

QUESTIONS TO ASK BEFORE BUYING

PART 1

WHAT IS THE WARRANTY?

Warranties can be deceiving. A five year warranty from one manufacture could really be less than half of a five year warranty from a different manufacture. For example, a few of the manufacturers have a five year warranty that covers parts, labor, shipping, and travel for the first two years, then cover only the cost of the parts for years three, four, and five. Travel, labor, shipping, and all other costs are covered by the customer. Some manufacturers offer a full five year for an additional cost.

Other warranties will cover only portion of the generator, such as motor and generator but not cover the other components such as the control board, which could cost up to \$800 on some units. In this case, the customer would be paying for the board, plus all related charges such as travel, labor, etc

A good five year warranty will cover the entire generator for the full five years, including parts, shipping, travel, labor, and even gas mileage to the dealer. These types of warranties can save the customer hundreds if not thousands of dollars in repair costs over the first five years of ownership.

Some warranties are void if not installed by a certified installer.

Make sure you ask what is covered and what is not covered. Ask to see a copy of the warranty. Saving a few hundred dollars on the purchase could cost you a lot more down the road

EXPLAIN IN DETAIL THE INSTALLATION PROCEDURE

Many installers will give a general description of the installation, such as: "Install 8 KW brand generator with 10 circuit transfer switch"

This leaves open where the generator and transfer switch would be going, and may not be where it was discussed at the time of the sale. The customer may find that moving it will result in an extra charge.

Procedures such as wiring to be buried or on the ground, the generator being placed in a 2x4 pressure treated box with stone, distance from the house, location, etc could result in an extra charge if it isn't clearly spelled out in the contract.

If a whole house transfer switch is installed, the original panel will need to have the grounds and neutrals separated, as per National Electrical Code and State of Maine requirements. This should be stated in the contract, or could be added as an extra when it is installed.

Make sure you have the installer state in the contract in detail what is to be done and not be done.

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

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