

Service Policy and Requirements
Mobile Dealer

- *Warranty*
- *Service Parts*
- *Flat Rates*
- *Requirements*
- *Service Training*

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Section 1 *General Overview*

1.1 — GENservice

GENservice is the primary communications tool between Generac Mobile Products, LLC., hereafter referred to as Generac, and our Service Distributors and Dealers, who are required to visit this site regularly, preferably daily. All critical new information is displayed on the home page of GENservice. The Distributor / Dealer principle must access GENservice to assign his or her staff members to the sections of GENservice that apply to their position.

Using GENservice, you can:

- Manage Control Numbers, Warranty Claims, Parts Orders and much more
- Register a Product – “Warranty” tab – “Product Registration / Activation”
- File Warranty Claims – “Claims” tab – “New Warranty Claim”
- Download service parts price file¹
- Order Parts – See Section 6 **Ordering Parts** in this manual.
- Return Parts – “Parts” tab – “Returns”
- File Defective Parts Claims – “Claims” tab – “New Defective Part Claim”
- Access Service Publications¹ – “Documentation” tab – “Service Documents” This area includes:
 - Service / Diagnostics Manuals – “Diagnostics Manuals” or “Engine Service Manuals”
 - Parts Manuals – “Engine Parts Manual” or “Parts Information”
 - Technical Manuals – “Technical Manuals”
 - Installation Information – “Installation Information”
 - Policy & Requirements Manuals – “Policy / Requirements”
 - Product Information Bulletins (PIBs) – “Product Bulletins”
 - Service Information Bulletins (SIBs) – “Service Bulletins”
 - Warranty Information Bulletins (WIBs) – “Warranty Bulletins”
 - Training Bulletins (TIBs) – “Training Bulletins”
 - Training Policy and Requirements – “Policy / Requirements”
 - Warranty Statements – “Product Warranties”
- Service Training – can order factory service training courses and view field service training schedules.

¹ Certain functionality in GENService is limited to Generac product. Generac Mobile Equipment information is still found on the corporate website: <https://www.generacmobileproducts.com>

1.2 — Forms

The following are included under “Warranty Information”:

- Addendum of Start-up/Commissions – Bulletin 0166430MMM
- Preservation Procedure and Checklist – Part Number 0G4018 and 0G4018A
- Suggested Flat Rate Change – 0196140SVE
- Warranty Labor Rate Increase – 10000011501
- Warranty Engine/Alternator Request Form – 10000036419

The following are included under “Start-Up Documents”:

- Start-Up Inspection Form – 067377
- Generac Load Bank Report – 10000006403
- Generac GES Acceptance Test Plan – 10000003728
- GES/MSG Warranty Acknowledgment Form – 10000043827

1.3 — Contacts

	Phone	E-mail
Mobile Parts	800-926-9768 Option 1	mobileparts@generac.com
Technical Service	800-926-9768 Option 3	mobiletechsupport@generac.com
Warranty	800-883-7535 Option 4	warranty@generac.com
Current & Active Campaign	800-883-7535 Option 5	warrantycampaigns@generac.com
Training	262-544-4811 ext. 4172	servicetraining@generac.com
GENservice	262-544-4811 ext. 3020	genservice@generac.com

Section 2 Receiving and Storage

2.1 — Freight/Concealed Damage and Shortage

2.1.1— Missing Crates or External Damage

The Receiver is responsible for checking product received against the bill of lading. The number of cartons or crates must agree with the number of items listed on the bill of lading before a delivery receipt is signed. Any missing cartons or crates, and/or signs of damage must be noted on the delivery receipt, which then must be signed by the delivery driver. It is the Receiver's responsibility to file a claim with the Freight Company for damages and/or shortages of crates and/or cartons. Missing and/or damaged cartons, crates and/or product are not warrantable.

It is the Receiver's responsibility to inspect all cartons and/or crates upon receipt and gives each item a thorough inspection. If the contents are damaged from handling, the Receiver must request a concealed damage inspection report from the Freight Company within seven (7) days of delivery. Freight damage and/or missing items are not warrantable.

2.1.2— Shortages

Shortages must be reported to the Freight Company and the Generac Sales Department (products) or Parts Department (replacement parts) within five (5) days of delivery. If records indicate the goods were shipped, the Receiver will be notified and the Receiver must then file a claim with the Freight Company. If Generac finds that the item was not sent, that item will be furnished at no charge, transportation pre-paid. Freight damage and/or missing items are not warrantable.

The Receiver may contact the Generac Customer Service / Traffic Department for assistance with claims proceedings on freight damage and/or shortages. It is the Receiver's responsibility to get the delivery receipt noted and signed (by the delivery driver) and to file the appropriate claim.

2.1.3— Incorrect and Wrong Items

As with shortages, items and/or accessories received in a manner other than that in which they were ordered, must be reported to either the Generac Sales Department or Parts Department, respectively. Expenses incurred for correcting these situations are not warrantable.

2.2 — Storage

Proper storage procedures, including storage on site prior to installation and/or start-up, must be followed for any product. The following items are not covered by warranty if deemed to have been caused by improper storage methods. They include, but are not limited to:

- Dry rotted rubber components
- Degradation of any components from harsh environments, or improper storage procedures (internal or external rust, corrosion, etc.)
- Hidden damages or damage deemed to have been caused by stacking, improper moving techniques and/or being struck by moving equipment
- Any failure deemed to have been caused by improper storage procedures
- Bad or spoiled fuel related damages

2.2.1— Extended Storage

Extended storage periods or poor storage environments may require pretreatment. Storage is the expressed responsibility of the receiver. Any problems due to improper or non-conforming storage are not warrantable.

2.2.2— Storage Over 1 Year (Addendum of Start-Up/Commissioning)

Some projects, such as Federal, State, or Local Municipal projects, may require that the start-up of the unit be delayed for an extended period of time. On all Industrial Configured Product (Warranty-Start-ups), if the start-up will be delayed for more than a year, the Distributor / Dealer must file a completed Addendum of Start-up and Commissioning (0166430MMM), complete with the anticipated start-up date of the unit to amend an in-service date of product for warranty coverage. This date should not exceed two years from the original shipping/delivery date. The Distributor / Dealer must also preserve the unit in accordance with the Preservation Procedure (0G4018), and file the completed Preservation Checklist (0G4018A).

NOTE: Failure to follow these guidelines will result in the warranty being applied to the original ship date from Generac.

Section 3 Installation and Start-Up

3.0.1— Mobile Product Activation

Generac Mobile generators, light towers and water pumps require an official start-up inspection by a Generac Mobile Products authorized service provider. The product must be also registered. Registration can be completed on the public website at www.generac.com (Select “Service & Support” at the top of the screen, then “Register Your Product” on the left) or for active Authorized Dealers on GEN Service service portal under the Warranty Tab. Registration of the unit will restart the warranty from the original shipment date up to six months from the date of shipment.

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Section 4 *Service and Maintenance*

Generac Mobile Authorized Servicing Dealer (GMP ASD) Categories

RENTAL ASD

Definition

Dealership that purchases equipment directly from Generac Mobile for rental business and primarily performs warranty repairs on its own rental machines. Dealership may have single or multiple locations. Dealership may work on external equipment at its own discretion.

Dealer Benefits and Responsibilities

- Dealership is assigned a customer number.
- Dealership does warranty repairs (per Generac Mobile policies) on its own equipment.
- Warranty shop labor is reimbursed at current Generac Mobile Rental ASD Labor Rate.
- Dealership purchases parts from Generac Mobile at full dealer discount.
- Each service location must have access to a Generac Mobile Certified Technician to perform warranty repairs—either on-site or within the organization.
- Dealership may request Control Number pre-authorization on major repairs.
- Factory and on-site training programs are available to dealer personnel.

SERVICE ASD

Definition

Dealership that performs warranty service on any products manufactured or sold by Generac Mobile.

Dealer Benefits and Responsibilities

- Dealership is assigned a customer number.
- Dealership is authorized to do warranty repairs (per Generac Mobile policies) on any Generac Mobile equipment for which their technicians are certified.
- Dealership is re-authorized annually based on technician certification.
- Warranty shop labor is reimbursed at current Generac Mobile ASD Labor Rate.
- Dealership purchases parts from Generac Mobile at full dealer discount.
- Each service location must have a Generac Mobile Certified Technician to perform warranty repairs.
- Dealership may request Control Number pre-authorization on major repairs.
- Factory and on-site training programs are available to dealer personnel.

4.1 — Maintenance

Planned Scheduled Maintenance Programs using Generac replacement parts are essential for the efficient operation and long life of Generac products. Neglecting routine and regular maintenance may result in premature failure and permanent damage to Generac products. Generac product owner's manuals contain recommended maintenance schedules and procedures. The unit must also periodically exercise either by means of the pre-programmed exerciser function of the generator control or by some other means.

Maintenance also includes proper site maintenance. For example, if the generator is covered by snow, it is the customer's responsibility to clear the snow from on and around the generator. Failure due to improper or lack of maintenance may result in voiding the warranty coverage or declining a specific warranty repair.

Some repairs will require maintenance records for coverage. Failure to provide maintenance records with Generac replacement parts when requested may result in non-warranty coverage of the repair. It is the Dealer's obligation to inform the Customer of the proper care and use of the product.

4.2 — Service – General Procedure

When a Generac authorized service provider receives a call for service, the service technician should do the following;

- a. Is it in Warranty? The service technician should obtain verification that the unit is under warranty (GENservice, “Warranty” tab, “Warranty Inquiry”).
- b. They should ensure they have the proper manuals with them or on a tablet or laptop with access to obtain the manuals.
- c. On site, they should verify that the installation complies with the appropriate installation guidelines for the machine with regard to clearances and mounting / surrounding materials. Provided the installation is correct, they should diagnose the unit to determine the repair. They must follow the Generac training and diagnostics manuals to properly determine the issue.
- d. They should clearly explain to the customer up front what needs to be repaired and explain how much, if any, is the customers responsibility (not warrantable, install issue, abuse, etc.).
- e. They should look up the Flat Rates for the repairs to be performed. It’s easier to comply with Flat Rates if you know what they are ahead of time.
- f. For repairs exceeding travel limitations, flat rate repair time, major components, \$1000 total and/or half the cost of the complete unit, they must call in to Generac’s technical service group to obtain a Control Number prior to the repair work being performed (See Control Numbers below). If the unit is NOT in warranty, the dealer may charge the customer their standard rates in line with Flat Rate guidelines.
- g. If this was a warranty repair, they should then file the warranty claim or pass the complete repair information to their person who enters the claims. Include a short narrative for the Warranty Claim Notes, including; the complaint, the cause and the correction.

