



Preventative Maintenance Service Agreement

NNG Standby Generators provides the most comprehensive Preventative Maintenance Service Agreement ("Service Plan", "Maintenance Contract", "PM") available. Our service plan meets the requirements and recommendations of all major generator manufacturers and industry leaders. Inspections performed include (where applicable) the general appearance, the lube oil system, the engine air filter system, the engine fuel system, the engine starting system, the engine ignition system, the engine exhaust system, the main alternator and electrical system, the cooling system, the transfer equipment and general condition with specific checks during operation to ensure peak performance. We offer three levels of Service Plan Agreements. All three levels offer you the peace of mind that your generator is properly maintained and ready for you in your time of need. Our Service Plan agreements are complete customer care plans that provide 24-hour priority service. All three levels include the items and services (if applicable) listed below. The differences in levels are delineated here among the Elite, Elite Plus and Premier options:

Elite Service (1 year term)

- All items and services (where applicable) listed on the checklist below.
- One service performed annually
- Priority emergency service over non-plan customers

Elite Plus Service (1 year term)

- All items and services (where applicable) listed below
- Two services performed semi-annually
- Primary service to cover the complete checklist below
- Second service to include thorough inspection of engine, electrical and fuel systems, transfer gear and general operation. Oil change performed only when engine hours warrant on a time and material basis less plan discounts.
- Priority emergency service over Elite and non-plan customers
- 10% parts discount in the event repairs are required

Premier Service (3 year term)

- All items and services (where applicable) listed below
- Two services performed semi-annually
- Primary service to cover the complete checklist below
- Second service to include thorough inspection of engine, electrical and fuel systems, transfer gear and general operation. Oil change is **INCLUDED** only when engine hours warrant.
- Battery replacement performed each term - **INCLUDED**
- Air filter replacement performed as needed - **INCLUDED**
- Spark plug replacement performed as needed - **INCLUDED**
- Priority emergency service over Elite, Elite Plus and non-plan customers
- 15% parts discount in the event repairs are required

This maintenance agreement includes all labor charges for routine maintenance associated with complete system inspections and adjustments, oil changes and transfer tests unless otherwise specified by the plan level. All material costs associated with oil changes (oil, oil filter, oil filter seal) are included. Labor and material costs for additional services may vary among plan levels. This maintenance contract includes all costs associated with proper disposal of all used oils, lubricants, coolants and filters. All labor and material charges for services other than routine maintenance described above, such as a required repair, are not included in this maintenance agreement. With customer authorization, these costs are invoiced on a time and material basis, less plan discounts, upon job completion unless otherwise specified in the standard service terms and conditions.

Service inspections for generator system (where applicable)

- A. General Appearance
 - Inspect for visual damage and/or unusual wear and tear
 - Inspect all visible plumbing and electrical connections
 - Clean debris from generator and wipe down enclosure
 - All switches/breakers in normal operating position
- B. Lube Oil System
 - Check engine oil level
- C. Engine Air Filter System
 - Inspect engine air filter
 - Inspect air cleaner seal
 - Inspect air cleaner elements
 - Inspect crankcase vent/breather
- D. Engine Fuel System
 - Inspect fuel system for leaks
 - Tighten hose clamps as necessary
 - Inspect flexible fuel lines
 - Inspect fuel pressure as needed
- E. Engine Starting System
 - Load test battery
 - Clean battery terminals/posts, tighten cables as needed
 - Replenish battery fluid levels
 - Inspect battery charger
 - Inspect battery heater
- F. Engine Ignition System
 - Inspect spark plugs
 - Inspect spark plug wires and distributor cap
 - Inspect points and condensor
- G. Engine Exhaust System
 - Inspect flexible exhaust coupling
 - Inspect critical silencer
 - Drain water in exhaust moisture traps
- H. Main Alternator & Electrical
 - Check voltage output, rotor, stator, regulator
 - Inspect brushes and slip rings if visible

- Inspect insulation on generator leads
- Tighten connections as needed
- I. Cooling System
 - Inspect all belts and adjust as needed
 - Inspect all hoses and hose clamps, tighten as needed
 - Inspect radiator core for blockage or damage
 - Inspect radiator cap and seal
 - Check coolant level
 - Test antifreeze for proper DCA level
 - Inspect block heater
 - Lube fan pulley as needed
 - Inspect fan louvers for proper operation
- J. Transfer Switch
 - Ensure connections are tight
 - Ensure relays are tight
 - Check main contacts
 - Test transfer (where permitted)
- K. Generator Operation
 - Check for oil, coolant and exhaust leaks
 - Inspect battery charging system
 - Inspect turbocharger
 - Inspect engine governor
 - Check oil engine gauges and LEDs
 - Check for abnormal vibration and/or noise
 - Adjust voltage and frequency as needed
 - Test all engine safety shutdowns

