



GENTECH LTD

Celebrating 25 Years

Dear Prospective Client,

Enclosed you will find a copy of our semi-annual and annual maintenance plans. The semi-annual plan is the most popular plan that we offer. It includes one of our technicians coming out once every 6 months to perform scheduled maintenance to your generator. By performing maintenance to your generator every 6 months, we can be assured that your generator will work when it is needed. It also gives us the opportunity to discover any potential issues before a major power outage situation. This plan cuts down on the odds of you having a problem by at least 90% and it will also make you a first priority customer of Gentech LTD. To you, this means that we guarantee our response time within 4 hours or less in any situation if a problem does present with your generator, especially in cases relating to a major weather event.

We also offer annual plans where we would only come out once a year to provide scheduled maintenance to your generator. The biggest difference between the two is that with an annual plan it will make you a second priority customer. This means that 85% of the time we will be able to respond to you if you are having an issue with your generator within 4 hours or less, but we will not guarantee this. If we get into a major weather event, like hurricane Sandy, it may take longer for us to respond to you. The most important thing is that you have your generator serviced at least once a year.

Thank You,

John Sayegh

Operations Manager



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Scheduled Maintenance Agreement #19-175

This Scheduled Maintenance Agreement is offered this 5th day of April 2019, between:

Gentech LTD
3017 Route 9W
New Windsor, NY 12553

&

Woodbury Senior Library
16 Co Rt 105
Highland Mills, NY 10930

Generator Model: 22 kW Generac 70432

Serial Number: 3004009691

Gentech Ltd. shall provide scheduled maintenance to the generator unit specified above. Such scheduled maintenance shall adhere to the manufacturer's recommended procedures and will include the service checks as outlined in the attached checklist. We offer two standard scheduled maintenance agreements:

- A. Semi-Annual contract, on the first visit (Major) the scheduled maintenance includes replacement of lube oil, lube filter, fuel filter, spark plugs, coolant filters and air cleaner element as needed. On the second visit (Minor) we will perform all service checks per the attached checklist and make any necessary adjustments.

Semi-Annual contract is offered at \$195.00 per visit

- B. For our Annual contract the scheduled maintenance includes replacement of lube oil, lube filter, fuel filter, spark plugs, coolant filters and air cleaner element as needed as well as all service checks per attached checklist and any necessary adjustments.

Annual contract is offered at \$245.00 per visit

Repairs:

Our labor rate is \$95.00 per hour, there is a three (3) hour minimum charge for all service calls. Normal service call hours are between 9:00am and 5:00pm, Monday thru Friday. Our overtime/emergency labor rates are \$147.50 per hour, there is a four (4) hour minimum charge for all overtime/emergency calls. Overtime time hours are between 5:01pm and 8:59am Monday thru Friday, all day Saturday thru Sunday and all Holidays. Our normal response time is about 1 to 3 hours depending on location.



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Items Excluded from the Maintenance Agreement

- Service or Emergency calls
- Repairs to the generator unit, including all parts and labor
- Damage caused by rodents, hurricane, tornado, lightning, flooding, rain or similar event
- Repairs needed due to unauthorized changes to the equipment, neglect, abuse or misuse
- Damage resulting from external mechanical or electrical equipment.

Warranty/Extended Warranty

The cost of this maintenance agreement is NOT covered under the warranty of the generator.

Please check below the agreement of your choice:

_____ Semi-Annual Agreement in the amount of \$195.00 per visit

_____ Annual Agreement in the amount of \$245.00

This contract will stay in effect until one of the parties cancel in writing. Please notify us if selling your home/business.

Sincerely,

John Sayegh
Operations Manager

Print Name

Authorized Signature

Date

E-mail address

Daytime Phone Number

May we forward your invoice via e-mail? ___ yes ___ no

If you would like to keep a credit card # on file for automatic bill pay, please complete below:

Card # _____ Exp. Date _____ Security code _____

Name and Address as it appears on card _____



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SERVICE CHECKS WILL INCLUDE THE FOLLOWING:

ENGINE: NATURAL / LP GAS FUELED

CHECK BELTS, FLEXIBLE GAS CONNECTIONS, COMPLETE IGNITION SYSTEM AND AIR FILTER.

OIL SYSTEM:

CHECK ENGINE LUBRICATION, OIL FILTER, LUBRICATE GOVERNOR AND LINKAGE (CHECK FOR OIL LEAKS)

EXHAUST SYSTEM:

CHECK FLEXIBLE EXHAUST CONNECTION, DRAIN CONDENSATION TRAP, (WHEN APPLICABLE), INSPECT EXHAUST SYSTEM FOR LEAKS.

COOLING SYSTEM:

CHECK COOLANT LEVEL, TEST COOLANT SOLUTION, CHECK PLIABILITY OF COOLANT HOSES, CHECK FOR LEAKS, CHECK ENGINE BLOCK HEATER, CHECK ENGINE FINS (AIR COOLED UNITS) AND LOUVER OPERATION.

WATER COOLED:

CHECK STAND PIPE, CHECK WATER FEED SOLENOID, CHECK WATER REGULATOR AND CLEAN SEDIMENT TRAP.

VAPOR GAS SYSTEM:

CHECK AND DRY LUBE GAS SOLENOID, CHECK GAS REGULATOR FOR VENT OBSTRUCTIONS, CLEAN GAS TRAP, RECORD PERCENTAGE OF L/P GAS IN TANK(S), EXAMINE ALL SUPPLY TANKS, FITTINGS, AND LINES.

STARTING AND CHARGING SYSTEM:

CHECK BATTERY LEVEL, CLEAN AND SEAL BATTERY CABLES AND POSTS, CHECK VOLTAGE AND SPECIFIC GRAVITY, CHECK STARTER, CHECK SOLENOIDS AND ALL CONNECTIONS, CHECK BATTERY CHARGING ALTERNATOR/GENERATOR CHECK BATTERY CHARGER.

ELECTRICAL:

CHECK VOLTAGE EXCITATION SYSTEM, CHECK AC AND DC BRUSHES (WHEN APPLICABLE), CLEAN COLLECTOR RING AND COMMUTATOR (WHEN APPLICABLE).

OPERATING CHECK:

RUN GENERATOR AND TEST SAFETY SHUTDOWN LOGIC, CHECK AC VOLTAGE AND FREQUENCY.

AUTOMATIC TRANSFER SWITCH:

INSPECT INSTRUMENTS AND LIGHTS, CHECK BATTERY CHARGER, CHECK EXERCISE CLOCK, START AND STOP UNIT FROM SWITCH.

FINAL CHECK:

FIELD BREAKER IN "ON" POSITION, MAINLINE BREAKER IN "ON" POSITION, TEST OPERATION OF TRANSFER SWITCH PROVIDING APPROVAL BY CUSTOMER. UNIT WILL BE LEFT IN REMOTE AND HOUR METER WILL BE RECORDED.