4.3 — Service – Warranty Service

Generac requires that only “Generac Authorized Service Technicians” perform Warranty repairs on its products. A “Generac Authorized Service Technician” must meet the following criteria:

1. Dealer Number – Work for a current Generac Service Dealer with a valid Dealer Number and proper dealer product level.
2. Tech ID – Have a valid Technician Identification Number (Tech ID #).
3. Training – Be properly trained to the level of the product being serviced.

The criteria above are described in detail in the Training section of this manual.

Before leaving the Dealership, the service technician should obtain verification that the unit is under warranty (GENservice, “Warranty” tab, “Warranty Inquiry”). They should also note the scope of warranty. Is it under full coverage or in the “Parts Only” year? If possible, they should bring the extra parts and tools to perform diagnostics and repairs for the issue that was reported. Additional travel will not be given for additional trips for the lack of tools or parts that are on a suggested parts list.

Once on site, the service technician must determine if the repair is warrantable. If it is a maintenance or installation issue, the repair costs will be borne by the customer. Also if the failure was due to an act of God, rodent infestation, or any other of the excluded reasons, the repair will not be warrantable.

If it is under warranty, the repairs will be covered under Generac’s Flat Rate/Control Number policies. If the unit is NOT in warranty, the dealer may charge the customer their standard rates in line with Flat Rate guidelines.

4.4 — Calling Generac for Assistance

If the service technician needs to call into Generac for troubleshooting assistance, a Control Number or for Parts, the Generac Technical Service Rep (TSR) or Service Parts Specialist will ask for:

- Dealer Number – This is to verify that the service technician works for a certified Generac Service Dealer. This is required to perform warranty repairs.
- Tech ID – Once the Dealer Number is entered, the list of service technicians for that dealership will be displayed. The TSR will ask for your name or Tech ID to verify the service technician is:
 - A Generac Authorized Service Technician
 - The service technician’s Status (Active, Inactive or Suspended)
 - The training level of the service technician

- Serial Number – The TSR will ask for the Serial Number to:
 - Display the technical description of the unit
 - Display the Warranty Status of the unit (Full, Parts Only, Out of Warranty)
 - Display previous Call Note (Notes from previous calls on that unit)

They will then be ready to help you with your service or parts needs.

4.5 — Service Parts Policy

Generac has various levels of Service Parts Kits based on the technicians training and the products serviced. The technician should have these parts on their trucks. Additional travel will not be given to return with a part that is in the Service Parts Kit.

If the part is not on the Service Parts Kit, the service technician may acquire them from their in-house parts inventory or order them from Generac or an Industrial Distributor (see Parts section of this manual) or a Generac technical service representative may send them as No Charge Parts (NCP).

4.6 — Control Numbers

Authorization for repairs exceeding travel limitations, flat rate repair time, repairs including major components (rotor, stator, engine, gearbox, control panel, or any industrial components exceeding \$1000 total), and/or half the cost of the complete unit must be in the form of a Control Number prior to the repair work being performed. Generac realizes that situations can occur after normal business hours. The Warranty Department depends on the Generac authorized service provider to address said situation and to inform the Generac Technical Service Department the next business day. The authorization will be in the form of a Control Number. Overtime and Holiday pay is not covered under warranty. Warranty only pays the agreed upon labor rate on file at the time of repair. The Generac Technical Service Department must authorize any exceptions and/or deviations from the Generac warranty parameters.

The Control Number must appear in the space provided on the warranty submission page in GENservice. This is not a place to insert personal work order numbers or other writings. Warranty claims will be evaluated against the approved dollar limit or approved time on the Control Number. Control Numbers with details are displayed on GENservice.

4.7 — Escalation

There are basically two types of Escalation cases, as follows:

- Repair Escalation: Involves a unit that has had multiple issues or an issue that the Distributor / Dealer Technicians and Generac's Technical Service group can't seem to resolve.
- Compensatory Escalation: When the Dealer and Generac can't agree on a compensatory resolution of a particular case.

4.7.1— Repair Escalation

The Repair Escalation process allows a Dealer to escalate an unresolved field repair to a broader group of Generac personnel with an emphasis on a speedy resolution. Cases may be started for issues such as repeat failures of the same part, multiple contacts to Generac's Technical Service group without resolution or a Mission Critical site (Hospitals, Data Centers, 911 Centers, Utilities Switch Office or Prisons) down without resolution.

To submit a case, go to GENservice and retrieve the Escalation SIB. It's under Documentation - Service Documents - Service Bulletin – SIB12-06-GALL – Service Escalation Procedure for Unresolved Field Repairs

Follow the instructions on the SIB, completing the form on the second page and submitting it to Escalation@Generac.com. If Generac does not receive all required documentation the form will not be submitted to the escalation team. Once Generac receives the completed SIB, it is evaluated.

- If Service Management has an immediate solution it will be given to the dealer.
- If Service cannot quickly offer a repair solution, the issue is sent to the Escalation Team consisting of Service, Engineering, Quality, Production, Applications and Sales.
- Regardless of the repair path, each issue is added to an Escalation Tracking Form. This allows the case to be tracked, assuring high visibility within Generac and holds it to a tight time constraint. The assigned group is held accountable to find a solution as quickly as possible and report back to the Escalation Team.

Through this entire process, the Dealer is given regular updates and the Dealer is advised of the solution as quickly as possible. This process is designed to give these cases maximum visibility involving all the critical Generac departments in one joint forum.

4.7.2— Compensatory Escalation

A Compensatory Escalation occurs on the rare cases when the Dealer and Generac can't agree on a compensatory resolution, or when extenuating circumstances that deem the need for warranty coverage of special equipment occurs. This usually involves issues of extra travel, extra labor, special equipment charges or other non-standard charges. Compensatory Escalation allows the Dealer to escalate the issue "up the ladder" at Generac. Submission of this form does not guarantee approval of those charges or expenses.

To submit a case, go to GENservice and retrieve SIB16-04-G which is on GENservice under Documentation > Service Documents > Service Information Bulletins and complete the form.

There are detailed instructions in the form. Fill out the form as applicable, including any pictures, receipts or other documentation that helps make your case. Then e-mail the form and supporting documentation to service@generac.com, attention: Compensatory Escalation. Once Generac receives the completed form, it is sent to a weekly Escalation committee consisting of Service and Warranty management. The Dealer will be notified of the decision of the committee and reasons for their decision via return email.

Section 5 Warranty

5.1 — Warranty Claim

A Warranty claim must be filed in GENservice so that Generac can properly evaluate the claim and honor the warranty in a timely manner. Incomplete reports will not be processed.

5.2 — Warranty Submittal Time Period

A Warranty claim must be filed in GENservice within 30 (thirty) days of the REPAIR COMPLETION DATE for the warranty work performed. Any requested Defective Part(s) and/or pertinent Warranty Information Bulletin (WIB), Product Information Bulletin (PIB) or Service Information Bulletin (SIB) must be submitted to Generac within the same time period for the warranty work performed. If additional information or clarification for a warranty claim is required, a response must be submitted within 30 (thirty) days.

Warranty claims which are filed 31 (thirty-one) days or more, up to and including 60 (sixty) days after the completion date of repairs, will be reduced by the application of a 15% late filing fee.

Any Warranty claim filed later than 60 (sixty) days following the completion date of the repairs, will not be honored. These claims will be rejected and returned electronically through GENservice to the individual dealer.

5.3 — Warranty Repair Procedure

1. Verify that a repair is warrantable under the provisions of the General Service Policy Manual.
 - a. Obtain verification that the unit is under warranty (GENservice, "Warranty" tab, "Warranty Inquiry").
 - b. Is the repair within the warranty period?
 - c. Is the failure of the product due to a defect in materials or workmanship?
2. Exclusions (including those items listed on the applicable warranty statement):
 - a. Improper installation, owner abuse, misuse, neglect, lack of proper recommended maintenance, documentation, alterations or modifications not recommended by Generac are not warrantable and will not be covered by Generac.
 - b. Failures caused by any act of God or external cause including without limitation, fire, theft, freezing, war, lightning, earthquake, windstorm, hail, water, tornado, hurricane, or any other matters which are reasonably beyond the manufacturer's control.
 - c. Costs deemed to have been caused by improper storage procedures.
 - d. Generac will not cover the repair or replacement of valves and/or rings for the purpose of raising the engine's compression when a failure has not occurred.
3. Obtain replacement part(s) directly from a Generac parts distributor, referred to by Generac as an Industrial Distributor or, depending on the extent of the problem and/or scenario, the Generac Technical Service Department may decide to send part(s) at no charge.
4. Completely fill out all the lines of the Warranty Claim in GENservice.
 - a. Labor and diagnostic time are limited to the amounts listed under flat rates.
 - b. Travel Time/Mileage or Trip Charges are limited to the amounts listed on the Warranty Statement.
 - c. All labor rates are calculated based on the labor rate agreed to in the Dealer Agreement with Generac and on file with the Generac Warranty Department.
 - d. Authorization for repairs exceeding travel limitations, flat rate repair time, repairs including major components (rotor, stator, engine, gearbox, control panel, or any industrial components exceeding \$1000), repairs requiring special equipment, and/or half the cost of the complete unit must be requested in the form of a Control Number, prior to the repair work being performed. Any Warranty Claim filed without a Control Number will be limited to Flat Rates. See the Service or Definition sections of the manual for Control Number details
 - e. When directed, return any defective/failed parts with the appropriate documentation.

Dealers who have questions should contact Generac's Warranty Department at 1-800-883-7535 - Option #4.

5.4 — Response to Warranty Claim

The Generac Warranty Department will respond to warranty claims in one of the following ways:

1. A Credit Memo/Check to indicate the amount of reimbursement for the claim.
2. A request for additional information and/or part(s) to be submitted to the Generac Warranty Department within 30 (thirty) days.
3. A reduction or rejection of claim payment.
4. Use of non-authorized replacement parts or parts not purchased from Generac will result in charge back invoicing whenever it is discovered.
5. Over billing of a warranty claim or discovery of a fraudulent warranty claim (could result in termination of service agreement) will result in charge back invoicing whenever it is discovered.

5.5 — Payment of Warranty Claims

Warranty claim payments for Generac products and warrantable parts are subject to compliance with the specific Generac Product Warranty Policies and the General Service Policy Manual. This includes compliance with all sections of this manual. Submission of warranty claims and the results of all parts tested are to be on a timely basis. Generac reserves the right to adjust the amount claimed on a warranty repair report in order to achieve compliance with its Generac Product Warranty Policies and the General Service Policy Manual. Any exceptions must be requested of the Generac Technical Service Department by obtaining a Control Number prior to the time of repair.