Generator Size/Type Residential and Commercial LP and Natural Gas	Elite		Elite Plus		Premier		Adder: Slip Ring Service		Adder: Radiator Flush	
	One year term, invoiced at time of service. Level 3 Priority Service.	Per Year	One year term, invoiced at time of primary service. Level 2 Priority Service. 10% Parts Discounts	Per Year	Three year term, invoiced ea. year at time of primary service. Level 1 Priority Service. 15% Parts Discount	Per Year	Performed every three years. Invoiced at time of service. You Save \$75.00	Per 3 Years	Performed every three years. Invoiced at time of service. You Save \$75.00	Per 3 Years
5kW to 20kW (Air-Cooled Engines)	\$ 195.00	Per Year	\$ 295.00	Per Year	\$ 450.00	Per Year	\$ 175.00	Per 3 Years	Not Applicable	
10kW to 30kW (Liquid-Cooled Engines)	\$ 235.00	Per Year	\$ 350.00	Per Year	\$ 600.00	Per Year	\$ 150.00	Per 3 Years	\$ 325.00	Per 3 Years
31kW to 60kW (Liquid-Cooled Engines)	\$ 250.00	Per Year	\$ 375.00	Per Year	\$ 650.00	Per Year	\$ 150.00	Per 3 Years	\$ 350.00	Per 3 Years
61kW to 150kW (Liquid-Cooled Engines)	\$ 275.00	Per Year	\$ 425.00	Per Year	\$ 725.00	Per Year	\$ 150.00	Per 3 Years	\$ 375.00	Per 3 Years

The NNG Preventative Maintenance (PM) Agreement renews from term to term with cancellation by either party with 30 day written notice. This service plan is for gaseous spark-ignited residential and commercial applications. Plans are available for diesel and industrial applications per quotation. Repairs required outside of the scope of this service, with customer authorization, are billed on a time and material basis less plan discounts. **Elite & Elite Plus customers agree to the battery replacement every three years per the manufacturer's recommendation and the replacement of air filters and spark plugs as needed at retail price less plan discounts (included in Premier plan). Elite Plus customers agree to oil changes during the secondary service if engine hours warrant on a time and material basis less plan discounts (included in Premier plan).** NNG 24-hour emergency services are available for Sales and PM customers. Surcharges may apply during times of immediate fuel inflation. NNG's Standard Service Terms and Conditions apply. To request a copy, contact our office or visit www.NNGenerator.com.

Did NNG install your generator system? Yes No

If not, who was the installer? _____

What is the date of the initial start-up? _____

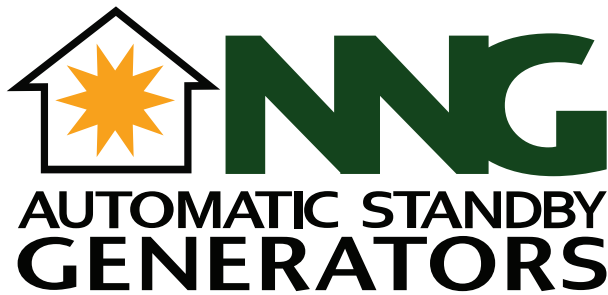
Who is your fuel supplier? _____

Do you rely on your generator to support special needs such as medical devices? Please explain: _____

Will you allow the service to be performed at 8:00AM?

Yes No (If no, what is the earliest time?) _____

Do you want to be present during the service and require a scheduled appointment? Yes No



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www.NNGenerator.com



and most other brands

This Preventative Maintenance Agreement is between NNG Standby Generators and

[Blank input field for name]

(Printed Name)

[Blank input field for location]

Location of Generator (Physical 911 Address - Street, City, State, Zip Code)

[Blank input field for mailing address]

Mailing Address (Street, City, State, Zip Code)

[Blank input field for email address]

Email Address

[Blank input field for primary phone number]

Primary Phone Number

[Blank input field for alternate phone number]

Alternate Phone Number

[Blank input field for generator brand]

Generator Brand

[Blank input field for generator size]

Size (kW)

[Blank input field for generator model number]

Generator Model Number

[Blank input field for generator serial number]

Generator Serial Number

Agreement Level (Initial preference and enter price from the reverse side)

Table with 2 columns: Service Name and Price. Rows include Elite Service, Elite Plus Service, Premier Service, Radiator Flush Service, Slip Rings Service, and Total.

I accept the terms and conditions of this agreement and authorize said services to be performed

[Blank input field for signature]

Signature

[Blank input field for date]

Date