



Innovative **GENERATOR SERVICE**

PO Box 644, Douglas, Massachusetts 01516 (Mailing)
9 Main Street, Suite 4A, Sutton, MA 01590 (Office & Showroom)
508-244-1714 phone 508-476-5078 fax

EasyPay PAYMENT PROGRAM ***Effective July 1, 2015***

Homeowner(s)/Business Owner(s)_____

Address_____

City/State/Zip_____

Generator Make/Name/Model/Serial Number: _____

Date of Installation:_____ Date of Agreement:_____

Innovative Generator Service EasyPay Payment Plan ("PLAN") is designed to keep you and your family worry free during the operation of your automatic standby generator, giving you the assurance that your generator will continue to power your home or business inclusive of any and all critical hard-wired systems facilitating your home including, but not necessarily limited to, air conditioning units, heating system, sump pumps, well pumps, security systems and large appliances. The PLAN offers peace of mind with equal monthly payments free of interest charges and unexpected surprises that come with having a standby generator at your home or business.

The PLAN consists of a \$30 a month charge for major preventative maintenance service, the components of which are described in Schedule A attached hereto and included herein by this reference and hereinafter described as Major Preventative Maintenance Service, within the anniversary month that the generator was installed that may be required including:

1. 10% discount on any manufacture non-warranty parts;
2. All labor charges; and
3. Travel to and from your home. NOTE: This PLAN will cover air cooled generators up to 22KW. All larger units require advance pricing.

The PLAN will bill your \$30 monthly payment directly to your major credit card for a period of not less than 12 months. All information necessary to effectuate this requirement is outlined in Schedule B attached hereto and included herein by this reference and shall be completed and signed by the homeowner(s).



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Contract Service Rates

Included in this PLAN, along with the 10% discount off of non-warranty parts, labor and travel outlined above are the following discounted rates:

During Business Hours	After Business/Emergency Hours	Sunday & Holiday Hours
8AM-4PM Monday – Friday	4PM-8AM Monday-Friday, Anytime Saturday, or requires response within 48 hours	Anytime Sunday and Holidays
First Service Visit at no charge/ \$95/hr thereafter	1 hour labor at \$40 \$135/hr on site time thereafter	1 hour labor at \$75 \$180/hr on site time thereafter
NO TRIP CHARGE	NO TRIP CHARGE	NO TRIP CHARGE
10% off non-warranty parts	10% off non-warranty parts	10% off non-warranty parts

Responsibility of the Homeowner(s)/Business Owner(s)

Homeowner(s)/Business Owner(s) agree to be responsible for the reading and understanding of the owner's manual for their generator, which includes, but not necessarily limited to the understanding of:

1. The exercise cycle (the weekly running of the generator, including but not necessarily limited to putting a load on the electrical component of the machine);
2. Checking the oil should the generator run for more than 12 hours; and
3. Cleaning the area around the generator of debris, vegetation and snow. (*NOTE: An additional cost may be associated with our removal of debris, vegetation, and/or snow.*)

Innovative Generator Service will not be responsible for any damage caused by the neglect of the Homeowner(s)/Business Owner(s) including but not limited to the above.

Limited Warranty

Innovative Generator Service will repair and replace any and all defects in a workmanlike manner in keeping with the industry standards and legal standards for a period of twelve (12) months after the work has been performed.

Parts and equipment guarantees are pursuant to the Manufacturer's Warranty.

This warranty does not cover conditions resulting from abuse, misuse, negligence, improper operation, improper installation, or lack of performance of suggested maintenance services or lack of regular inspection and operation of equipment by the Homeowner(s)/Business Owner(s) or damage caused by fuel.

Any conditions beyond the direct control of Innovative Generator Service, including but not necessarily limited to acts of God, fires, floods, strikes, labor disputes, freight delays, unavailability of parts, terrorism, etc.

This warranty does not cover loss of time, loss of food, loss of the use of the generator system, inconvenience or any other damages, direct, indirect or consequential.



