



GENRG Power Solutions, LLC DBA Generators of Houston

CSR Representative, Maria Herrera
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Date: 12/27/2022

**Hilshire Village Lift Station
1018 Ridgeley Dr.
Houston TX 77055**

Thank you for allowing Generators of Houston the opportunity to provide a proposal for expert service of your home standby generator.

Generators of Houston is a recognized leader in power generation services throughout Texas. We will provide only qualified factory-trained and certified technicians to inspect and maintain your home standby generator.

Generators of Houston has a full line of replacement parts available for sale in our Parts department. We offer maintenance kits in preparation for an extended outage. Also be advised that utilizing non-factory certified technicians for maintenance or repairs is not recommended by the Manufacturer and any warranty claims that may arise, are not recognized by them.

Attached, please find the annual preventive maintenance agreement.

Should you have any questions or comments, please do not hesitate to contact me. We look forward to helping you protect your important investments while providing great generator service.

Sincerely,

Maria Herrera

CSR Representative



GENERATOR PREVENTIVE MAINTENANCE SERVICE AGREEMENT

This maintenance agreement is by and between **Generators of Houston** hereinafter referred to as "**G of H**" with its principal place of business at: 6106 Milwee St. Houston, Texas 77092 And:

Customer: Hilshire Village Station Telephone: 713-973-1779 E-Mail Address:	Address: 1018 Ridgeley Dr City, State: Houston TX Zip Code: 77055
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(Herein-after referred to as "**CUSTOMER**"), that in consideration of the mutual undertaking herein contained, the parties agree as follows:

Equipment to be covered: **Generator**

Manufacturer: Generac Model Number: QT02524-JNANA Equipment Location;	Serial Number: 3012150575 KW: 25 On-site Contact:
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TERM OF THIS AGREEMENT: (1) YEAR (\$) for the sum of \$_____ This agreement shall commence on: **Based on the chosen routine maintenance and receipt of payment.**

The sum of this service agreement is based on the chosen routine maintenance.

Pricing is based standard access conditions – ground floor, not elevated more than three (3) feet above grade, having at least three (3) feet of clear working space in front of any panel that needs to be removed/opened to service the generator and clear access to the generator. Additional charges will be added should the generator location not meet the above conditions.

The agreement only covers the chosen generator preventive maintenance service. It excludes service calls. If a service call is needed, discounted rates are below. A generator preventive maintenance visit (MPM or IPM) cannot be used as a service call.

In the event, you need a service call in between the two visits below are the prices.

After hours emergency calls fee is \$450.00 includes travel time up to 25 miles each way and one-hour labor, additional hours are \$225.00 per hour plus parts, and any applicable tax will be applied to the invoice. Service calls during business hours fee is \$350.00 includes travel time and one-hour labor, additional hours are \$150.00 per hour plus parts, and any applicable tax will be applied to the invoice.

Standard Coverage Hours: From 8:00am to 5:00pm (Central time) Monday through Friday except national holidays.

Routine maintenance:	<input type="checkbox"/> Annual (1 time yearly)– Full-service \$515.70	<input type="checkbox"/> Semi-Annual (2 times yearly) – (1) Full-service and (1) Inspection Only \$806.82	<input type="checkbox"/> Quarterly (4 times yearly) – (1) Full-service and (3) Inspections \$1388.92
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This Generator Preventive Maintenance Service Agreement includes the following services:

Preventive Maintenance (Full Service) Visit 1: Change engine oil, engine oil filter, fuel filter (s) (if applicable), inspect/adjust belts, hose clamps, and fuel supply connections at the generator. Inspect for leaks in cooling and oil system. **Check box if synthetic oil is preferred** . There is an additional fee for synthetic oil, battery

replacement, and air-filter. Test battery electrolyte and alternator D.C. output. Inspect and test (when feasible) engine safety circuits. Monitor and adjust generator output voltage and frequency. Check and adjust (as required) engine exerciser circuits. Test run generator to operating temperature and note results of inspection on report. Assure system is in auto and circuit breaker is in on position. Transfer-switch inspection and testing with prior customer approval.

