

# KNOW WHAT YOU ARE GETTING WHEN YOU PURCHASE A MAINTENANCE CONTRACT?

Every time you purchase an item at a store, they seem to ask you if wish to purchase maintenance contract. Have you noticed that most of the time when you need service, it seems that YOUR problem is not covered.

And of course, if you never needed service, you have thrown that money away.

Well, my fellow readers, maintenance contracts are not designed for the customer; they are designed as an additional revenue source for the provider. They are not in the business to lose money on these. However, like insurance, there are times they pay for themselves.

Wouldn't it be nice if there was a maintenance contract that was offered in which you would not lose your money if it wasn't used? Sounds a little crazy, doesn't it; however, there is some out there that does exactly that.

Let's explore different maintenance contracts. Due to space, I will be brief on these different ones.

## WHAT IS A MAINTENANCE CONTRACT?

It has many different meanings.

1. General maintenance – an agreement between a provider and customer to do routine maintenance over a period of time, typically 1 to 5 years, and paid for up front. This typically covers oil changes, spark plugs, etc. Would you pay your garage five years in advance for your oil changes? Why would you do that for a generator? Now you are stuck with this provider for the entire five years, even if he doesn't perform well.  
**We do not offer this type of maintenance contract. We prefer to charge you for your routine maintenance at the time of the tune up, and to earn you business for the following year. We do yearly follow up (reminders) to schedule the yearly maintenances.**
2. Repairs – an agreement between a manufacturer and consumer to extend the warranty on a new generator, typically five years. The dealer gets a piece of the sale of the agreement. The consumer must use a dealer for repair, and the only coverage are warranty items. You may purchase a five year maintenance contract, however, you are already covered in the first few years under the regular warranty, yet you are paying for the entire five years. (although some cover additional items.) You need to ask what the additional coverage is. If you never have a need for the service, you have thrown the money away.

**We do not offer this type of maintenance agreement.**

3. Repairs – an agreement between a provider and customer for repairs. This could be a monthly, yearly, or multi-year contract. Beware of these as if the provider goes out of business, does not have the resources to live up to their commitment, or for any other reason can not fulfill their end, you could be out your money that you paid up front.

Again, on this type of maintenance agreement, you have thrown your money away, so to speak, if you never had to have service. Also, there may be many restrictions of what may or may not be covered.

**We do not offer this type of maintenance agreement**

4. Repairs – an agreement between a provider and customer repairs, with credit of the maintenance fee if no service is needed for the year. In this type of maintenance contract, you would not lose the money you paid for the coverage, as you would have a credit if it wasn't used.

**We currently have a pilot program in progress with a limited enrollment. This seems to be a very popular program. However, we are limiting enrollment to test this out.**

Before you purchase a maintenance agreement, be aware of what the agreement contains or does not contain. Buyer beware.

Next week, I will have a list of questions you can ask before you buy any maintenance agreement.

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