5.6 — Disputed Warranty Claims

Warranty claims processing is computerized and results in the generation of a Credit Memo/Check (if applicable). If the Generac authorized service provider believes that more credit is due, the Dealer must respond immediately to the Generac Warranty Department to dispute the credit paid. The Generac authorized service provider has 30 (thirty) days from the issue date of the Credit Memo/Check to dispute credit payment. Failure to respond within 30 (thirty) days of the Credit Memo/Check issue date will be considered full and final settlement of the warranty claim. Any disputes or disagreements received beyond this time frame will not be open to discussion or renegotiations.

If resolution cannot be reached with the warranty analyst, the case may be escalated for further consideration. SIB16-04-G can be obtained from GENservice and submitted. The form can be found on GENservice under the "Documentation" tab, "Service Documents", "Service Information Bulletins". Instructions are included with the form and it must be filled out completely. It will be reviewed by the Warranty Exception Review Committee.

It is the responsibility of each and every Distributor / Dealer to keep up with their own paperwork of payments received from the Generac Warranty Department and track them in their own systems.

The Warranty and Accounting Departments of Generac will charge a fee to perform reconciliation of accounts on a time and material basis at the going rate for bookkeeping from an outside firm. This fee will be charged directly to the Distributor / Dealers account and is non-negotiable and non-refundable.

5.7 — Warranty Audits

Generac conducts regular warranty audits of submitted claims in an effort to identify claims or groups of claims that fall well outside of the Standard Deviation range of similar claims. This process is to ensure customer satisfaction and dealer compliance with established contractual policies. Once identified, the process outlines the review criteria and the different levels of follow-up with the Service Dealer in question.

This process can be divided into 4 main steps;

- The Identification of claims falling into the questionable range
- The Review Process where the supporting data is scrutinized
- The Generac Self-Review to ensure we aren't contributing to the problem
- Follow-Up section where the level of Dealer Feedback is determined

5.7.1— Identification

Standard Deviation Reports will be run by;

1. Channel
 - a. Industrial
 - b. Residential Commercial – Liquid Cooled
 - c. Residential Commercial – Air Cooled
 - d. Telecom
2. Section of Generator - Under each Channel, the Deviation Report will be run on 3 main sections
 - a. Engines
 - b. Alternators
 - c. Printed Circuit Boards
3. Standard Deviation Reports will be run based on Repair Hours per claim in each of the 12 areas (4 Channels X 3 Categories). Claims averaging well above standard times will be flagged for review. For example, if the average engine repair time on industrial units is 2.69 hours over the last 6 months, our report may kick out the Claims over 15 hours for review. It may also flag a dealer who averages 8 hours on engine repairs.
4. Identification criteria - There are several ways a dealer can come under review.
 - a. Single Claim - A single claim greatly exceeds the Standard Deviation limit.
 - b. Multiple Claims - A group of claims (such as engine repairs) are higher than other dealers doing the same repairs.
 - c. Complaint – A customer, TSR, Customer Service Rep or Sales Rep reports questionable or unprofessional activity. Some of the common complaints are listed in the following Warranty Violations section.
 - d. Returned Parts Evaluation – A Generac technician tests replaced parts when they are returned to Generac. If the “defective” parts test as no defect by the technician, a review will be triggered.
 - e. NCP (No Charge Parts) – Generac audits NCPs sent out on a Control Number with no corresponding Warranty Claim ever filed. Generac waits at least 3 months after the Control Number issue date to allow time for the work to be completed and the Warranty Claim filed. In this case, it must be determined if the repairs were made and they forgot to file the claim or the repairs were not made and the Dealer just kept the parts.

5.7.2— Claim Data Review

Once a claim or group of claims is flagged, it will be reviewed based on the following.

1. Itemized – Is the claim clearly itemized? Is there enough itemized detail to justify the hours?
2. Travel – The miles and number of trips will be reviewed. Are they justified? Was the repair discovered on a Maintenance visit, but travel still charged?
3. Extra Charges – Are crane, load banks, contractors, clearly identified with supporting receipts or invoices.
4. No Charge Parts (NCP) – NCPs will be reviewed.
 - a. Should they have been on the truck? If so, why weren't they?
 - b. Were the parts excessive? Did the dealer technician just throw parts at the problem?
 - c. Were all the parts used?
5. Returned Parts - Did we request parts be returned? What were the test results?
6. Additional Review – If deemed necessary or beneficial, Generac may contact the Customer.
 - a. Were they satisfied with the Dealer Tech?
 - b. Is the unit running properly?
 - c. Were they charged for anything?
 - d. Was there really an issue before the repair was done?
7. Check technician claim history (other similar claims) – Is there a pattern?
8. Check Distributor / Dealer History (other claims) – Is there a pattern?

9. Final Determination

- a. Did the claim pass inspection? Was it a verified good claim?
- b. Was the claim unjustified? Why?
 - i. Was the technician ineffective in resolving the issue with the generator? Did the technician utilize proper diagnostic procedures to determine the correct root cause of the issue?
 - ii. Was the technician repair time slower than normal? Should he/she have been held to Flat Rate?
 - iii. Does it look like an honest mistake, technically or clerically?
 - iv. Does it look like intentional padding of the claim?
 - v. Was this an outright fraudulent claim?

5.7.3— Generac Self-Review

Once the claim data is reviewed, an internal review is performed to ensure Generac procedures and documentation are not contributing to the extra costs incurred.

- 1. TSR Call Notes – Are the Call Notes complete, clear and identify good troubleshooting technique?
- 2. Warranty Claim Notes – Did the Warranty Analyst process the claim properly?
- 3. Training – Was the training, training material and documentation adequate?
- 4. Product – Did the product design or quality contribute to the amount claimed?

In essence, was this case driven by internal factors or Distributor / Dealer issues? If internal to Generac, we will work to correct the issue. If not, proceed to **Follow-Up**.

5.7.4— Follow-Up

Once the Review process is complete, the level of follow-up must be determined.

Level 1 - Audit internal to Generac. Determine if Distributor / Dealer should be put on a “Watch List” and challenged on all questionable claims.

Level 2 - The Distributor / Dealer is notified that anomalies have been found and will be asked for an explanation. The Customer may be contacted to check satisfaction with the service work provided. This step may include Charge-Backs for individual claims.

Level 3 – The Distributor / Dealer is notified that they are exhibiting questionable practices and are being monitored.

- a. All future claims are reviewed for a determined length of time.
- b. Additional test results, pictures and hard copies of internal service reports may be required for all claims.
- c. Require all replaced parts be returned to Generac for testing and evaluation.
- d. Dealership training will be reviewed by Senior Training Manager.

Level 4 - A formal visit by Sales & Service Operations Management outlining the findings and laying out corrective action. This may include more extensive Charge-Backs for groups of warranty claims.

Level 5 – Termination of the Distributor / Dealer.

5.8 — Warranty Claim Charge Backs

A warranty claim charge back will occur due to the following, but not limited to:

- 1. Over payment of a warranty claim.
- 2. Payment of a warranty claim for a non-covered item or if non-Generac parts were used on the repair.
- 3. Payment of a false or fraudulent warranty claim. This could result in termination of the Generac service agreement. Depending on circumstances this could also include legal or criminal action.
- 4. Payment made on part(s) stated as defective that were subsequently tested at Generac and prove to be without defects or show evidence of abuse, misuse or tampering.
- 5. Service Technician is not trained and certified to perform repair under warranty.
- 6. Control Number is abused and/or over paid.
- 7. Charge backs are not limited to the above mentioned items. Adherence to the Service Agreement and General Service Policy will be strictly enforced.

8. The Distributor / Dealer will have 30 (thirty) days from the date of issue of the invoice memo to dispute the charge back. After that time, it will be a full and final settlement for that claim.
9. Warranty deductions to the Generac Credit Account must not be taken unless prior approval has been made with Generac's Credit Manager.

5.9 — Common Warranty Violations

There are a variety of common situations that constitute warranty violations. This may stem from a lack of policy knowledge or a willful violation.

- Charging the customer for warranty work - It is a violation of our policy and illegal to charge a customer for warrantable repairs. This type of violation typically falls into two categories.
 - Double-Dipping – Charging Generac for the warranty work and then charging the customer. This constitutes a fraudulent claim.
 - Charging the customer the difference between what Generac pays and what the Generac authorized service provider feels they are entitled. Generac pays Flat Rate hours at the agreed upon Labor Rate. In special cases, a Control Number may increase what is paid. This is considered payment in full per our contractual agreement. The customer cannot be charged for warrantable repairs. If not quickly resolved, this could result in suspension or termination.
- Mechanic's Lien/"Holding a Generator Hostage" - Generac will pay the Generac authorized service provider on all claims per our contracted agreement. It is a violation of policy to hold a customer's generator until the payment is received from Generac. This will result in a dealership suspension or termination.
- Double-Dipping on Travel Charges - If a customer calls a Distributor / Dealer regarding a warranty issue, Generac pays travel for that service call. If, however, a warrantable issue is discovered and repaired during a Maintenance visit, travel is not paid. The customer has already paid for the travel, either directly or per maintenance agreement.
- Charging for repairs never done - This seems obvious, but it's an area that will receive increased audit attention from Generac. If not quickly resolved, this could result in a dealership suspension or termination.
- Repair of the month – With some Distributors / Dealers, if they find an issue on a couple of generators, they basically start their own campaign, changing the part on all generators. Only components identified as defective through proper trouble-shooting techniques should be replaced.
- Returned Parts – If defective parts are required to be returned to Generac and either the parts are not returned or are returned and found to be non-defective, the Distributor / Dealer may be Charged-Back for the parts or the entire claim.
- Work not supported – If the Dealer submitted claims that were not supported by test results, technician comments or other documentation, the Dealer may be Charged-Back for the parts or the entire claim.
- Not Generac's responsibility – A claim is submitted in instances where the part(s) failed due to lack of maintenance, abuse, or damage by non-Generac replacement parts.

These types of violations can result in Charge-Backs, special preventative measures (all replaced parts returned, monthly audits, etc), suspension, termination or legal action.

5.10 — Warranty Parts

Generac will pay an Authorized service provider a 15% commission for defective Generac part(s) purchased and replaced under warranty. This commission is based on 15% of Dealer Net Cost of the part(s).

All parts filed on a Warranty Repair Report must be held for 90 days from the date of the credit memo unless otherwise directed.

