



*P.O. BOX 350 Westminster, MD 21158-0350  
Phone (410) 386-0707 Fax (410) 386-0544*

## **12 Month - Maintenance Agreement**

This document serves as an agreement between Remark Electric, Inc. and the customer, \_\_\_\_\_, to provide a 12-month maintenance service agreement from the date of customer signature, for the following listed equipment:

Kohler Generator Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Remark Electric, Inc. is a certified Kohler dealer and service representative who will provide software updates as needed to keep the generator running at peak efficiency. Remark Electric will process any warranty claims for the customer during the warranty period.

The annual maintenance service consists of two scheduled visits, during normal business hours (Monday – Friday, 7:30 a.m.- 4:00 p.m.)

The first visit consists of the following:

- Replace engine oil and filter (one time only per year)
- Check and fill anti-freeze
- Inspect battery, spark plug, belts, air cleaner, connectors, and hose clamps  
**(new battery, spark plug, air cleaner and belts not included in price)**
- Inspect transfer switch and generator service panel (customer must be home for this)
- Install software updates as needed
- Simulate power outage to insure efficient operation (customer must be home for this)

- Adjust voltages as needed
- Any special updates from Kohler bulletins

The second visit consists of the following:

- Check engine oil
- Check and fill anti-freeze
- Inspect battery, spark plug, belts, air cleaner, connectors, and hose clamps  
**(new battery, spark plug, air cleaner and belts not included in price)**
- Inspect transfer switch and generator service panel (customer must be home for this)
- Install software updates as needed
- Simulate power outage to insure efficient operation (customer must be home for this)
- Adjust voltages as needed
- Any special updates from Kohler bulletins

**Prices – 2019**

<b><u>SIZE/Cooling Method</u></b>	<b><u>COST</u></b>
8.5 to 20 KW Air Cooled	\$ 370.00
15 to 48 KW Liquid Cooled	\$ 530.00
60 to 125 KW Liquid Cooled	\$ 1,000.00

**(Circle size and maintenance cost of unit installed at your home)**

**Payment Information:** Payment is due in full upon acceptance of this signed agreement.

**Customer Responsibility:** The customer should provide visual inspection of the unit to insure continuous operational capability to include: insure unit exercises weekly as programmed, report any leaking fluids, warning lights or sounds that may indicate a problem, and keep debris from accumulating in and around unit.

**Remark Electric, Inc.** will maintain a complete service history of the equipment. This agreement is to keep your unit in prime working condition. We do not, however, warranty or guarantee any operational loss. It is agreed this agreement covers only those items listed above and does not include any expense to repair damage caused by improper operation, shortage of fuel supply, vandalism, accident, theft, acts of nature, or alteration of equipment.

**Note:** This maintenance agreement is for one scheduled service visit and one check-up visit during the 12 month period, between the hours of 7:30 a.m. -4:00 p.m. Monday through Friday. For emergency calls after hours, on holidays and weekends, please contact Keystone Generators, Inc. at 1-888-356-9533.

Remark Electric would prefer customers to be home while the technician completes the maintenance service, but if you will not be home please provide the best contact number for you to be reached during the maintenance.

**Phone Number:** \_\_\_\_\_

**Customer Name (please print):** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Remark Electric, Inc. Representative: James E. Kramer, Jr.**

**Remark Electric, Inc. Representative Signature:**