

# QUESTIONS TO ASK BEFORE BUYING

## PART 4

### **ARE YOUR INSTALLERS LICENSED IN THE STATE OF MAINE**

To perform the electrical installation, a State of Maine Licensed electrician is required. A State of Maine Licensed Electrical helper or apprentice is not allowed to wire your generator without a Journeyman or Master electrician on site working directly with them.

The gas work requires a State of Maine Licensed Propane technician

Many times companies will have their generator techs do the work, but they are not properly licensed.

***Ask the company if everyone doing the work is properly licensed for the portion of the work they are performing.***

### **ARE YOUR TECHS FACTORY TRAINED**

This is probably one of the most important questions you can ask. When you have a generator installed it is critical that you have it installed by a company that has the ability to do warranty work, and fix your unit in a timely manner,

Without the proper certifications, the installer will not be able to perform warranty work, in which case, you would need to contact another company who is. Many times when the Certified Technician comes out, he will find the installation wasn't completed correctly, which may result in the warranty being voided, and the cost of the repair would fall on to you. Untrained installers do not have the latest alerts that are sent for the numerous generators

In addition, untrained technicians typically take longer to diagnose the problem, which will result in a higher cost to the homeowner. Untrained technicians may not be able to get the repair parts at the same cost as a certified and trained, which also would result in a higher cost to the homeowner.

Our company has had numerous calls from generator owners who said the installer could not fix the generator and was told by the installer to call us.

Purchasing a generator is a long term investment, and it is critical that you work with a company that can service your unit past the warranty period.

***Ask the company if they have certified trained technicians on staff for the brand of generator that is being installed.***

## **DO YOU HAVE A DEDICATED STORM NUMBER**

Some generator companies have a dedicated storm number to call in addition to the normal contact number. Many times this number may only be activated during major storms.

Although this is not necessarily a deal breaker, it is an added benefit if there is one available. This will usually mean that this number is monitored during the storm, and could result in a faster response time

***Ask the company if they have a dedicated storm number in case of major storms and power outages, and how that number is manned***

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