

ARE SERVICE CONTRACTS A GOOD VALUE, OR ARE THEY A RIP OFF? (part 7)

Would you believe it is finally over? After six weeks of listing the exclusions on a manufacturer's warranty, we are finally done. We are now going to cover a few exclusions that many customers think are included.

We are not going to relist the exclusions due to space, instead refer by the exclusion number (#) to the previous articles. You can find the exclusions in the last six issues of the Independent.

Snow and ice sliding off a roof damaging your generator is not covered, see #7. Although your homeowners may cover the damage, you will have a deductible.

Have a secluded camp that has no utility power? How about if you are off the grid and use solar? Your generator is automatically not covered under warranty. See #8.

Six weeks after your generator is installed, it shuts down for different reasons. Finally after the fourth trip, a speed adjustment is found to be the cause. Those four trips are not covered under warranty. See #10.

A couple months after installation you see oil seeping out of the generator. A service tech tightens a loose clamp. You will need to pay for this, see #10.

You have a beautiful new home on the ocean and after a few months you see rust and call your tech. You are not covered. See #11.

During installation, your installer accidentally scratched the enclosure, two years later you have rust thru. You are not covered, again see #11

Four months after installation your generator makes a large noise and stops. The motor is blown, and the oil is low in the machine. You may not be covered, see #12

After the first year, you hear a large noise and the generator stops running. You open it up and find the rod is thru the valve cover. One of the rockers broke and the rod shot thru the cover. It is determined that the rocker arm broke because the valve clearances were out spec. You are not covered, see #13

Lightning strikes the telephone pole, and travels to your transfer switch and generator. You are not covered, see #14.

You lose your power, generator starts, but doesn't produce any power. You call your tech, you find that some mice made their home in your generator and chewed the wires

on the stator. It has been discovered they came thru the vent, perhaps a poor design. It is a \$2100.00 fix. The generator is less than a year old. You are not covered. See #15.

You have a recurring problem with your generator. After many phone calls with tech support, tech support recommends a procedure to modify your generator, and the installer does exactly as directed. A few months later, your generator has another problem, tech support is called, and the modification is discovered. You are told your warranty became void with the modification. See#16

We will continue with more of the individual exclusions next week.

Wouldn't be nice to be covered with a service contract that would cover your entire generator, no matter what the cause of the malfunction is. True peace of mind.

We currently offer such a service contract to a select few of our customers as a test run.

If you have any questions, please forward them to dirtygenerators@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