



CLIENT COPY

2020 Annual Generator Service Agreement

Thank you for choosing Vermont Generator Systems, Inc. Regular maintenance will extend the life of your investment, maximize performance and ensure the reliability of your generator.

This agreement covers the following:

1. A Technician from VGS will provide **two** site visits per calendar year; once in the spring and once in the fall. A full service will be performed at one visit and a general inspection at the other.
2. Oils, filters, and lubricants (consumables) **are included** in your annual agreement fee.
3. Any service calls due to equipment failure outside of this agreement will be charged at a **discounted labor rate of \$80/hour** vs. non-agreement repairs at \$92/hour between the hours of 8am – 4pm Monday through Friday.
 - a. Any parts needed to complete the repair (unless warranty parts) will be charged to the client and are not covered under this agreement; however, you will receive a **10% discount** as a VGS contract client.
 - b. **No mileage charges** (\$.75/mile) shall be charged to you as a VGS contract client, however, travel time is billed at \$80/hour between the hours of 8am – 4pm Monday through Friday, and \$130/hour during after-hours.
 - c. Emergency service calls will be charged at \$130/hour after normal business hours.
4. Agreement terms and renewal is annual and coverage begins 1/1/20 and ends 12/31/20.
5. Current payment terms on all VGS repair invoices is: NET 30 - Payment due in 30 days from invoice date. Any invoice or scheduled payment over 45 days past due will be subject to a rebilling fee (LATE fee) of \$25.00 per month. VGS, Inc. reserves the right to suspend service when payments become more than 90 days past due.
6. The annual amount paid for this agreement hereunder shall be **non refundable** once paid. If you sell your home mid-year, this agreement will continue on the generator for the remainder of the calendar year and will not be refunded or partially refunded.

This service agreement is entered into by Vermont Generator Systems, Inc. with the generator set owner, for the purpose of maintaining their equipment in the best possible operating conditions in order to minimize the necessity of emergency service. **This agreement does not relieve the owner of periodical checks and testing as outlined in the manufacturer's owner's manual.** While periodic service should result in maximum availability of your generator equipment, Vermont Generator Systems makes no warranties or guarantees as to availability and disclaims any responsibility for consequential damages.

Services to be performed are specified above and constitute the extent of this agreement. The generator set owner will be furnished with an inspection report denoting conditions found and further service required, if any. **No services, parts or materials are covered under this agreement unless specifically referred to herein,** nor does this agreement include expenses to repair damage caused by abuse, accident, theft, acts of a third party, forces of nature or altering the equipment.

Please remember to **CHECK THE ENGINE OIL** periodically (between our two site visits) and be sure the generator **NEVER GETS BURIED IN THE SNOW.**

Again, thank you for choosing Vermont Generator Systems. We look forward to working with you!

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