



PSP Power Solutions
 (a division of Benfield Electric Co., of Virginia)
 12021 Wilton Meadows Court
 Manassas, Virginia 20109
 Office: 888-321-6200 Fax: (703) 335-0762



MAINTENANCE PROGRAM ENROLLMENT FORM

Please accept my enrollment in the Generator Maintenance Program (Check One):

Generator Size	<input type="checkbox"/> Premium Package 4 Visits per Year (includes Maintenance A- E 3x and A- F 1x)	<input type="checkbox"/> Plus Package 2 Visits per Year (includes Maintenance A- E 2x and A- F 1x)	<input type="checkbox"/> Basic Package 1 Visit per Year (includes Maintenance A- F 1x)
7kW to 20kW	\$499.00	\$319.00	\$249.00
25kW to 60kW	\$549.00	\$369.00	\$299.00
70kW to 130kW	\$649.00	\$469.00	\$399.00
Diesel Systems	\$749.00	\$569.00	\$499.00

(See back for Maintenance plans description of service)

Should your generator require platinum plugs at the time of service, an additional \$100.00 will be charged

Payment Terms:

(Please make all checks payable to Benfield Electric / PSP)

- Enclosed is a check or money order for the Annual Payment of \$ _____
- I will contact your office with my credit card payment.
- Please contact me for my credit card payment at the number listed below.

Customer Name

Contact Telephone Number

Signature

E-Mail Address (Optional)

Date

Address where service is to be performed:

NEW GENERATOR MAINTENANCE PROGRAM. PSP can help you achieve this by offering affordable, regularly scheduled maintenance check-ups. Each check-up meets your manufacturer's service and warranty requirements. Best of all, you do not have to worry about keeping track of when your generator needs maintenance, we do that for you.

The new plan offers the following:

Instead of one visit per year – as generally offered, PSP will come out every three months to check the generator. We have found that having routine service checks can reveal things beyond our control that if not fixed, could leave you without power just when you need it the most. Here is what we will do every three months to insure that your generator will work when called upon:

Your first three visits will include:

A. A Visual Site Inspection - Checking the area around the generator to ensure:	B. Starting of the unit and running it – Doing a Live Transfer ;	C. Check diagnostic lights;	D. Load Test the Battery;	E. Thorough check of the unit;	F. Your fourth visit on this plan will include All the previous items, plus;
<p>No Excess leaves or grown up shrubbery blocking exhaust and other key components</p> <p>No Neighborhood kid's mischief to your unit</p> <p>Look for unseen damage that may have caused by Storms</p> <p>Any possible damage caused by animals nesting and chewing on wires</p>	<p>To insure the system is running smoothly</p> <p>When your generator goes through its weekly 12-15 minute exercise, it does not transfer power.</p> <p>If there were a malfunction in the transfer switch or elsewhere, there would be no indication.</p> <p>We put the generator through the full transfer process, to check that it is working properly.</p>	<p>Many times a simple fix that a customer can perform beyond the warranty period can save hundreds of dollars.</p> <p>The system diagnostic lights allow the customer to do a quick check so we can trouble shoot the problem over the phone – thus eliminating a service call</p>	<p>Four times a year we put a load on the battery to make sure the cells are good.</p> <p>We simulate a starter draw to ensure there is enough reserve power to start the generator.</p>	<p>This includes the air and fuel filters, belts, all fluids and valve adjustments if needed.</p> <p>Big savings here on non-warranty parts/work because our regular trip charge is \$175.00 to show up to include the first fifteen (15) minutes of work, and the labor rate for any work thereafter will be billed at the rate of \$90.00 per hour. With the three month plan there is no labor charge for anything requiring less than 15-20 minutes to fix if needed.</p>	<p>Oil and filter change</p> <p>Checking spark plugs and wires</p>
Included Items:		Fluids, Oil & Air Filters, Spark Plugs and Valve Adjustments.			
NON Included Items:		Wires, Belts, Hoses, Batteries, Fuel Filters, Door Lock & Keys, Engine Parts, Alternator Parts, and Compartment wear & tear.			

We strongly recommend that you take advantage of the four visits a year for our tech to come out and perform the routine maintenance on your generator. Additionally, should your generator operate for an extended period of time between check-ups, you can call us and we will be more than happy to reschedule your oil change for the next visit. Additional oil changes on-top of the one-time a year oil change can be performed at your request for an additional **\$35.00 while on site** performing a maintenance visit, payable at the time of service.

You'll receive your first check-up within three months of returning the enclosed signed acceptance form with payment. In the meantime, if you have any questions or need further information, please call us toll free at 1-888-321-6200.

Sincerely,

Kathy Greer
Operations Manager

Should additional repairs or parts be required during the scheduled maintenance visits, approval from the customer will be needed before any work will be performed.