5.11 — New Defective Parts Warranty

A New Defective Part is a part that is found to be defective upon installation on a unit or fails within 90 days of installation regardless of the unit's warranty status. A part that is received damaged is classified as a "Damaged Part" and is covered in the Parts section of this manual. A Defective Parts Claim must be filled out completely in order to claim a New Defective Part. The Defective Parts Claim can be filed on GENservice under the "Claims" tab by selecting "New Defective Part Claim". An Authorized service provider must install all parts. The following information must be supplied to claim a New Defective Part under warranty:

- The date the part was purchased or received from Generac goes in the area of Purchase Date (attach supporting documentation).
- The date the service part was installed as a replacement part and failed or the failure date goes in the area of Date of Failure.
- The date the new part was installed to replace the defective service part goes in the area of Repair Completion Date.
- The Model and Serial Number of the generator along with the original Start-up or Purchase Date of the generator set must be entered in the conditions section of the claim form.
- Under the area marked details of problem, cause and correction, fill in this area using the 3-C's:
 - Complaint - What did it do or not do?
 - Cause - What caused the problem?
 - Correction - What repaired the problem?
- Complete the Defective Part Claim by filling in the Part Number and Failing Codes, Freight Charge, if any, and the total.
- Any Service Part replacement, which has a list price of \$1,000.00 or greater, must have a Control Number assigned by the Generac Technical Service Department.
- Multiple failed New Defective Parts listed on one Warranty Repair Report Form for different generators will not be covered. The warranty claim and all associated parts will be rejected for payment and parts (if requested back by Generac) will be returned freight collect to the issuing dealer.

NOTE: Travel Time, Mileage and Labor are not allowed on any Service Part replacement and will not be covered by Warranty.

5.12 — Warrantable Failed Parts Returned for Testing

When defective/failed parts are required to be returned, as directed by the Warranty Department, SIB, PIB or WIB, they must be returned with the correctly filled out Bulletin or other required documentation. Failure to comply may result in a rejected warranty claim. If parts from multiple warranty claims are returned together, each must be marked with the Serial Number of the unit and the warranty claim number.

Upon factory inspection and testing, any part(s) that prove to have no defects or show evidence of abuse or tampering will not be accepted for warranty claim reimbursement. Such part(s) will be returned freight-collect to the dealer and the cost of the part(s) and associated labor allowance will be deducted from the applicable warranty claim or the claim may be rejected in its entirety.

5.13 — Shipping Expenses – Warranty Parts

Normal shipping/freight expenses to and from Generac are covered under the warranty parameters. They should be reported under the freight and/or duty sections (if applicable) of the Warranty Repair Report Form. Overnight, express or red shipments will not be covered under the provisions of warranty unless a Control Number is obtained from the Generac Technical Service Department prior to the shipment and details appear in the “Conditions and/or Comments” section of the Online Warranty Claim form.

5.14 — Warranty Labor Rate and Flat Rate Allowance

Warranty payments for repairs will be made within the time allowances designated in the flat rate section of this manual. If time allowance designated in the flat rate section of this manual is to be deviated from, a Control Number MUST be obtained from the Generac Technical Service Department prior to the completion of repairs and submittal of the claim. Repair time exceeding the scheduled flat rate allowance will not be honored without a Control Number. Control Numbers are issued at the discretion of the Technical Service Technician. Educational time and time spent on the telephone will not be allowed.

Warranty payments will be paid only at the labor rate on file with Generac at the time of repair, not to surpass Generac's limits for current flat rate listings. This rate is predicated upon the Dealer meeting its rating criteria, training and up-date classes, along with adherence to the Dealer Agreement and General Service Policy Manual.

A labor rate increase request form may be submitted once per calendar year for review. The form can be found on GENservice in the Warranty Info folder.

5.15 — Dealer Travel and Mileage Reimbursement Rates

Reimbursement rates and discounts vary by Distributer / Dealer classification. Please contact the Warranty Department if you need assistance finding this information. Generac reserves the right to change these rates at their sole discretion.

5.16 — Parts Discounts

Reimbursement rates and discounts for Parts can be found in the “Parts” section of this manual. They vary by Distributer / Dealer classification. Please contact the Parts Department if you need assistance finding this information. Generac reserves the right to change these rates at their sole discretion.

5.17 — Warranty Exclusions and Limitations

The following list may be used as a reference in conjunction with those exclusions and limitations that appear in Generac's product-specific warranty policies and other warranty materials:

- Damage caused by use of attachments, non-original replacement parts, accessories or parts that are not sold and/or originally supplied or approved by Generac
- Freight/concealed damage or shortage
- Any product shipped and/or sold by a Non-Dealer/Distributor/Retailer
- Failure to follow and document maintenance procedures given in the appropriate manufacturer-supplied manual or the instructions given by the Generac Technical Service Department
- Costs of normal maintenance and related items (i.e. filters, fluids, V-belts, hoses, fuses, etc.), testing, load banking, adjustments, installation and start-up procedures
- Contaminated fuels and/or fluids and/or oils are not warrantable
- Costs deemed to have been caused by improper storage procedures
- Rodent / Insect Infestation
- Failures due to, but not limited to, normal wear and tear, accident, misuse, abuse, negligence, improper installation, misapplication and/or sizing problems
- Repairs and/or alterations not made by a Dealer and/or authorized by Generac
- Performance complaints unless they are caused by the failure of a warrantable part
- Paint, batteries, sump pumps, pre-lube pumps, protection systems, starting aids, guards, clutches and couplings. Also, containers, undercarriage (trailer units), fuel storage tanks, stabilizing jacks, fuses, light bulbs, engine fluids
- Block heaters after one year (Industrial configured product) or 90 days (Residential/Commercial product)
- Incidental, consequential or indirect damages caused by defects in materials or workmanship or any delay in repairs or replacement of the defective part(s)
- Items made by others and supplied by Generac on a special order
- Overtime or holiday pay, or more than one person performing repairs
- Rental equipment used while a covered repair is being performed
- Disposal of waste products including, but not limited to, waste oils, fuels and anti-freeze
- Applicable taxes
- Labor expenses by any non-Generac Authorized Service Dealer
- Special cranes, hoists or other devices for product removal and/or re-installation or testing
- Fines associated with product non-conformance to local, state, federal or other emissions and safety laws or regulations
- Communication expenses, meals, lodging, downtime expenses, contract penalties, cargo damage, and any other miscellaneous costs or losses
- Corrosion or erosion of sheet metal and bases resulting from lack of maintenance or extreme saltwater environments
- Failures caused by any act of God and other force majeure events beyond the manufacturer's control

- Units used for Prime Power or Trailer Mounted units are not covered by the standard or extended product warranties unless specifically specified in writing from Generac. Consult the product specific warranties for information regarding these applications.

Generac's responsibility under the base warranty coverage is limited to the provision of material and labor specified herein.

Misrepresentation of the covered units' actual accumulated hours or age shall result in immediate cancellation of the warranty by Generac.

Section 6 *Parts*

6.1 — Ordering Parts

Service parts orders should be entered on the Smart Equip e-commerce page. Smart Equip allows the user to select parts, see current pricing and place orders online.

The site can be accessed at <https://generacmobile.smartequip.net/generacmobile/#/user/login?salt=>.

To obtain login access, complete the new user form at <https://www.generacmobileproducts.com/service-support/smartequip-sign-up>.

6.2 — Service Parts Pricing

Generac reserves the right to change prices, modify parts, and/or make interchangeable substitutions without prior notice. "Parts" are defined as those items used to repair and service equipment manufactured by Generac. The Generac dealer must maintain a parts inventory sufficient enough to meet the needs of the Generac product for the unit population in their Natural Marketing Area. The Generac dealer must promote the sales of genuine Generac replacement parts. Generac will provide replacement parts for all equipment manufactured by Generac for which the Generac Dealer is authorized to sell and/or service, subject to the following exceptions:

1. Discontinued, obsolete patterns, production fixtures and/or drawings.
2. Discontinued supply of our part by any supplier to Generac.

All Manufacturer Suggested List Price (MSLP) prices are F.O.B. Generac.

Generac reserves the right to change prices, modify parts, and/or make interchangeable substitutions to Generac dealers parts orders without prior notice.

6.3 — Order Approval

Orders requiring credit approval may be delayed by the time required to complete the approval process. A Generac dealer that goes on credit hold for more than two weeks may, at Generac's discretion, no longer be considered a Generac dealer. Their status for service may be downgraded, and their parts discount structure may be reduced.

6.4 — Cancellations

Parts that have been manufactured, are in the manufacturing process or received from a supplier, cannot be canceled and shall be shipped. Also these orders that are in transit are Non-Returnable.

6.5 — Processing Orders

Order processing time refers to the time required to enter, pick, pack and ship an order. The processing time is determined by the order classification and is as follows:

Priority Orders	Same Day (if part is in stock and not a "made" part)
Regular Orders	Within 24 Hours
Stock Orders	Within 3 to 5 Shipping Days

Processing times are determined on an average Monday through Friday work week (Saturday, Sunday and holidays excluded) and the availability of parts in Generac's inventory. Orders received after 2:00 PM CST are considered to be the next day's order. The above order processing times are for items that are in inventory and do not apply to any "kits" that need to be assembled prior to shipment.

Orders requiring the following items will have special lead times due to the manufacturing processes.

	Current Production	
Sheet Metal	14-21 Business Days	Paint color & texture required
Wire harnesses/Control Panels	14-21 Business Days	Model & Serial # Required

6.6 — New Defective Part/Damaged Part

New Defective Part - A New Defective Part is a part that is found to be defective upon installation on an out of warranty unit or fails within 90 days of installation. This will be processed through Generac Warranty following the procedures outlined in the Warranty section of this manual under “New Defective Parts Warranty.”

Damaged Part - A Damaged Part is a part that is received and found to be damaged upon inspection. Contact the Generac Parts Department.

NOTE: A damaged part is not claimed via a warranty claim.

6.7 — Shipping Terms

All shipments are made based on order classification. Priority Orders, Stock Orders and Regular Orders are all Ex-Works, Generac facility. Routing and Carrier of shipment will follow these guidelines:

- Priority Orders - The Generac dealer must select method of shipment at the time the order is placed (1st and 2nd day air shipments only).
- Regular Orders - The Generac dealer must select method of shipment at the time the order is placed. (Includes 3-day air and ground shipments).
- Stock Orders - The Generac dealer must select the method of shipment at the time the order is placed.
- Generac's Conditions of Sale and Limitations of Liability shall apply to all orders.

6.8 — Part Discrepancies

Any discrepancies with an order must be reported to Generac via e-mail at mobileparts@generac.com within ten (10) days of receipt. This includes:

1. Items shown as shipped on Generac's packing list and subsequent invoice, but not received.
2. Incorrect parts received.
3. Items received, not billed.
4. Incorrect billing.
5. Duplicate shipment.

