



Dear Valued Customer,

Rockland Generator Co, an affiliate of Lightning Electric, is now proudly offering annual service and maintenance contracts. We are reaching out to you today to ensure that you have kept up with the required maintenance of your generator. Just like your car's engine, generators need periodic oil and filter changes. In order to keep your generator engine running clean and efficiently, maintenance should be done periodically.

As an authorized Generac® dealer, we at Rockland Generator Co. are trained and experienced with the most advanced equipment, procedures, and protocols when it comes to servicing your generator. By allowing us to service your generator, you are putting your trust in the most expertly trained professionals.

Generators require periodic preventative maintenance to ensure long-term, trouble-free operation. Batteries, engine oil, anti-freeze and belts are all subject to deterioration over the course of time and operation. Oxidation, corrosion, and fatigue all jeopardize your power system's operational ability as well. Oil changes, fuel and oil filter replacement, air cleaner inspection and anti-freeze checks are essential to your generators long-term durability.

Periodic preventative maintenance also saves you money. Early detection can help identify small problems before they become major repair costs. Spark plugs, hoses, ignition systems, batteries, belt adjustments and exhaust checks all require maintenance performed by our experienced service technicians.

Lastly, in an emergency, the cost savings when powering your homes, business, servers, and phones can be lost if your generator system is not properly serviced. Remove any doubt or worry when your generator system is maintained by Rockland Generator Co.

We thank you for your valued business and we look forward to helping you with all your servicing and maintenance needs.

Preventative Maintenance consists of:

- ◆ Replace engine oil filter
- ◆ Change engine oil
- ◆ Replace air filter
- ◆ Replace spark plugs as required
- ◆ Inspect and clean cooling fins
- ◆ Inspect all belts and hoses
- ◆ Inspect, test and service batteries, cables and terminals
- ◆ Check and adjust charging system
- ◆ Check starter and starting system
- ◆ Inspect, clean, adjust, and lubricate the generator as required
- ◆ Inspect, clean, and test the transfer switch
- ◆ Test the exercise system and reset to owners schedule
- ◆ Start and run system

GENERAC GENERATOR PREVENTATIVE MAINTENANCE SERVICE AGREEMENT

Date: _____
 Customer Name: _____
 Customer Address: _____
 Customer Phone #: _____
 Email Address: _____ Fax#: _____
 Generator Model #: _____ Serial #: _____
 Installation Date: _____
 Generator size (kW) _____

Please choose your maintenance level

Price: Please check which maintenance level you prefer

	Annual Preventative Maintenance-----Air cooled	\$295.00
	Semi- Annual Preventative Maintenance-----Air cooled	\$579.00
	Annual Preventative Maintenance-----Liquid Cooled	\$395.00
	Semi- Annual Preventative Maintenance-----Liquid Cooled	\$675.00

Please send check with this service agreement to: PO Box 216 Blauvelt, NY 10913

Any additional questions please contact us at 845-365-2285

All additional maintenance or repairs will be subject to standard service rates

I accept and agree to the maintenance agreement term selected above as detailed above

 Customer Acceptance Signature

 Date

Terms: Rockland Generator Co. agrees to provide the maintenance service described for the period commencing upon payment of the charges set forth above and continuing for the one-year term. This agreement covers only the routine maintenance service specified. All required parts and additional labor not covered by the manufacturer’s warranty will be supplied at additional cost. All work will comply with manufacturer’s guidelines and be performed in a professional manner. Rockland Generator Co. disclaims all other warranties, express or implied. Customer agrees that in no event shall Rockland Generator Co. be liable for indirect, consequential, special, exemplary or incidental damages arising out of this agreement

**Customer not required to be present during routine maintenance calls