

# QUESTIONS TO ASK BEFORE BUYING

## PART 2

### **DO YOU REPAIR THE GENERATOR WHEN IT BREAKS DOWN?**

You just lost your power, and your generator did not start. It is 9:00 Friday night. The prediction is expected that outages are to be in the tens of thousands, and could last for days. You call the company that installed your generator earlier in the year. You get a voice mail. The installer calls you the next day and informs you that he doesn't service the units, he just installs them. What do you do?

Many installers do just that, they install. They do not carry inventory, have factory trained techs, or the equipment to fix the units. Selling and installing generators are not their primary business.

Make sure your installer will service your unit, carries a substantial inventory of spare parts, has factory technicians on staff, has a storm number you can call, and most important of all, that generators are their primary business and not a division or subsidiary of their primary business.

Generator companies may not always be able to get out to you immediately because of the severity of the storm, previous trouble calls they have received before yours, or perhaps for some other reason. Beware of those that may state they can always get out there immediately, as they may not have the experience in 'real life' storm emergencies, as there are times service may be delayed beyond their control.

However, companies where generators are their primary business, will make every attempt to service your unit as soon as possible, as they want to keep you as a customer.

***Before you buy, ask them what their service policy is.***

## **DOES IT INCLUDE A COLD WEATHER KIT?**

Most installers do not include a cold weather kit as part of their installation, even though most manufacturers recommend a cold weather kit for this area of the country. These installers will state that they have never had a problem due to not installing a cold weather kit. However, they will offer it as an option as an additional cost.

A common question asked is “if it is required, why is it offered as an option by the manufacturer instead of being part of the unit”. The answer of course, is that if this unit was sold in the south, it wouldn’t be needed.

Why do most of the dealers exclude this as part of the package? It adds to the final price. Installers know that consumers are price driven, and will try to keep their price down to get the sale.

Lack of a cold weather kit can make the generator work harder to start, and in some cases, the battery will crack.

A cold weather kit usually consists of a battery warmer and engine block warmer.

Keep in mind, if the generator does not start due to the lack of a cold weather kit, it is not covered by warranty, and you will probably be charged a service call.

***Make sure a cold weather kit is included in the installation of your unit!***

If you have any questions, please forward them to [dirfygenerators@yahoo.com](mailto: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