

HARRISON Generator

870 Highland Road
Newtown, PA 18940
215.369.0593
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Residential Generator Maintenance Rate Card

Business Hours:

Our standard business hours are Monday through Friday, **8:00am to 5:00pm**. Service appointments are available Monday through Friday, **8:00am to 3:00pm**.

Labor Rate:

Our standard labor rate is **\$125 per hour**. After hours labor rate is **\$185 per hour**.

Service Calls & Warranty Work:

Our standard service call rate is **\$225**, due at the time of arrival. This includes the first hour of labor, but is the minimum charge regardless. Additional time will be billed accordingly. If a job is determined to be a warrantable item, and labor coverage is still present, then the labor charge and service call charge will be refunded up to the time payable by the manufacturer.

Parts:

Parts will be billed at full retail including all applicable taxes and shipping if necessary.

Annual Maintenance Visits:

Standard Service on all models to include the following:

Change engine oil and filter; Inspect, clean and/or replace additional filters per recommended maintenance schedule; Check and/or replace spark plugs per recommended maintenance schedule, if applicable; Check battery, connections and charging system; Check and lubricate engine linkages and adjust as necessary; Check condition of brushes & slip rings, if applicable; Check voltage and frequency produced by generator and adjust to proper settings; Check generator event log for system operation errors, if applicable; Upgrade of controller firmware to latest version, if applicable; Check air inlets and outlets for debris, clean as necessary; Provide report to Customer of any condition that may require additional service and/or that may/may not fall under the manufacturer's warranty.

Additional Services for liquid cooled models to include the following:

Check and add engine coolant if applicable (replace engine coolant as needed, billed); Inspect and verify operation of the coolant heater; Inspect radiator and cooling systems for any leaks.

Air Cooled Models up to 20kw (i.e. 8-10-12RESV, 14RESA, 20RES, 20RESA,B,C,D)

Standard Service - \$325.00

Liquid Cooled Models up to 60kw (i.e. 24RCL, 30RESA, 30RCL, 38RCL, 48RCL)

Standard Service - \$425.00

Liquid Cooled Models above 60kw (i.e. 100ERES)

Please Request a Quote

Optional Services (in addition to standard service):

Check operation of transfer switch; Operate generator under load for at least ten minutes and check voltage and frequency; Provide maintenance records to customer. **+ \$75.00**

Upgrade of controller firmware to latest version, migration from OnCue to OnCue Plus. **+ \$50.00**

Additional Work:

Should the need for additional repairs be determined at the time of service, HARRISON Generator will notify the customer promptly and will not perform the work without prior authorization. Additional work will be performed on a time and materials basis and time will be billed at our posted hourly rate.