

QUESTIONS TO ASK BEFORE BUYING

PART 3

WHAT IS THE LEAD TIME TO FIX THE UNIT WHEN IT FAILS?

This is an important question to ask. However, be aware of any company that promises or guarantees they can have your unit up in running the next day the latest. In most cases it can be done, but is not always possible. There are too many variables, such as the part needed, the service calls ahead of yours, and of course in the case of a major storm, the ability to get to your generator.

Buying from a company who deals only with generators is your best insurance of getting faster service. They will most likely have better inventory of spare parts, better trained techs, and most important, the desire to retain you as their customer.

Ask the dealer about his inventory, trained staff, and response time.

DO YOU HAVE TESTIMONIALS I CAN READ WITH YOU?

Many times a customer is so satisfied with a company, they will send a testimonial. Companies who do outstanding work will receive testimonials, and they will want to display them.

Testimonials are different than references. If you asked a company for references, they will not furnish you with references that will speak poorly of their performance, they will give you references that will speak positive about them. That is why companies who have great references will continue to do inferior work

However, a customer who has taken the time and effort to write a testimonial has been extremely pleased with the performance, and wants to express that in writing. All companies should have testimonials to show you at time of the estimate.

Ask the company you are talking with to show you some testimonials. Iff they have any, they will have them available for you to see.

IS THERE A PERMIT REQUIRED, AND ARE YOU GOING TO GET IT?

Some jurisdictions require permits, and some don't, and there is no rhyme or reason, here are a few examples of what different jurisdictions require:

No permit

Permit only if CMP is required, otherwise, no permit required

Electrical permit needed

Building permit needed, but not an electrical permit (yes some jurisdictions require a building permit and all the approvals for a building permit must be met)

Shoreline restrictions. This may apply due to lot coverage

As you can see, there are many variable situations, and to make it a bit more confusing, requirements may change in the same jurisdiction if a different Code Enforcement is hired. An installer must check with the local code office each time.

There can be severe penalties the property owner, including fines and removing the generator if proper permitting is not done. The responsibility legally will fall on the property owner.

In addition, there could be an insurance issue if proper permitting or inspections were no completed

The customer should always follow up with their code official to verify if a permitted is needed and has been procured

Beware of the installer who says a permit is never needed for a generator.

Ask the installer if all permits will be taken out, and make sure it is in the contract

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