

Answers to questions sent to us

This week I am going to answer one of the questions that has been forwarded to me since I have been writing these articles. I can't answer them all this week, however, I will try and to answer all of them over a period of time. If you don't see your question answered in the next few weeks, please forward them to me again.

- 1. When I had my generator installed two years ago, the installer said a cold weather kit was not required, that he never has put one in, and never has a had a problem. I chose not to put it in because the other quote included a cold weather kit, and the other installer refused to install a generator without one. I saved about \$200, but now wonder if I made the right decision.**

A few weeks ago, my generator wouldn't start, so I called my installer, he came out and said my battery was bad; the back of the battery blew out because it froze.

He charged me \$225 to come out and do the diagnostic, \$ 175 for a battery, and another \$225 for a second trip to install the battery, a \$85 installation charge, then a \$10 charge to discard the battery, for a total of \$720.

He said that a cold weather kit would not have made a difference; the battery still would have frozen because it was so cold.

My question is a two part question, one, does the above charge seem excessive, and would have the cold weather kit prevented this from happening? I paid the bill, but feel it was a bit excessive.

This is a very good question. There are many installers that will not install a generator without a cold weather kit, including us. The manufacturers recommend the cold weather kit to be installed in this area of the country.

As far as the first question, every company has their individual rates. Some companies charge as much as \$350 just to come out to your site, then their hourly rate starts once they are on site. If they have to come back to install a part, then they charge a second trip charge.

However, \$720 does seem a lot for a battery; however, if he charged you his regular rates, I guess it would be a fair price as far as he is concerned. Keep in mind, the installer needs to come out to your location, it's not like you bringing you car in to have the battery replaced.

The battery price doesn't seem too far out of line, as our batteries range from \$135 to \$165 in most cases.

Our trip charge is \$125 which includes up to one hour of labor within a certain radius, and if we have to come back, we typically discount the second trip charge. Our typical battery replacement is in the \$325 to \$375 if we have to make a second trip. We do however usually have batteries on our truck.

To answer your second question, a cold weather kit probably would have prevented this, as a cold weather kit includes a battery warmer and engine block warmer.

I would suggest you install a cold weather kit as soon as possible to prevent this from happening again.

If you have any questions, please forward them to 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