After ten (10) days all orders are presumed satisfactory and Generac will not consider any claims against respective shipments. Shipping damage is not covered. Any said claims shall be filed directly with the freight company.

6.9 — Return Items

1. Parts returns shall be submitted using the Return Material Authorization Form.
2. All returns are subject to a minimum 15% restocking fee unless the return is due to a Generac error.
3. All parts must be in new and re-saleable condition and must have been originally purchased from Generac. Not all items will be considered for return (see Non-Returnable Items).

NOTE: Any item not properly identified and boxed in Generac packaging is non-returnable. If returned in this condition, parts shall not be considered for credit and will be scrapped.

4. Items damaged in transit, but packaged properly, will be referred to the freight carrier through a claim filed by Generac.
5. Items damaged in transit and not packaged properly will be refused, discarded, and no credit will be issued.

6.10 — Non-Returnable Items

The following items will not be accepted for return:

1. Parts not purchased direct from Generac.
2. Parts manufactured or purchased on special order (i.e. sheet metal).
3. Parts purchased and stored for more than two (2) years.
4. Any part removed from a unit or assembly.
5. Parts with limited shelf life including, but not limited to: hoses, gaskets, filters, paint, opened electrical parts, O-rings, seals, decals, belts and all rubber goods, nuts, screws, bolts, washers, etc.
6. Parts not properly identified with Generac part numbers.
7. Parts deemed obsolete due to improved design and/or modification.

6.11 — Return Procedures

1. Submit a list of items using the Return Material Authorization Form. The form can be requested from mobileparts@generac.com.
2. Once submitted, servicepartsreturns@generac.com will respond with one of the following options:
 - A PRA number is provided indicating that the return is “in process.” Return instructions will follow.
 - A statement that the return has been denied and the reason(s) why.

NOTE: Any items returned without proper authorization will not be accepted and will be returned at the dealer’s expense.

3. After Generac has approved the return, print the e-mail confirmation and include it with your return.
4. The dealer must properly identify and package all items authorized for return.
5. All boxes must have a copy of the e-mailed confirmation approval with the Parts Return Authorization (PRA) number clearly displayed. Each box must be clearly numbered and include a packing slip listing all of the items contained therein.
6. Ship the items approved for return, freight pre-paid within thirty (30) days from the date of authorization to the address instructed by Generac.
7. If the reason for the return is deemed to be the fault of Generac, a return label will be supplied by GPS. Attach the label to the outside of the box along with the return authorization packing list.
8. Any material received without proper authorization or external identification, including the PRA number, will be refused and the dealer will be responsible for recovering the material from the carrier.

Generac will issue a credit memo accordingly. This credit will first be applied against the Dealer’s outstanding invoice(s). Such application shall be at the sole discretion of Generac. In the event that the Dealer has no outstanding invoices or the outstanding balance is in an amount less than the credit, Generac will apply the credit as an open credit to be used against future outstanding invoices of said Dealer/Distributor.

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Section 7 *Training*

7.1 — Requirements

As stated in the Service section of this manual, Generac requires that only “Generac Authorized Service Technicians” perform Warranty repairs on its products. A “Generac Authorized Service Technician” must meet 3 Criteria;

1. Service Account Number – Work for a current Generac Service Distributor / Dealer with a valid Service Account Number
2. Tech ID – Have a valid Technician Identification Number (Tech ID #)
3. Training – Be properly trained, and current in their training, to the level of the product being serviced.

7.2 — Dealer Number

A Service Account Number is issued to every Generac authorized service provider who has an agreement on file at Generac to do Warranty/Service work. The agreement establishes the Warranty Labor Rate, which products the service provider will work with and the basic policies they will follow. It also references the General Service Policy and Requirements manual as detailed policies the Distributor / Dealer agrees to follow.

A service agreement specifies the products that the Generac authorized service provider can repair. For example, if a Residential/Commercial Dealer hires an Industrial Trained Technician, that technician cannot work on Industrial product, because they do not work for an Industrial Distributor / Dealer.

A Suspended Service Account will still have their Service Account Number, but be restricted from doing warranty repairs until the suspension conditions are rectified. Suspensions can occur for a variety of reasons including non-payment or misconduct.

7.3 — Tech ID

When a Distributor / Dealer Technician completes a qualifying training course he/she is assigned a Technician Identification Number (Tech ID). The Tech ID is assigned specifically to the technician, not the dealership. A Tech ID allows a Technician to work on Generac units as long as:

1. He/She works for a qualified Generac authorized service provider (see section above)
2. His/Her Tech ID is Active (see Tech ID Status below)
3. He/She is certified to work on that product (see Training below)

7.4 — Tech ID Status

A technician doing Warranty repairs for Generac must complete training. They must repeat training every 2 years, unless they qualified for a special extension, to remain an Active technician. Once trained, the technician receives a Tech ID and will have an “A” or Active status in Generac’s system. This allows them to work on qualified product (see Product Training below) for the next 2 years. If training is not updated as required, the status will change to “S” or Suspended in the system. They will still have a Tech ID, but will be restricted from doing warranty repairs until the suspension conditions are rectified. Their Tech ID can also be Suspended for egregious misconduct.

A technician’s status, training level and training expiration date can be found on GENservice under the “Resource” tab, by selecting “Technicians”. This may be restricted by Dealer Management.

Also on the GENservice Home Page, scrolling down the column on the left is “Tech Training Status.” This will alert the dealer of their technicians whose training is about to expire. It can be set for 30, 60 or 90 days.

7.5 — Product Training

For more details on Generac Product Training see the Technical Service Training Policy and Requirements (part no. 0L4102).

When a service technician passes their first training class (typically Air-Cooled), they are assigned a Tech ID. If they have only taken and passed the Air-Cooled class, they will only be allowed to do Warranty Repairs on Air-Cooled units. Each class listed below (except Telecom) is a prerequisite for the next class. In other words, if a technician is hired to be an Industrial Technician, they can't just take the Industrial class. They must complete the prerequisites for the course to be eligible to take the Industrial class. See the Technical Service Training Policy and Requirements (part no. 0L4102) for all service training prerequisites and qualifications.

A technician, regardless of training level, cannot work on product above what the Dealer is contracted by Generac to service. An Industrial Technician working at a Residential/Commercial Dealer cannot work on Industrial product.

NOTE: Refer to the Technical Service Training Policy and Requirements (part no. 0L4102) for updated training information. This can be found on GENservice under Documentation - Service Documents - Policy/Requirements.

Section 8 *Flat Rates*

8.1 — Mobile Light Tower

Table 8-1. Mobile Light Tower

Job Description	Hours
ALTERNATOR	
Capacitor (Generator)	0.5
Generator 3000 series	4
Generator 4000 / 5000 series	4
Generator Harness	1
Generator Mounts	1
CONTROL PANEL	
Breaker (Main)	0.5
Breaker (Receptacle Panel): 20 Amp	1
Control Board (MLT4250, MLT5250)	0.5
Junction Box	1
Receptacle—GFI	0.5
Receptacle—30 /40 Amp	0.5
Receptacle Panel	1
Receptacle Panel—Breakers	1
Receptacle Panel—GFI	1
Receptacle Panel—Twist Locks	1
Toggle Switch (MLT4250, MLT5250)	0.5
Voltage Regulator (8 kW and above)	0.5
ENGINE	
Air filter Housing	0.25
Air filter Bracket	0.5
Alternator DC	1
Battery	Call for Approval
Coil Cord	2
Engine Harness	2
Engine Mounts	1
Engine Replacement	5
Fan	1
Fuel Filter Head	0.5

Table 8-1. Mobile Light Tower

Job Description	Hours
Fuel Pump Bracket	0.5
Fuel Pump	0.5
Fuel Shutdown Solenoid	1
Fuel Tank - MLT6S	3.0
Fuel Tank 3000 series	3.0
Fuel Tank—4000 / 5000 series with 30 gal tank	3.0
Fuel Tank—4000 / 5000 series with 56 gallon tank	3.0
Glow Plug	0.5
Glow Plug Indicator	0.25
Heated Fuel Filter	1.0
Heat Shield—Muffler	0.5
Hour Meter	0.5
Injector	1.0
Over-flow Jug	0.5
Sensor, Oil (MLT4250, MLT5250)	0.5
Sensor, Temp (MLT4250, MLT5250)	0.5
Starter	1.0
Switch, Key	0.5
Switch, Oil	0.5
Switch, Temperature	0.5
Time Delay Relay	0.5
Thermostat & gasket	0.75
Thermostatically controlled shutter solenoid	1.5
Water Pump & gasket	2
SKR0048 - battery disconnect	0.5
SKR0050	1.0
LIGHTS AND MAST	
Ballast box (complete)—MLT4150, MLT4200, MLT4250, MLT5150, MLT5200, MLT5250	0.75
Ballast (transformer only)	0.75
Bulb (special Allowances ONLY, must be pre-approved by the Magnum Warranty Department)	Call for Approval
Cable Replacement (ALL)	3.0
Cable Replacement (single)	1.0

Table 8-1. Mobile Light Tower

Job Description	Hours
Capacitor (Lights)	1.0
Lens	0.25
LED board	0.5
LED Driver	1.0
Light Assembly	0.25
Light Housing	1.0
Light Socket	0.5
Light Switch (15 Amp Breaker)	0.25
Mast Assembly	1.5
Muffler	0.5
Outrigger Weldment	0.25
Winch - Electric	2.0
Winch - Manual	1.0
SK144 (LED Board)	0.5
SK274	0.5
SK138	0.25
IB2 Mast Crossbar - replacement	1.0
IB2 Mast Crossbar - Inspection	0.5
Cable Replacement (ALL)	3.0
Cable Replacement (single)	1.0
RADIATOR	
Radiator	3.0
Radiator hose - Lower	0.5
Radiator hose - upper	0.5
ENCLOSURE	
Door Panel Adjustment	0.5
TRAILER	
Axle: 3060	1.0
Axle: 4060	1.0
Axle: 5060	1.0
Fender	0.5
Gas Shock	.5 ea
Hitch (standard or pintle)	0.5

Table 8-1. Mobile Light Tower

Job Description	Hours
Jack - Side Wind	0.25
Jack - Top Wind	0.25
Leaf Springs	1.0
General Wire Repair	0.5
DIAGNOSIS, TEST & ADJUSTMENT ALLOWANCE	
All Components	0.5

