

ARE SERVICE CONTRACTS A GOOD VALUE, OR ARE THEY A RIP OFF? (part 9)

After six weeks of listing the exclusions (without comments) on a manufacturer's warranty, we are now covering 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 six issues of the Independent prior to the last two weeks.

Scenario #1

It took awhile to get the generator installed in your location, most installers couldn't do it. The only way it could be installed was to hire a crane, which cost almost as much as the generator. After a month, the generator has to be pulled out for an extensive repair. The cost of the crane to remove and replace the generator is not covered under warranty. See #23

Scenario #2

You live on an island; the only access is the local ferry. The only way for the tech to access you is the ferry. This cost is borne by the customer. See #24

Scenario #3

It's Friday morning, and your generator is finally running, just in time for the storm coming in later this morning. About 11AM you lose power, but the generator doesn't start. You call for service, but can't get out before five, so they will come out the next day. This service call is not covered under the warranty, see #25

Scenario #4

Two months after the generator is installed, the battery has died, and needs to be replaced. This cost is the customers, see # 26

Scenario #5

The generator won't start, the fuse in the generator is blown, the service call and repair is not covered under warranty. See #26

Scenario #6

You're celebrating your generator's second birthday, it has been very dependable. However, the generator just stopped running. You called your tech, he comes out and informs you that the part is covered, but the travel time, labor, service call, and other costs are not covered under warranty. The five year warranty was for only selected parts, not for the entire generator. See intro on warranty

This concludes the individual warranty exclusions.

We have spent approximately twelve weeks discussing the exclusions on one manufacturer's warranty.

As you can see, most warranties have so many exclusions that your repair may not be covered.

You are making a large investment, ask for a copy of the warranty whenever someone tells you everything is covered.

Wouldn't it 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 a service contract to a select few of our customers as a test run that does offer **True Peace of Mind**

Next week we will discuss why a 10 KW generator is not a true whole house generator.

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