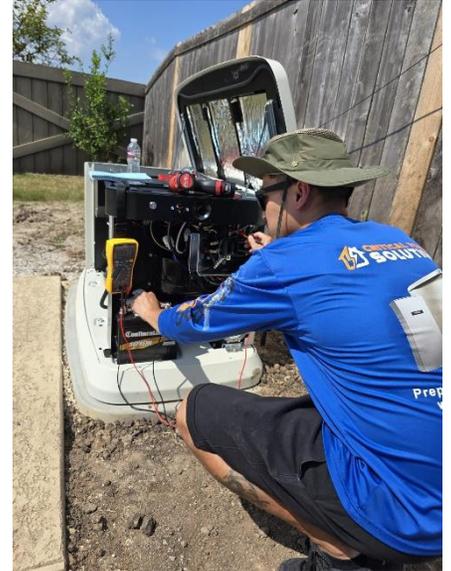


Generac Air-Cooled Generator Service Plans

GenWatch Basic Monitoring Plan

\$35 / month (\$420 / year)

- 1 maintenance visit per year
- 24/7 system monitoring & alerts
- Scheduled preventive maintenance
- Priority service response
- Warranty-compliant servicing
- Confidence your generator is ready



GenWatch Premium Monitoring Plan

\$50 / month (\$600 / year)

- 2 maintenance visits per year (spring & fall)
- 24/7 system monitoring & alerts
- Scheduled preventive maintenance
- Priority service response
- Warranty-compliant servicing
- Confidence your generator is ready



Included Maintenance Services

During each scheduled maintenance visit, **Critical Power Solutions** will perform the following services:

- Change engine oil
- Change engine oil filter
- Check valve clearances (only if technician deemed necessary)
- Change air filter
- Change spark plugs (2)
- Inspect fuel system
- Inspect exhaust system
- Inspect generator enclosure and ensure all ventilation openings are unobstructed
- Inspect and test battery (terminations, connections, electrolyte level if applicable)
- Inspect all electrical and mechanical connections
- Verify proper operation of battery charging equipment
- Simulate a temporary loss of utility power and observe proper generator startup, load transfer, operation, and shutdown
- Verify generator output voltage and frequency (Hz) and adjust if required

Scope of Agreement

- This Agreement provides **preventive maintenance and monitoring services only** for the generator and automatic transfer switch.
- This Agreement **does not include repairs, replacement parts, emergency service, or corrective labor**, unless separately authorized and billed.
- Maintenance services are performed in accordance with **manufacturer-recommended schedules** and industry standards.

Monitoring Services

Monitoring services include **remote system status alerts and fault notifications**.

Monitoring does not include:

- Automatic dispatch
- Emergency response
- Guaranteed response times

Critical Power Solutions is not responsible for monitoring interruptions caused by cellular signal loss, internet connectivity issues, utility outages, or manufacturer system limitations.

Service Scheduling

- Maintenance services are scheduled based on **generator runtime hours or annual intervals**, whichever occurs first.
 - The Customer is responsible for contacting CPS to schedule maintenance.
 - Customers with active service agreements receive **priority scheduling** over non-service-agreement customers; however, **no specific response time is guaranteed**, especially during widespread outage events or emergency conditions.
-

Parts, Repairs & Additional Services

- Parts, repairs, troubleshooting, corrective labor, and non-routine services are **not included** in this Agreement.
 - Any additional services or repairs will be **quoted and billed separately**.
 - Warranty repairs are subject to manufacturer approval and are not guaranteed.
-

Billing & Payment Terms

- Service plan fees are billed **automatically on a recurring monthly basis**.
 - By enrolling, the Customer authorizes CPS to **store payment information on file** and charge all applicable service fees.
 - Any services, labor, or parts not included in this Agreement will be **invoiced separately** and are due upon receipt unless otherwise agreed in writing.
 - Failure to maintain valid payment information or a current account may result in **suspension or termination** of services.
-

Customer Responsibilities

The Customer agrees to:

- Provide safe and unobstructed access to the generator at the time of service
- Maintain adequate fuel supply
- Operate the generator in accordance with the manufacturer's owner's manual
- Promptly report alarms, fault codes, or performance concerns

CPS is not responsible for equipment damage or failure caused by improper operation, lack of fuel, environmental conditions, or failure to follow manufacturer guidelines.

Limitation of Liability

Critical Power Solutions, LLC shall not be liable for loss, damage, or inconvenience resulting from generator failure, utility outages, fuel supply issues, acts of God, or circumstances beyond its reasonable control.

Term & Termination

- This Agreement may be terminated by either party with **thirty (30) days written notice**.
- Unused maintenance visits **do not automatically roll over** and may be forfeited unless approved in writing at the sole discretion of CPS.

Governing Law & Venue

This Agreement shall be governed by the laws of the **State of Texas**. Venue for any dispute shall lie exclusively in **Fort Bend County, Texas**. The Customer waives the right to a jury trial and participation in any class action related to this Agreement.

Customer Acknowledgment

By enrolling in a CPS monitoring service plan, the Customer acknowledges and agrees to all terms and conditions of this Service Agreement.

Customer Name: _____

Signature: _____

Date: _____