8.2 — Mobile Heater

Table 8-2. Mobile Heater

Model	Flameless	Indirect Flame	Hydronic
Job Description	Hours		
CONTROL PANEL			
Beacon	0.5	0.5	0.5
Breaker	NA	0.5	0.5
Contact	NA	0.5	0.5
DC Power supply	NA	NA	0.5
Fuel gauge	NA	0.5	NA
Main Breaker	NA	0.5	0.5
Murphy Controller (Heat Cart)	NA	0.5	NA
Relay	NA	0.5	0.5
Replace Display	0.5	0.5	0.5
Replace IFM	0.5	0.5	0.5
Replace Keyswitch	0.5	0.5	0.5
Time Delay Relay (Heat Cart)	NA	0.5	NA
Beacon	0.5	0.5	0.5
ENGINE			
Air filter Housing	0.25	0.25	0.25
Air filter Bracket	0.5	0.5	0.5
Alternator	1	1	1
AVR	0.5	0.5	0.5
Battery Shutoff/Disconnect	1	1	1
Engine Harness	2	1	1
Engine Mounts	1	1	1
Engine Replacement	Call for Approval	Call for Approval	Call for Approval
Fan	1	1	1
Fuel Filter Head	0.5	0.5	0.5
Fuel Pump Bracket	0.5	0.5	0.5
Fuel Pump	0.5	0.5	0.5
Fuel Shutdown Solenoid	1	1	1
Generator Replacement	Call for Approval	Call for Approval	Call for Approval
Glow Plug	0.5	0.5	0.5
Heated Fuel Filter	1	1	1
Heat Shield - Muffler	0.5	0.5	0.5

Table 8-2. Mobile Heater

Model	Flameless	Indirect Flame	Hydronic
Job Description	Hours		
Hour Meter	0.5	0.5	0.5
Injector	1	1	1
Over-flow Jug	0.5	0.5	0.5
Sensor, Oil	0.5	0.5	0.5
Sensor, Temp	0.5	0.5	0.5
Solenoid Starter/Glow Plug	0.5	0.5	0.5
Starter	0.5	0.5	0.5
Switch, Oil	0.5	0.5	0.5
Switch, Temperature	0.5	0.5	0.5
Thermostat & gasket	0.75	0.75	0.75
Water Pump & gasket	2	2	2
Air filter Housing	0.25	0.25	0.25
Air filter Bracket	0.5	0.5	0.5
Alternator	1	1	1
AVR	0.5	0.5	0.5
Battery Shutoff/Disconnect	1	1	1
Engine Harness	2	1	1
Engine Mounts	1	1	1
Engine Replacement	Call for Approval	Call for Approval	Call for Approval
HEATER AND FAN			
Air Diff Switch	NA	0.5	NA
Aquastat	NA	NA	0.5
B&G Pump	NA	NA	2
Burner	NA	1	1
burner	NA	NA	1
Fan Replacement	2	NA	NA
fan/motor	2	2	NA
float level switch	NA	NA	0.5
Hi Limit Switch	NA	0.5	NA
hose reel motor	NA	NA	1.5
Hyd Manifold Replacement	3	NA	NA
Hyd Sensor Pressure/Temp	1	NA	NA
Hydraulic Fan Motor Replacement	3	NA	NA

Table 8-2. Mobile Heater

Model	Flameless	Indirect Flame	Hydronic
Job Description	Hours		
Hydraulic Pump Replacement	3	NA	NA
Hydraulic Valve Replacement	1	NA	NA
mixing valve	NA	NA	2.5
Taco pump	NA	NA	2
Temp switch	NA	NA	0.5
Thermostat	0.5	0.5	0.5
Thermocouple/Temp sensor	0.5	0.5	NA
RADIATOR			
Radiator	1	1	1
Radiator hose - Lower	0.5	0.5	0.5
Radiator hose - upper	0.5	0.5	0.5
ENCLOSURE			
Door Panel Adjustment	0.5	0.5	0.5
TRAILER			
Axle/Leaf Spring/Major chassis parts	Call for Approval	Call for Approval	Call for Approval
Fender	0.5	0.5	0.5
Hitch (standard or pintle)	0.5	0.5	0.5
Jack - Side Wind	0.25	0.25	0.25
Jack - Top Wind	0.25	0.25	0.25
DIAGNOSIS, TEST & ADJUSTMENT ALLOWANCE			
All Components	0.5	0.5	0.5

8.3 — Mobile Pump

Table 8-3. Mobile Pump

	MTP
Job Description	Hours
CONTROL PANEL	
Control Panel Replacement	1.5
ENGINE	
Air filter Housing	0.25
Air filter Bracket	0.5
Alternator	1
Coil Cord	2
Engine Harness	2
Engine Mounts	1
Engine Replacement	Call for Approval
Fan	1
Fuel Filter Head	0.5
Fuel Pump Bracket	0.5
Fuel Pump	0.5
Fuel Shutdown Solenoid	1
Fuel Tank	Call for Approval
Glow Plug	0.5
Glow Plug Indicator	0.25
Heated Fuel Filter	1
Heat Shield - muffler	0.5
Hour Meter	0.5
Injector	1
Over-flow Jug	0.5
Sensor, Oil	0.5
Sensor, Temp	0.5
Starter	0.5
Switch, Key	0.5
Switch, Oil	0.5
Switch, Temperature	0.5
Time Delay Relay	0.5
Thermostat & gasket	0.75

Table 8-3. Mobile Pump

	MTP
Job Description	Hours
Thermostatically Controlled Shutter Solenoid	1.5
Water Pump & Gasket	2
Battery Disconnect	0.5
SKR0050	1
RADIATOR	
Radiator	3.0
Radiator hose - lower	0.5
Radiator hose - upper	0.5
ENCLOSURE	
Door Panel Adjustment	0.5
TRAILER	
Axle/Leaf Spring/Major chassis parts	CALL for Approval
Fender	0.5
Hitch (standard or pintle)	0.5
Jack - Side Wind	0.25
Jack - Top Wind	0.25
PUMP END	
Impeller Replacement	1.5
Mechanical Seal Replacement	3
Swing Check Valve Replacement	1.5
Engine/Pump coupling, Set Screw Replacement or tighten	4
Replace Priming Chamber	1.5
Replace Diaphragm Pump	1.5
DIAGNOSIS, TEST & ADJUSTMENT ALLOWANCE	
All Components	0.5
Engine/Pump coupling, Set Screw Replacement or tighten	4

8.4 — Inverter Generator

Table 8-4. Inverter Generator

	iX Series	IQ/GP/PM Series
Job Description	Hours	
Any Electrical Panel Components	0.3	0.3
Fuel Primer	0.1	0.1
Carburetor/Stepper Motor	0.5	0.5
Fuel Pump	0.4	0.4
Fuel Tank	0.3	0.3
Muffler	0.3	0.3
Exhaust Outlet Cover	0.2	0.2
Right Hand Side Enclosure Half	0.3	0.3
Left Hand Side Enclosure Half	0.7	0.3
Inverter*	0.7	0.5
Fuel Shutoff Valve	0.6	0.6
Fuel Shutoff Switch	0.6	0.6
Ignition Coil	0.5	0.5
Recoil Assembly	0.7	0.7
Trigger Assembly	0.8	0.8
Fan	0.8	0.8
Rotor*	1.2	1.3
Stator*	1.7	1.8
Engine*	1.8	1.9
Diagnostic and Test Allowance	0.5	0.5
*Contact technical service prior to repair.		

8.5 — Gaseous/Gasoline Portable

Table 8-5. Gaseous/Gasoline Portable

Engine Size	LP/DF	GP/RS/HW Single (1) Cyl	GP V-Twin (2) Cyl	XP/XC/XG/XT/HL Single (1) Cyl	XP/XG/XC Twin (2) Cyl
Job Description	Hours				
ENGINE AND ASSOCIATED PARTS					
Battery Charger DC Regulator	N/A	0.5	0.5	0.5	0.5
Breather Assembly	0.5	0.5	2.0	0.3	0.5
Camshaft	Call for Approval				
Carburetor	0.5	0.6	0.8	0.6	1
Center Shield	N/A		0.5	N/A	1
Crankshaft	Call for Approval				
Engine Long Block	1	1	2	1	1.5
Exhaust Manifold Gasket	0.5	0.5	0.5	0.5	0.75
Flywheel	N/A	1	1.7	1	0.75
Front Crankshaft Seal	0.6	1.25	2	1.5	1
Fuel Solenoid LP/Regulator LP	0.3	N/A	N/A	N/A	N/A
Gas Tank	N/A	0.3	0.3	0.3	0.3
Fuel Shut-Off Valve and Hose	0.25	0.25	0.25	0.25	0.25
Fuel Gauge	0.25	0.25	0.25	0.25	0.25
Choke Cable	0.3	0.3	0.3	0.3	0.3
Air Cleaner Plate	0.3	0.3	0.3	0.3	0.3
Governor Lever	05	05	1	0.5	0.75
Head/Head Gasket(s)	1.5	1.5	1.5	1.5	1.5
Ignition Coil or Module	0.5	1	1.2	1	0.5
Intake Manifold Gasket	0.3	0.25	0.25	0.5	0.75
Muffler	0.5	0.5	0.5	0.3	0.25
Oil Cooler	N/A	N/A	0.5	N/A	0.3
Oil Filter Support Assembly	N/A	0.5	N/A	N/A	N/A
Oil Pump	N/A	Call for Approval			
Piston Rings	Call for Approval				
Piston(s)	Call for Approval				
Rear Crankshaft Seal	0.8	1.25	1.8	1.5	2
Starter	N/A	0.5	0.5	0.5	0.3
Recoil	0.2	0.2	N/A	0.3	N/A
Stepper Motor	N/A	N/A	0.5	N/A	0.75
ENGINE AND ASSOCIATED PARTS (CONTINUED)					
Valve Cover Gasket	0.3	0.25	0.3	0.25	0.3

Table 8-5. Gaseous/Gasoline Portable (Continued)

