



**STAND ALONE GENERATOR
INSPECTION AND SERVICE AGREEMENT**

CUSTOMER:

EQUIPMENT TO BE SERVICED:

Generator

“Constantly striving to meet and exceed your expectations”

PREVENTATIVE MAINTENANCE PROGRAM:

Flame Furnace Company shall perform the following manufacturer recommended maintenance inspection to assure that you enjoy years of trouble-free service from your new standby generator. These procedures are for all generators, 6 kW through 12 kW natural gas or LP fueled generators. This Preventative Maintenance Inspection will be performed annually on a pre-set basis with the customer.

Our standard package encompasses one (1) visit per year. The following Service and Inspection will be performed at each visit.

- 1) Change the engine oil.
- 2) Replace the engine oil filter.
- 3) Replace the engine air filter.
- 4) Check the air inlets and outlets. Clean as necessary.
- 5) Check the battery posts cables and charger for loose connections, corrosion and proper operation. Correct as necessary.
- 6) Check the unit wiring for loose connections, corrosion and damage. Correct as necessary.
- 7) Check the engine spark plugs. Clean and re-gap or replace as necessary.
- 8) Check the engine thermal protection level. Correct as necessary.
- 9) Check the engine fan belts for wear, weather cracking and damage. Replace as necessary.
- 10) Test the engine and transfer switch safety devices. Correct/adjust as necessary.
- 11) Visually inspect unit for leaks, wear or damage, loose connection or abnormal operating conditions. Correct as necessary.
- 12) Start and exercise the unit looking for leaks, loose connections or components, and abnormal operating conditions. Correct as necessary. Initiate an automatic start and transfer the load if desired by customer.
- 13) Return the unit to stand-by setup for operation when required.

SERVICE PROGRAM:

Flame Furnace Company has Service Technicians available to “trouble-shoot” any generator problems as they arise between scheduled maintenance inspections. The availability of emergency “service” is provided in addition to scheduled maintenance inspections. Calls are handled in the order received, with our contract customers given priority during rush periods of times of required service.

We pride ourselves on quality, prompt and reliable service!!

THROUGH OUR SERVICE AND MAINTENANCE PROGRAM WE SEEK TO ACCOMPLISH THE FOLLOWING:

1. Reduce service expenditure.
2. Reduce equipment down time.
3. Heighten equipment productivity.
4. Extend the useful life of the equipment.

GENERAL TERMS AND CONDITIONS:

2200 E. Eleven Mile Rd. Warren, MI 48091
Phone (586) 582-1700, Toll Free (888) 234-2340, Fax (586) 582-9858
www.flamefurnace.com

1. **CUSTOMER** shall pay \$295.00 at the beginning of each annual maintenance period. The first visit is to be scheduled in the 6th month. This is the factory recommended time frame after the initial break in period. We want to make sure that all settings are still at factory specifications and the initial break in oil is changed.
2. During the performance of scheduled maintenance inspections, should circumstances be discovered that require additional repairs to keep the equipment in a state of efficient operation, Flame Furnace Company requests the right to perform such service work to a level “not to exceed” \$250.00 for labor and materials combined. Should any necessary repairs be estimated to exceed the established \$250.00 cap, Flame Furnace Company shall perform such work only after proper authorization.
3. Preferential service will be granted to contract customers over non-contract customers during rush periods, or whenever service is required. Response time is within 48 hours for non-emergency calls. All calls are billed with a one (1) hour minimum charge. Flame Furnace Company reserves the right to start and stop any equipment as necessary in order to perform the required work.
4. **MATERIALS:** In addition to the above rates quoted for maintenance inspections and any required service work, **CUSTOMER** shall be invoiced for any parts and/or materials that may be necessary to maintain the generator system in a state of efficient operation. All necessary replacement parts will be new. Parts still covered by Manufacturer’s warranty will be replaced in accordance to Manufacturer specifications. **All parts are subject to a 10% discount with the implementation of our maintenance program.**
5. **PAYMENT:** In consideration for the performance of scheduled maintenance inspections and subsequent service work that may be required or requested, Customer agrees to pay Flame Furnace Company in full the amounts listed on submitted invoices within thirty (30) days of the date of the respective invoices. A 1.5-% finance charge will be added to all accounts over thirty (30) days.
6. **TERM & RENEWAL:** The term of this agreement is for one (1) year from the acceptance date. The agreement shall remain in effect for the subsequent year unless terminated by either party with a thirty (30) day written notice
7. **TIME & COMPLETION:** Flame Furnace Company agrees to execute all work under this agreement with due diligence and expedition – recognizing that time is of the essence.
8. Flame Furnace Company is not responsible for delays due to unavailability of parts, strike, war or acts of God.

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FLAME FURNACE COMPANY

BY: _____

Flame Furnace Company

CUSTOMER: _____

ADDRESS: _____ **CITY:** _____

ZIP: _____ **HOME PHONE:** _____

WORK PHONE: _____ **EMAIL:** _____

PAYMENT ENCLOSED:

CHECK NUMBER: _____

VISA/MASTERCARD # _____ **EXP. DATE:** _____

SIGNATURE: _____ **DATE:** _____

(Upon acceptance, please sign and return)

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GENERATOR INFORMATION:

MODEL: _____ SERIAL: _____

INSTALLING CONTRACTOR: _____

ADDRESS: _____ CITY: _____

PHONE: _____ CONTACT PERSON: _____

EMAIL: _____ DATE INSTALLED: _____

**PROVIDING OUR BEST POSSIBLE SERVICE AT THE BEST POSSIBLE PRICE IS OUR
CONSTANT FOCUS!**