

# QUESTIONS TO ASK BEFORE BUYING

## PART 7 (the summary)

You are ready to buy a generator, and don't really know where to start. It can be a really daunting process. There are so many companies to call. Every one of them have a very convincing sales pitch, and all have the best reasons to buy from them, after all, each and every one of them will tell you they are the best.

How do you decide? The best dressed? The best vehicle? The smoothest sales pitch? The best sales book? The best presentation?

Of course, the best scenario is a company that was referred to you by your friends or family. If you had a half dozen friends and family members who had a company install theirs, and they were satisfied, it would be a no brainer.

But what if you don't have that luxury? Do you feel confused, or as though you are being thrown to the wolves?

The best advice I can give, is to go with someone who you feel comfortable with.

In this article I have included two summaries of recent articles:

1. the top customer complaints we get from customers who have bought from another installer and we now service.
2. questions to ask before purchasing a generator

Hopefully this will help you decide which company will best serve you.

### **TOP CUSTOMER COMPLAINTS TWO YEARS AFTER PURCHASE**

- 1. UNIT IS UNDERSIZED – DOESN'T DO WHAT WAS EXPECTED**
- 2. INSTALLER DOESN'T SERVICE THE UNIT**
- 3. TECHS DON'T CARRY INVENTORY, ALWAYS WAITING FOR PARTS ON ORDER**
- 4. TECHNICIANS ARE NOT FACTORY TRAINED**

5. UNITS WEAR OUT FAST DUE TO IMPROPER INSTALLATION OR SIZING
6. WARRANTY IS TOO SHORT
7. TOO DIFFICULT TO CONTACT FOR SERVICE WHEN NEEDED
8. NEVER HEAR FROM INSTALLER ONCE IT IS INSTALLED
9. SLOPPY INSTALLATION, LOOKS TERRIBLE
10. LACK OF COLD WEATHER KIT

## **QUESTIONS TO ASK BEFORE BUYING**

1. WHAT IS THE WARRANTY
2. EXPLAIN IN DETAIL THE INSTALLATION PROCEDURE
3. DO YOU REPAIR THE GENERATOR WHEN IT BREAKS DOWN
4. WHAT IS THE LEAD TIME TO FIX THE UNIT
5. ARE YOUR TECHS FACTORY TRAINED
6. DOES IT INCLUDE A COLD WEATHER KIT
7. IS THE RECOMMENDED BATTERY GOING TO BE INSTALLED
8. IS THIS YOUR PRIMARY BUSINESS
9. DO YOU HAVE REFERENCES YOU CAN GIVE ME TODAY
10. ARE YOUR INSTALLERS LICENSED IN THE STATE OF MAINE
11. WHAT IS THE ENCLOSURE MADE OF
12. DO YOU HAVE PICTURES OF SOME OF YOUR INSTALLATIONS
13. DO YOU HAVE TESTAMONIALS I CAN READ WITH YOU
14. HOW OFTEN DO YOU STAY IN CONTACT WITH ME AFTER THE SALE
15. DO YOU HAVE A DEDICATED STORM NUMBER
16. WHAT SIZE INVENTORY ON SPARE PARTS DO YOU CARRY

Hopefully the above summary will make your decision in purchasing a generator a bit easier. I encourage you to take this list and ask the installer to answer each of the above questions, one by one.

You may find it awkward to ask some of these difficult questions, in fact, you may feel that you are putting them on the spot, but remember, it is you will have to live with your generator, not the installer.

If you have any questions, please forward them to [dirfygenerators@yahoo.com](mailto:dirfygenerators@yahoo.com), and we will try and answer them. We will also answer some of the questions in future articles.

Is there a specific topic you would like us to cover? E-mail us and we will try and cover it