



Generac Generator Service Agreement

Agreements Overview:

Our service agreements are designed to ensure your Generac generator stays in peak condition, providing reliable backup power when you need it most. Choose from three tailored plans to meet your needs.

Service Levels and Pricing

1. **Standard Plan** – Annual Maintenance + Monitoring + Priority Scheduling + Discounts

○ **Includes:**

- Annual maintenance visit (oil and filter change, battery and spark plug check, air filter replacement, fuel system leak test, and firmware updates when available).
- Comprehensive cleaning (vacuuming inside and wiping down).
- Real-time generator monitoring (if equipped with Wi-Fi or cellular link).
- Priority scheduling for service and repairs.
- Free installation and 20% discount* of Mobile Link Wi-Fi or Cellular monitor.
- 10% discount on Wi-Fi improvements for connectivity.

○ **Price: \$600/year or \$45/month**

2. **Premium Plan** – All Standard Plan Services + Enhanced Maintenance + Second Maintenance Visit + Free Wifi Upgrade + Additional Discounts

○ **Includes:**

- Battery load test, electrical connection tightening, control panel and display check, Wi-Fi/cellular system test, weatherproofing inspection, air intake and exhaust system check, sediment trap cleaning, and fuel quality inspection.
- Mid-Year maintenance check and cleaning
- Free Wi-Fi Upgrade
- 10% discount up to \$200 on additional electrical services provided by our company.

○ **Price: \$900/year or \$70/month**

3. **Basic Plan** – Annual Maintenance Only

- **Includes:**
 - Annual maintenance visit (oil and filter change, battery and spark plug check, air filter replacement, and fuel system leak test).
 - Comprehensive cleaning (vacuuming inside and wiping down).
- **Price: \$360/year or \$25/month**

Additional Add-Ons:

- **Mid-Year Maintenance Check**
 - Available for Standard Plan members who wish to add a mid-year maintenance inspection.
 - **Add-On Price:** \$200/year or \$12/month
- **Multiple Generator Discount**
 - Customers with multiple generators will receive a 10% discount on each additional generator's service plan.
- **Multiple Service Agreement Discount**
 - Customers with multiple service agreements with Big Tree Electrical will receive 10% off each service agreement.
- **Travel Fees**
 - An additional travel fee will apply for service visits outside of the Creston Valley and will be added to the yearly or monthly fee for the service agreement. Fee varies based on distance; please contact us for the cost associated with your property.

Agreement Selection

Select the services and add-ons you wish to include in your agreement (Note: If we haven't visited your property before there is a one time \$100 first visit fee**):

- Standard Plan** – \$600/year or \$45/month
- Premium Plan** – \$900/year or \$70/month
- Basic Plan** – \$360/year or \$25/month

Additional Add-Ons:

- Mid-Year Maintenance Check** – \$200/year or \$12/month
- Multiple Generators Discount** - _____ (10% discount per additional generator)
- Travel Fees** - _____ Year Month

Total Annual/Monthly Amount Selected: \$_____ Year Month

By selecting your preferred plan and add-ons, you agree to the terms and conditions below.

Signatures:

Customer Name: _____

Customer Signature: _____

Generator Site Address: _____

Date: _____

Authorized Representative: _____ Big Tree Electrical Ltd. _____

Authorized Representative Signature: _____

Date: _____

Additional Generator Locations _____

Agreement Terms and Conditions

1. Duration and Renewal:

- This agreement begins on the date of signing and automatically renews each year unless canceled with a 30-day written notice.

2. **First Visit Fees:

- If Big Tree Electrical did not install or has not serviced your generator before then there is a \$100 fee for us to come out to do an initial site visit to see the installation and take stock of the state of the generator. This fee is separate from the service agreement and will be billed at the time of the site visit.

3. Materials and Parts:

- This agreement includes standard materials used for routine maintenance, specifically the air filter, oil filter, spark plugs, and oil.
- Any additional parts or materials needed for repairs or replacements are not included in this agreement.
- Customers will be notified and provided with a price before any repairs or replacements are made.
- Agreement holders receive a 20% discount on all generator-related parts purchased through our company.

4. Exclusions:

- This agreement does not cover repair costs due to misuse, natural disasters, or unauthorized modifications.

5. Cancellation Policy:

- Either party may cancel with a 30-day written notice. Pro-rated refunds may apply if no services have been rendered for the renewal period.

6. *20% Discount:

- The 20% discount for the mobile link applies to the purchase price of the part in question, either the Wi-Fi accessory or the Cellular accessory

7. Liability and Indemnification

○ Limitation of Liability:

Big Tree Electrical Ltd. will not be liable for any indirect, incidental, consequential, or punitive damages arising from the use or performance of the generator, including but not limited to damages for loss of profits, data, or other intangibles, even if advised of the possibility of such damages. Our total liability for any claims under this agreement is limited to the amount paid by the customer for the service agreement during the current term.

○ Customer Indemnification:

The customer agrees to indemnify, defend, and hold harmless Big Tree Electrical Ltd., its employees, contractors, and representatives from any claims, damages, losses, liabilities, or expenses (including legal fees) arising out of the customer's use or misuse of the generator, including but not limited to improper installation, maintenance by unauthorized parties, or non-compliance with operating instructions.

8. Dispute Resolution

- **Negotiation and Mediation:**
Any dispute arising under or related to this agreement shall first be resolved through good faith negotiation between the parties. If the dispute cannot be resolved through negotiation, the parties agree to submit the matter to mediation before a mutually agreed mediator.
- **Arbitration:**
If mediation fails to resolve the dispute, it shall be resolved by binding arbitration in accordance with the rules of the Arbitration Act of British Columbia. The arbitration shall take place in Creston, and the decision of the arbitrator(s) shall be final and binding on all parties.
- **Costs:**
Each party shall bear its own costs for mediation and arbitration unless otherwise awarded by the arbitrator.

9. Governing Law

- This agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia, Canada, without regard to its conflict of laws principles.

10. Entire Agreement

- This agreement constitutes the entire understanding and agreement between the parties concerning the subject matter herein and supersedes all prior or contemporaneous agreements, communications, and understandings, whether oral or written. No amendment or modification of this agreement shall be valid unless made in writing and signed by both parties.