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General Terms and Conditions

Innovative Generator Service is not to be held responsible for issues arising from, directly, or indirectly, the non-payment of monthly fees. Failure of the Homeowner(s)/Business Owner(s) to pay monthly fees associated herewith cause a discontinuance of service and legal action will be sought for any and all remaining monies owed, under the contract, including attorney's fees and costs, unless otherwise rectified by the Homeowner(s)/Business Owner(s) within 5 business days or unless otherwise agreed to by the parties.

Late payments will apply on any unpaid balance at the rate of 1.5% per month, or as permitted by law.

Any and all Preventative Maintenance Agreements entered into between the Homeowner(s)/Business Owner(s) and Innovative Generator Service will be valid for a minimum of 12 months and are subject to rate changes or cancellation with 30 days written notice by Innovative Generator Service to the Homeowner(s)/Business Owner(s). After the expiration of the 12 months, the terms of this Agreement may continue under the same terms and conditions absent the notification by either party until such time as a new contract can be entered into by all parties.

The Homeowner(s)/Business Owner(s) hereby acknowledge the receipt of this Agreement. Either party has the right to rescind this Agreement within three business days. In the event either party is desirous of terminating this Agreement, said termination shall be done in writing to the other party.

All previous contracts are void once this agreement has been executed and received or upon the expiration of thirty days of the date of this agreement.

Homeowner(s)/Business Owner(s)

Homeowner(s)/Business Owner(s)

Agent for Innovative Generator Service

Date



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Schedule A

Major Preventative Maintenance Service

All maintenance will be performed to manufacture's specifications using only factory direct maintenance parts.

1. Check all fuel lines and connections, check flexible fuel line;
2. Replace lubrication oil and oil filter;
3. Inspect general condition of generator – (vibration, noise, leakage, temperatures);
4. Inspect and/or clean enclosure louvers;
5. Inspect and/or clean any corrosion on battery and ensure dryness;
6. Clean and tighten battery terminals;
7. Inspect charge state and electrolyte level of battery;
8. Clean/Wipe down outside of generator and engine;
9. Replace the spark plugs;
10. Check radiator, hoses, etc for leakage and pliability;
11. Check antifreeze and add if low (up to one gallon – additional charge will apply for adding more than one gallon);
12. Replace fuel filters;
13. Check unit for fuel or oil leakage;
14. Check and adjust fan and governor belts;
15. Service air filter;
16. Check alternating current output (voltage);
17. Check engine speed and frequency;
18. Conduct safety shutdown checks;
19. Check ignition system;
20. Submit report of the inspection and provide recommendations for any repairs.

Performed if access is available to the transfer switch:

21. Inspect transfer switch for proper operation, check connection and settings;
22. Simulate power failure (with permission of homeowner or representative) and check operation.



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Recurring Payment Authorization Form

Schedule B

This form is required in conjunction with the EasyPay Payment Plan Agreement.

Simply complete the credit card information section below and sign the form. All requested information is required. Upon approval, we will automatically bill your credit card for the amount indicated and your total charges will appear on your monthly credit card statement.

CUSTOMER INFORMATION

Homeowner/Business Owner _____

Contact Name (if different than above) _____

Account Number _____

Contract Number _____

Email Address _____

Phone () _____

CREDIT CARD PAYMENT INFORMATION

I, _____, hereby authorize **INNOVATIVE GENERATOR SERVICE** to automatically bill the credit card listed below per their EasyPay Payment Plan at \$30.00 per month, commencing _____, 201__ and ending on _____, 201__.

CARD TYPE (please check one) ☐ MasterCard ☐ Visa ☐ Discover ☐ Amex

CARDHOLDER NAME _____ CARDHOLDER ZIP CODE _____

CARD NUMBER _____ EXPIRES ____/____

☐ NOTIFY ME VIA EMAIL WHEN MY CREDIT CARD IS CHARGED (MAKE SURE EMAIL ADDRESS ABOVE IS CORRECT.)

CUSTOMER'S SIGNATURE _____ DATE _____

OFFICE USE ONLY:

IGS AGENT _____

DATE RECEIVED _____