Preventive Maintenance (Inspection) Visit 2, 3 or 4: Inspect/adjust belts, hose clamps, and fuel supply connections at the generator. Inspect for leaks in cooling and oil system. Test battery electrolyte and alternator D.C. output. Inspect and test (when feasible) engine safety circuits. Monitor and adjust generator output voltage and frequency. Check and adjust (as required) engine exerciser circuits. Test run generator to operating temperature and note results of inspection on report. Assure system is in auto and circuit breaker is in on position. Transfer-switch inspection and testing with prior customer approval.

Preventive Maintenance Definition: Preventive maintenance activities include equipment checks, oil and oil filter changes, lubrication, and inspection of the system. In addition, technicians can record equipment deterioration, so they can advise the customer to replace or repair (at additional cost) worn parts before they cause system failure. The goal of the preventive maintenance program is to prevent equipment failure before it occurs.

LOAD BANK SCOPE OF WORK

Set-up and run the load bank testing as follows:

- Standard load bank testing unless specified.
 - o Easy access, up to 50' of cable.
- Return system to normal standby mode when the test is complete.
- After the load bank testing is completed, a report will be provided.

Scope of Service for Level 1:

Level 1

Level 1 systems shall be installed where failure of the equipment to perform could result in loss of human life or serious injuries [see: NFPA 110(16), Section 4.4.1].

Type 10 power restoration 10 sec [see: NFPA 110(16), Section 4 Table 4.1(B) Types of EPSS].

Rate	Minimum Time
\$620.00	<input type="checkbox"/> (1) Annual 2 hr. Load Bank Test (Required per NFPA)
\$870.00	<input type="checkbox"/> (1) Annual 4 hr. Load Bank Test (Optional per customer)
\$1170.00	<input type="checkbox"/> (1) Annual 6 hr. Load Bank Test (Optional per customer)

Level 1 Monthly Transfer Test

Rate	Minimum Time
\$275.00	<input type="checkbox"/> (1) Monthly Transfer Test (Required per NFPA)

Scope of Service for Level 2:

Level 2

Level 2 systems shall be installed where failure of the EPSS to perform is less critical to human life and safety [see: NFPA 110(16), Section 4.4.2].

Type 10 power restoration 10 sec [see: NFPA 110(16), Section 4 Table 4.1(B) Types of EPSS)

Rate	Minimum Time
\$620.00	<input type="checkbox"/> (1) Annual 2 hr. Load Bank Test (Required per NFPA)
\$870.00	<input type="checkbox"/> (1) Annual 4 hr. Load Bank Test (Optional per customer)
\$1170.00	<input type="checkbox"/> (1) Annual 6 hr. Load Bank Test (Optional per customer)

Extended Operation (over 50 hours of continuous operation) of the generator requiring additional maintenance will be an additional charge.

Non-covered items: This agreement does not cover any malfunctions due to natural disasters (floods, lightning, earthquakes or any other force, manmade or an act of God). This agreement does not cover damage or malfunction attributable to negligence, equipment modifications or intentional abuse of the system by **CUSTOMER** or its agent. **Diesel fuel is not covered.**

Contract Termination: If the **CUSTOMER** or **G of H** wishes to terminate this agreement either party may do so on the condition the party initiating the termination provide adequate opportunity for the remedy of any dispute or grievance presented as a reason for termination and that no less than 30 days' written notice be provided. If you cancel this agreement due to sale of home no refund will be granted, however transfer of agreement to new homeowner is allowable with written notice.

Auto Invoicing for Renewal: You will be invoiced for your renewal approximately 30 days before the termination date of the original agreement. If you would like to cancel the auto renewal you must do this in writing 15 days in advance of the renewal date otherwise, you should make payment arrangements. You can write us and send it to Generators of Houston at 6106 Milwee Houston, TX 77092 or email us at service@generatorsofhouston.com. It is the consumer's responsibility to make sure that their written cancellation is received by phoning us at Generators of Houston (713) 812-7285 to confirm your cancellation was in fact received.

Date: _____ Acceptance: _____
CUSTOMER