Engine Size	LP/DF	GP/RS/HW Single (1) Cyl	GP V-Twin (2) Cyl	XP/XC/XG/XT/HL Single (1) Cyl	XP/XG/XC Twin (2) Cyl
Job Description	Hours				
Valves Replace (one or all)	Call for Approval				
Idle Control	N/A	N/A	0.5	0.5	0.5
ALTERNATOR PARTS					
Bearing Carrier - Brush	N/A	0.25	0.5	0.75	1
Brush Assembly	0.15	0.15	0.5	0.25	0.25
Capacitor	N/A	0.25	N/A	N/A	N/A
Engine to Alternator Adapter	N/A	0.75	1.25	1	0.25
Rotor	0.75	0.75	1.5	1	1.5
Stator	0.75	0.75	1.5	1	1.5
CONTROL CIRCUITRY					
Circuit Breaker	0.2	0.25	0.25	0.25	0.25
DPE Breaker	N/A	N/A	0.25	N/A	0.25
Fuse Holder	N/A	N/A	0.25	0.25	0.25
Hour Meter	N/A	0.25	0.25	0.25	0.25
Low Oil psi or High Temperature Switch	0.1	0.25	0.25	0.25	0.25
Outlet	0.25	0.25	0.25	0.25	0.25
Outlet Panel Assembly or Fuel Change Over Valve (dual fuel)	0.5	0.25	0.25	0.25	0.25
Power Dial (if equipped)	0.5	0.5	0.5	0.5	0.5
Printed Circuit Board	N/A	N/A	0.25	N/A	0.25
Relay	N/A	0.25	0.3	0.3	0.3
Switch	0.2	0.25	0.25	0.25	0.25
Transformer	N/A	0.25	N/A	N/A	N/A
Voltage Regulator	0.15	0.25	0.3	0.25	0.3
Solenoid	0.3	0.3	0.3	0.3	0.3
Battery	0.2	0.2	0.2	0.2	0.2
FRAME COMPONENTS					
R & R Wheel	0.25	0.25	0.25	0.25	0.25
Handle Button	0.2	0.2	0.2	0.2	0.2
DIAGNOSTIC AND TEST ALLOWANCE					
All Components	0.5	0.5	0.5	0.5	0.5

8.6 — Diesel Portable

Table 8-6. XD Series Portable

Job Description	Hours
ENGINE AND ASSOCIATED PARTS	
Cylinder Head	0.25
Intake/Exhaust Valve	0.53
Intake/Exhaust Valve spring	0.12
Valve Oil Seal	0.25
Shaft Gear Timing	0.43
Governor Gear Assy.	0.6
Camshaft	Call for approval
Rocker Arms	0.6
Push Rod	0.6
Crankshaft	Call for approval
Piston, Rings, Connecting Rod	Call for approval
Oil Pump	Call for approval
Oil Strainer	0.3
Cleaning Oil Strainer	0.3
Recoil Starter	0.25
Starter Motor	0.6
Charge Coil	0.43
Regulator or Rectifier	0.6
Heater	0.12
Dynamo	0.12
Oil Pressure Switch	0.6
Fuel Injection Pump Units	Call for approval
Nozzle Unit	Call for approval
Disassembly, Cleaning and Assembly of Nozzle Unit	0.12
Replacement of Fuel Injection Tube	0.50
Fuel Strainer in Fuel Tank	0.25
Fuel Tank	0.6
Fuel Shut Off Valve	0.5
Engine Top Cover	0.6
Engine Side Cover (Muffler)	0.6
Engine Cover	0.6
Engine Fan Case	0.6

Table 8-6. XD Series Portable

Job Description	Hours
Engine Dust Cover	0.3
Engine Bonnet	0.6
Valve Clearance Setting	0.3
Injection Timing Adjustment	0.12
Exhaust Muffler	0.6
Complete Engine	Call for approval
ALTERNATOR PARTS	
Bearing Carrier	0.25
Capacitor	0.25
Engine to Alternator Adapter	0.75
Rotor	0.75
Stator	0.75
CONTROL CIRCUITRY	
Circuit Breaker	0.25
Hour Meter	0.25
Low Oil psi or High Temperature Switch	0.25
Outlet	0.25
Outlet Panel Assembly	0.25
Power Dial (if equipped)	0.5
Main Breaker	0.25
Switch	0.25
Solenoid	0.3
Battery	0.2
FRAME COMPONENTS	
R & R Wheel	0.25
Handle	0.25
Frame Replacement	1.0
DIAGNOSTIC & TEST ALLOWANCE	
All Components	0.5

8.7 — Power Washer

Table 8-7. Power Washer

Engine Size	Consumer	E-Start	Professional
Job Description	Hours		
FRAME COMPONENTS			
Handle	0.1	0.1	0.1
Banner and Handle	0.1	0.1	0.1
Banner On Bottom of Frame	0.1	0.1	0.1
Tires	0.1	0.1	0.1
Rubber Feet	0.1	0.1	0.1
Engine Plate	0.25	0.25	0.25
PUMP			
Remove and Replace Pump	0.5	0.5	0.75
Inlet Valves	0.1	0.1	0.1
Discharge Valves	0.1	0.1	0.1
MISCELLANEOUS			
Lance	0.1	0.1	0.1
Hose	0.1	0.1	0.1
Solution Bottles (If Equipped)	0.1	0.1	0.1
ELECTRIC START COMPONENTS (If equipped)			
Starter motor	NA	0.3	NA
Harness	NA	0.2	NA
Push start button	NA	0.2	NA
ENGINE COMPONENTS			
R & R Engine and Pump	Call For Approval		
On/Off Switch	0.2	0.2	0.2
Water Pressure Switch	0.1	0.1	0.1
Breather Assembly	0.5	0.5	0.5
Camshaft	Call For Approval		
Carburetor	0.3	0.3	0.3
Exhaust Manifold Gasket	0.5	0.5	0.5
Flywheel	0.75	0.75	0.75
Front Crankshaft Seal	1.25	1.25	1.25
Gas Tank	0.3	0.3	0.3
Fuel Cap/Primer	0.1	0.1	0.1
Governor Lever	0.5	0.5	0.5

Table 8-7. Power Washer (Continued)

Engine Size	Consumer	E-Start	Professional
Job Description	Hours		
Head Gasket	1.5	1.5	1.5
Ignition Coil	1	1	1
Intake Manifold Gasket	0.3	0.3	0.3
Muffler	0.5	0.5	0.5
Piston Rings	Call For Approval		
Rear Crankshaft Seal	0.75	0.75	0.75
Recoil	0.2	0.2	0.2
Valve Cover Gasket	0.25	0.25	0.25
Valves	Call For Approval		
DIAGNOSTIC AND TEST ALLOWANCE			
All Components	0.25	0.25	0.25

8.8 — Water Pump

Table 8-8. Water Pumps (CP, CW, ST and T)

Job Description	Hours
FRAME PARTS	
Handle	0.1
Banner and Handle	0.1
Banner On Bottom of Frame	0.1
Tires	0.1
Rubber Feet	0.1
Engine Plate	0.1
PUMP	
Remove and Replace Pump	0.5
Replace Shaft Seal	0.2
Replace Impeller	0.3
Replace Cover O-Ring	0.1
Remove and Replace Funnel/Gasket	0.1
Remove and Replace Flange/Gasket	0.1
ENGINE COMPONENTS	
R & R Engine and Pump	Call For Approval
Breather Assembly	0.5
Camshaft	Call For Approval
Carburetor	0.3
Exhaust Manifold Gasket	0.5
Flywheel	0.75
Front Crankshaft Seal	1.25
Gas Tank	0.3
Fuel Cap/Primer	0.1
Governor Lever	0.5
Head Gasket	1.5
Ignition Coil	1
Intake Manifold Gasket	0.3
Muffler	0.5
Piston Rings	Call For Approval
Rear Crankshaft Seal	0.75
Recoil	0.2
Valve Cover Gasket	0.25
Valves	Call For Approval
DIAGNOSTIC AND TEST ALLOWANCE	
All Components	0.25

8.9 — Gaseous Standby/Mobile Generator**Table 8-9. Gaseous Standby/Mobile Generator**

Engine Size	4 CYL	6 CYL	8-10 CYL	12.9L and Larger
Job Description	Hours			
ALTERNATOR				
Flex Plate	4	4	5	7
Armature (exciter)	1	1	1	1
Bearing	1.5	1.5	3	3
Blower (Scroll Assembly)	0.5	0.5	0.5	0.75
Brush Holder (without enclosure)	0.5	0.5	0.5	–
Brush Holder (with enclosure)	1	1	1	–
Carrier	1	1	2	2
Diode	0.5	0.5	0.5	0.5
Fan	2.5	4	5.5	7.5
Lifting Device				
Mag Pickup	0.5	0.5	0.5	0.5
Set-up/Teardown Time	1	1	1	1
Rotor/Stator/Gearbox Assembly	3.5	5.5	8	10
Stator (exciter field)	1	1	1	1
Stator (only) Assembly	2.5	4	5.5	7.5
Vibration Dampener	0.5	0.5	0.5	0.5
Gearbox (Repair) Rear/Front Seal and/or Gears	Call For Approval			
CONTROL PANEL				
Circuit Breaker	1	1	1.5	2
Control Wiring Harness	1	1	1	1
Controller Programming	0.25	0.25	0.25	0.25
Eng. Monitor Panel/Nexus Panel	0.3	0.3	0.3	0.3
Engine Wiring Harness	2	2	2	2
Fuel Solenoid Breaker	0.5	0.5	0.5	0.5
Fuse Holder	0.25	0.25	0.25	0.25
Governor Driver	0.5	0.5	0.5	0.5
Controller	0.5	0.5	0.5	0.5
Heat Sink	0.3	0.3	0.3	0.3
Jumper Terminal Block	0.3	0.3	0.3	0.5
Lamp	0.1	0.1	0.1	0.1
Meter/Gauge	0.3	0.3	0.3	0.3

Table 8-9. Gaseous Standby/Mobile Generator (Continued)

Engine Size	4 CYL	6 CYL	8-10 CYL	12.9L and Larger
Job Description	Hours			
Power Zone Pro (Sync) Controller / PM-GC	N/A	N/A	0.5	0.5
Potentiometer	0.7	0.7	0.7	0.7
Printed Circuit Board	0.5	0.5	0.5	0.5
Printed Circuit Board	0.5	0.5	0.5	0.5
Rectifier (only)	0.3	0.3	0.3	0.3
Relay	0.3	0.3	0.3	0.3
Remote Annuc./Relay Pnl. /HUIO Mod.	0.3	0.3	0.3	0.3
Resistor/DPE Breaker	0.2	0.2	0.2	0.2
Switches	0.2	0.2	0.2	0.2
Terminal Block	0.3	0.3	0.3	0.3
Transformer	0.3	0.3	0.3	0.3
Voltage Regulator / AVR Drive	0.5	0.5	0.5	0.5
TRICKLE CHARGER				
Circuit Breaker	0.25	0.25	0.25	0.25
Complete New Style Charger	0.5	0.5	0.5	0.5
Printed Circuit Board	0.25	0.25	0.25	0.25
Transformer	0.25	0.25	0.25	0.25
ENGINE				
Alternator - DC	1	1	1	1
Battery Cable (each)	0.2	0.2	0.2	0.2
Belt (Serpentine)	0.75	0.75	0.75	0.75
Belt (V)	0.5	0.5	0.5	0.5
Block Heater	1	1	1	1
Cam/Crank Position Sensors (ea.)	0.5	0.5	0.5	0.5
Choke Venturi	0.5	0.5	0.5	0.5
Distributor	1	1	N/A	N/A
Engine Mount	1	1	2	2
Exhaust Manifold & Gasket	1	1	2	3.5
Fan and Pulley Assembly	0.5	0.5	0.5	0.5
Fan Guard/Venturi Removal	0.5	0.5	0.5	0.5
Flywheel & Ring Gear	4.5	4.5	5.5	7.5
Fuel Regulator	0.5	0.5	1	1
Fuel Solenoid	0.2	0.2	0.2	0.2
Fuel Vaporizer (LP Liquid)	1	1	1.5	1.5

