

# **QUESTIONS TO ASK BEFORE YOU PURCHASE A MAINTENANCE CONTRACT?**

**Does this maintenance contract cover all breakdowns and repairs, or does it just include yearly tune ups?**

## **FOLLOW UP QUESTIONS FOR YEARLY TUNEUP CONTRACTS**

**What is covered in the tune ups? Are all the spark plugs, air filters, oil and oil filters changed every time? Or do you only change the oil and oil filter, and change the other things only if needed?**

This is an important question; many tune ups consist of changing just oil and oil filter, and checking the other times. In essence, you are paying for a full tune up and just getting an oil and oil filter change. Ask to see the old parts.

**If you change just the oil and oil filter, and if the generator doesn't start during the year, are you going to charge me for a service call and repair?**

Some technicians change just the oil and oil filter, then check the other items, only replace if needed. If you do have a problem at a later date, and is caused by something that should have been taken care of at the time of the tune up, many times the customer will be charged for the service call and repair. The technician will cite the spark plugs were fine when he checked it, but since then has been compromised. As a result, the customer will pay for the service call. More importantly, your generator may not function when you need it.

**If I purchase a multiyear contract, can I get a refund for the unused years if I decide to change technicians?**

The biggest benefit for the technician on a multiyear contract is to lock in work for multiple years. The customer now becomes 'stuck' with the technician for multiple years, or lose their prepaid money.

NEVER purchase a multiyear maintenance contract. You would never pay your garage for oil changes for your car five years in advance, why would you do that for your generator. Keep the ability to change technicians if you become dissatisfied.

**If I purchase a multiyear contract, what happens to my money if you go out of business or for some reason you are no longer able to service my generator?**

When you purchase a multiyear contract, your money doesn't go into a trust fund to be drawn against every year. The money goes into their general account, and is spent way before the five years are up.

Many things can happen which can prevent the technician performing his end of the agreement. Company closures, due to bankruptcy, divorces, retiring, moving, health, death, etc. Why put yourself in the position of paying for something in advance, and not getting the service you need.

REMEMBER – these maintenance contracts are between you and the technician, not you and the manufacturer. Your money that you have paid in advance is dependant on the technician being able to service you for the next five years.

NEVER purchase a multiyear maintenance contract. It is a one sided contract, and is definitely not in your favor.

Remember, the best maintenance contract is a contract that is not paid a year or more in advance. Make sure you deal with a reputable dealer who has an excellent history

Next week we will continue with a list of questions before purchasing maintenance contracts. After we have covered maintenance contracts, we will furnish you with questions to ask before you purchase maintenance contracts that cover the repair of your generator.

If you would like us to meet with you and discuss different maintenance contracts including service contracts which include repairs, contact us. We will show you many different contracts that are offered, the contract you may currently have, with the pro and cons of each. We can also explain our customer friendly repair contracts that you can use as a comparison. There is no obligation; we offer this as a free service.

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