

QUESTIONS TO ASK BEFORE YOU PURCHASE A MAINTENANCE CONTRACT? PART II

What happens if I have a lot of usage, such as power being out for three of four days, and I require more than one service in a year? Am I only entitled to the one service, or does this contract include additional services if needed during the year?

This question is very important; it could cost you quite a bit of money. If you purchase an annual maintenance contract, this usually includes just one tune up per year. However, if you put on 100 hours before your next scheduled maintenance, you would need to do additional maintenance. If you don't, you will shorten the life of your generator, and could even void your warranty. Are you going to be charged for the additional oil change etc, or is that included.

The idea behind a maintenance contract is to keep your machine in the best shape possible so that it will last many years. You need to know if any additional service will cost extra.

Beware of someone telling you that once a year is all you need, no matter how many hours the generator runs. It's like saying your car only needs one oil change a year even though you put on 80,000 miles during the year. You want to run from anyone who would say this.

Remember, your generator has a motor like your car, and needs to be maintained the same way your car is

Our maintenance/service contracts address all maintenances that are required thru the year.

Do you use original equipment when you do my services? Or do you purchase the items from the auto parts store?

While some of the parts such as the spark plugs could be bought at the auto part store, most should not be. The air filter usually can not be found at the auto part store, however, many techs will purchase an air filter that is similar and fits. This is not recommended, as the air filter must fit properly to keep dust and other impurities from entering your engine components.

The oil filter is the second most purchased part bought from an auto parts store,

Your unit is designed for a particular type of oil filter, and that is the one that needs to be used.

Then of course, is the oil itself. Your generator is designed to use 5-30 synthetic oil. This can be purchased at auto parts stores, Walmart, and many other discount stores. Even though these oils should be fine, I recommend using the manufacturer's oil whenever possible.

We at DIRFY Generators always felt that we should use the manufacturer's oil whenever possible to protect the customer. In the case of a warranty claim, the quality of the oil could come into question. Using the manufacturer's oil will ensure the quality of oil is never a factor. However, there are times when we are out of stock, and we will use a high quality 5-30 synthetic oil.

In summary, using spark plugs and oil from the auto parts store will be fine in most cases. However, oil filters and air filters must be from the manufacturer. The filters purchased at the auto parts stores are not U.L. listed for generators.

We purchase our maintenance kits for each model from the manufacturer, and change all the components to make a complete tune up. It is our goal to do all we can to have your generator ready to go when you need it most. We believe in O.E.M.

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