Table 8-9. Gaseous Standby/Mobile Generator (Continued)

Engine Size	4 CYL	6 CYL	8-10 CYL	12.9L and Larger
Job Description	Hours			
Governor / Actuator	1	1	1	1
Head(s) R&R / Replace	3.5	5	5.5	6.5
Ignition Module/Coil Pak	0.3	0.3	0.3	0.3
Intake Manifold & Gasket	1	1	2	3
Long Block	6.5	8.5	12	14
Oil Pan / Gasket	3.5	3.5	4	5.5
Sender/Switch	0.2	0.2	0.2	0.2
Spark Plug Wires (each)	0.1	0.1	0.1	0.1
Speed Sensor Assembly	0.5	0.5	0.5	0.5
Starter Motor	0.5	0.5	0.5	0.5
Starter Solenoid	0.3	0.3	0.3	0.3
Thermostat & Gasket	1.5	1.5	1.5	1.5
Timing Chain & Gears	0.5	0.5	1	1
Timing Cover / Gasket	3.5	3.5	4	4
Water Pump Assembly	2	2	3	3
TURBO SYSTEM				
Oil Line Inlet or Outlet	0.3	0.3	0.3	0.3
Turbocharger Assembly	1	1	1.5	2
RADIATOR ASSEMBLY				
Complete Fan Drive w/ Flex Plates	2.5	2.5	3	3
Coolant Return Bottle	0.2	0.2	0.2	0.2
Drain/Fill Coolant	1	1	1	1
Hose (each)	0.3	0.3	0.3	0.3
R&R Radiator w/Enclosure	4	5	5.5	6
Radiator	2	2	3	3
ENCLOSURE				
Exhaust Removal	1	1	1.5	1.5
Lock	0.5	0.5	0.5	0.5
R & R Assembly	3.5	3.5	4	5
R & R Insulation	0.5	0.5	0.5	0.5
Sound Attenuation (If Applicable)	5	5	5.5	6.5
DIAGNOSTIC AND TEST ALLOWANCE				
All Components	0.5	0.5	0.5	0.5

8.10 — Diesel Standby/Mobile Generator

Table 8-10. Diesel Standby/Mobile Generator

Engine Size	4 & 5 CYL	6 CYL	8 CYL	10 & 12 CYL	16 CYL 1.5mW and above
Job Description	Hours				
ALTERNATOR					
Armature (exciter)	1	1	1	1	1.25
Bearing	1.5	1.5	3	3	4
Blower (Scroll Assembly)	0.5	0.5	0.5	0.75	1.25
Brush Assembly (without enclosure)	0.5	0.5	–	–	–
Brush Assembly (with enclosure)	1	1	–	–	–
Carrier	1	1	2	2.5	3.5
Diode	0.5	0.5	0.5	0.5	0.5
Fan	6	8.5	9	9	10
Flex Plate	5	5	7.5	9	10
Lifting Device	Call For Approval				
Set-up/Teardown Time	1.5	1.5	1.5	1.5	2
Rotor/Stator/Gearbox Assembly	Call For Approval				
Stator (exciter field)	1	1	1	1	1.25
Stator (only) Assembly	Call For Approval				
Vibration Dampener	0.5	0.5	0.5	0.5	1
GEARBOX (Repair) Rear/Front Seal and/ or Gears	Call For Approval				
CONTROL PANEL					
Circuit Breaker	1.5	1.5	2	2	2.25
Control Wiring Harness	1	1	1	1	1.25
Engine Wiring Harness	2	2	2	2	2.25
Fuel Solenoid Breaker	0.5	0.5	0.5	0.5	0.5
Fuse Holder	0.3	0.3	0.3	0.3	0.3
Governor Driver	0.5	0.5	0.5	0.5	0.5
Controller	0.5	0.5	0.5	0.5	0.5
Heat Sink	0.5	0.5	0.5	0.5	0.5
Jumper Terminal Block	0.3	0.3	0.3	0.5	0.1
Lamp	0.1	0.1	0.1	0.1	0.3
Meter/Gauge	0.3	0.3	0.3	0.3	0.3
Potentiometer	0.5	0.5	0.5	0.5	0.5
Printed Circuit Board	0.5	0.5	0.5	0.5	0.5

Table 8-10. Diesel Standby/Mobile Generator (Continued)

Engine Size	4 & 5 CYL	6 CYL	8 CYL	10 & 12 CYL	16 CYL 1.5mW and above
Job Description	Hours				
Rectifier (only)	0.3	0.3	0.3	0.3	0.3
Relay	0.3	0.3	0.3	0.3	0.3
Remote Annuc./Relay Pnl. /HUIO Mod.	0.3	0.3	0.3	0.3	0.3
Resistor/DPE Breaker	0.2	0.2	0.2	0.2	0.2
Switches	0.2	0.2	0.2	0.2	0.2
Terminal Block	0.3	0.3	0.3	0.3	0.3
Transformer	0.3	0.3	0.3	0.3	0.3
Voltage Regulator / AVR D	0.5	0.5	0.5	0.5	0.5
TRICKLE CHARGER					
Circuit Breaker	0.5	0.5	0.5	0.5	0.5
Complete New Style Charger	0.25	0.25	0.25	0.25	0.25
ENGINE					
Alternator - DC	1	1	1.5	1.5	2
Battery Cable (each)	0.2	0.2	0.2	0.2	0.2
Belt (Serpentine)	0.75	0.75	0.75	0.75	0.75
Belt (V)	0.5	0.5	0.5	0.5	0.5
Block Heater	1	1	1	1.5	2
Engine Mount	2	2	3	4	5
Exhaust Manifold & Gsk.	1	1	2	2	2.5
Fan	0.75	0.75	1	1	2
Fan Guard	0.5	0.5	0.5	1	1.5
Flywheel & Ring Gear	Call For Approval				
Fuel Pump	1	1	1	1	1
Governor / Actuator	1	1	2	2	2
Head(s) R&R / Replace	Call For Approval				
Injection Lines (each)	0.2	0.2	0.2	0.2	0.25
Injection Nozzle Assembly	0.5	0.7	0.7	1	1.5
Injection Pump	Call For Approval				
Intake Manifold & Gsk.	1	1	2	3.5	4.5
Long Block	Call For Approval				
Oil Pan / Gasket	4	5.5	8	10	12
Sender/Switch	0.2	0.2	0.2	0.2	0.2

Table 8-10. Diesel Standby/Mobile Generator (Continued)

Engine Size	4 & 5 CYL	6 CYL	8 CYL	10 & 12 CYL	16 CYL 1.5mW and above
Job Description	Hours				
Speed Sensor Assembly	0.5	0.5	0.5	0.5	0.5
Starter Motor	1	1	1.5	1.5	2
Starter Solenoid	0.25	0.25	0.25	0.25	0.25
Thermostat & Gasket	1	1	1	1	1.5
Timing Chain & Gears	Call For Approval				
Timing Cover / Gasket	3.5	3.5	4	4	5
Water Pump Assembly	2.5	2.5	3.5	3.5	4.5
TURBO SYSTEM					
Oil Line Inlet or Outlet	0.5	0.5	0.5	0.5	0.75
Turbocharger Assembly	1	1	2	2	3
RADIATOR ASSEMBLY					
Coolant Return Bottle	0.2	0.2	0.2	0.2	0.2
Drain/Fill Coolant	1	1	1.5	1.5	2
Hose (each)	0.3	0.3	0.3	0.3	0.5
R & R Radiator w/enclosure	5	5.5	7	8	10
Radiator	1.5	1.5	2	3	4.5
ENCLOSURE					
Exhaust Removal	1	1	2	2	3
Lock	0.5	0.5	0.5	0.5	0.5
R & R Assembly	3.5	3.5	4	5	6.5
Sound Attenuation (If Applicable)	5	5	5.5	6.5	8.5
BASETANK					
R&R Base tank (based 2 men x 6/8/10 hours)	12	12	16	16	20
Sender/Switch	0.5	0.5	1	1	1
NOTE: Must follow online WIB for Shipping Base Tanks.					
DIAGNOSTIC AND TEST ALLOWANCE					
All Components	0.5	0.5	0.5	0.5	0.5

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Section 9 *Definitions*

9.1 — Prime Power

Prime Power is defined as an application where Utility Power is not available. Applications backing up Wind Turbines, Solar Power or other off-grid applications are considered Prime Power.

In permissible Prime Power applications, generator rating is the power available under normal varying electrical load factors for a number of hours per year in commercial applications. This rating incorporates a 10% overload capability. Average load over a 24-hour period shall not exceed 67% of the prime rating, of which no more than two hours are between 100-110% of the prime rating.

9.2 — Rental Unit

All Residential, Commercial and Industrial generators are intended for stationary standby applications. These units may not be used as rental units for use at multiple locations. Rental use will void warranty. The only exceptions are mobile units which include a separate Commercial/Rental warranty on the warranty statements, and specific units sold to municipalities or companies for the purpose of providing mobile backup power (not rental) to specific locations within that municipality or company operating area. These units will have the appropriate information included in the sales documentation or contract agreement.

9.3 — Stationary Emergency Power System

Stationary Emergency Power System applies to generators used only when commercial power has failed and are not used for load management or backup power to enable the user to qualify for interruptible electrical rates. A stationary emergency power system generator is to be used in one location. The stationary emergency power system generator which backs up a similar on-site prime power unit is not considered a stationary emergency power system for warranty purposes. The load factor (overall average) should not exceed 60% of rating. Intermittent peaks should not exceed 80% of rating with the full rating used only during emergencies. A unit used for demonstration is considered delivered when it has accumulated 200 hours.

9.4 — Trailer Mounted Mobile

Generac sells a line of Trailer Mounted Mobile Generators. All units not purchased on trailers are for stationary applications. Mounting a stationary generator on a trailer without written prior consent from Generac will void the warranty.

9.5 — Non-Emergency/Demand Response

This application refers to any generator installation that will run or function, providing generator power to the home while there is still utility present. Installations of generators in this program are usually part of energy curtailment or demand response programs. Along with supplying power on demand, these systems will also provide back up power in case of an utility outage.

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