



PREVENTIVE MAINTENANCE OPTIONS

See our MAINTENANCE SCHEDULE for the Technician Checklist

Silver Package **\$250 for Air Cooled Models / \$325 for Liquid Cooled Models**

INCLUDES: 1 Maintenance Visit Per Year (1 visit every 12 months) **Priority Emergency Response⁽²⁾**
All standard maintenance parts & labor **INCLUDED** All travel within 50 miles **INCLUDED**
***Change oil, oil filter, spark plugs, air filter, test the battery, and charging system**

Gold Package **\$450 for Air Cooled Models / \$500 for Liquid Cooled Models**

INCLUDES: 2 Maintenance Visits Per Year (1 visit every 6 months) **Priority Emergency Response⁽²⁾**
All standard maintenance parts and labor **INCLUDED** All travel within 50 miles **INCLUDED**
***Change oil, oil filter, spark plugs, air filter, test the battery, and charging system**

Platinum Package **\$625 for Air Cooled Models / \$725 for Liquid Cooled Models**

INCLUDES: 3 Maintenance Visits Per Year (1 visit every 4 months) **Priority Emergency Response⁽²⁾**
All standard maintenance parts and labor **INCLUDED** All travel within 50 miles **INCLUDED**
***Change oil, oil filter, spark plugs, air filter, test the battery, and charging system.**

T & M Maintenance **Billed at completion: Labor, Material and Travel time** **Typically \$225 – \$250 for air cooled units, \$300 - \$325 for liquid cooled units**

Actual Travel Time, Labor, and Materials apply on a per call basis. Does NOT include Priority Emergency Response, 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. **MOBILE LINK MONITORING SERVICE.** If your generator is equipped with a Mobile Link monitoring system, (annual fees apply for this service). If a service call is necessary, this is billed at the normal service call rates.

(SEE OUR MAINTENANCE SCHEDULE FOR FURTHER DETAILS)



Phone 847-433-6314 8am-5pm 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 (E)
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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