

TOP TEN COMPLAINTS AFTER TWO YEARS AFTER PURCHASE

UNIT UNDERSIZED – DOESN'T DO WHAT WAS EXPECTED

We talked about this a few weeks ago. Many installers are anxious to make a sale and will sell a smaller unit to keep the price down.

INSTALLER DOESN'T SERVICE THE UNIT

Many installers only sell and install the unit and are not factory authorized dealers. As a result, they are not permitted to perform warranty work on many brands. This leaves the customer not knowing who to call when they need service

TECHS DON'T CARRY INVENTORY, ALWAYS WAITING FOR PARTS ON ORDER

This may not be an issue when there is no power outage, but if you have lost power and need a part, it may take a few days to get the part. In many cases, by the time the part comes in, your power has been restored.

TECHNICIANS ARE NOT FACTORY TRAINED

This goes hand and hand with the above complaint. Technicians that are not factory trained may be restricted on tech support and warranty work. In addition, their knowledge may not be as intensive, and may require a longer repair time.

UNITS WEAR OUT FAST DUE TO IMPROPER INSTALLATION OR SIZING

We talked about this a few weeks ago also. You can run your car on the interstate at 120 MPH for about 5 minutes and probably not hurt your engine, but running it at that speed for 48 hours non stop will probably destroy your engine. The same with your generator, it is a motor and if run at top speed every time it is needed will shorten its life.

TOO DIFFICULT TO CONTACT FOR SERVICE WHEN NEEDED

Many installers do not deal with generators as their main business. They may be electricians, hardware stores, plumbers, gas companies, builders, and many other types of business. Generators are their secondary business. This doesn't necessarily mean they are incompetent, but generators may not be their main source of their bread and butter, They may need to take care of their primary business first

NEVER HEAR FROM INSTALLER ONCE IT IS INSTALLED

Many installers are not in the service end of the business, so there is no need for them to follow up. Doesn't make them bad so to speak, they just don't offer that end of service

SLOPPY INSTALLATION, LOOKS TERRIBLE

Unfortunately, this doesn't just apply to generator installers; this applies to many of the services you get.

LACK OF COLD WEATHER KIT

This complaint usually will come when their generator doesn't start due to a battery that has cracked.

WARRANTY IS TOO SHORT

Many three and five year warranties only cover the unit 100% for the first two years, the following years are parts only, labor, travel, etc is on the customer. Some warranties are true four and five year warranties where labor, parts, and travel is covered for the entire four or five years. Understand your warranty before you buy.

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

In the next two articles, we will cover questions you should ask before you purchase your generator. It will be a checklist you can use before making this valuable purchase