, including new filter and a high-quality engine oil that meets the specifications for generator engines.
- Air filter, spark plug, fuel filter and other consumables replaced as needed with quality parts.
- Starting battery check and test, with complementary replacements as often as needed.
- Factory required adjustments based upon engine running hours.
- Incoming gas regulator adjustment to ensure proper performance and to prevent dangerous high or low pressure conditions.
- Transfer the home over to generator power and observe loaded frequency, power consumption, voltage, and engine performance at full load.
- Complete vacuum and cleaning of the generator inside and out, removing dirt, leaves, insect nests, etc.
- Plus many additional services too numerous to list.
- **Gold and Gold Priority Plans** receive the extra assurance of an on-site inspection every 30 or 90 days.



***Don't wait for a generator failure before you call us. Protect your investment with one of our maintenance agreements!***