Oosterhof Electrical Services Ltd.

www.oosterhofelectric.com
1128 Sunnyside Rd, Kingston ON, K7L 4V4
(613) 541-0101

Service Request Portal

Service Agreement Levels:

Agreement Features:	Silver	Gold	Platinum
Preventative Maintenance	✓	✓	✓
Remote monitoring: (If applicable)		✓	✓
Additional Check-up Visit			✓
Parts and Services discount:		5%	**10%**
Response time to portal requests:	3-5 business days	1-2 business days	**within 24 hrs**
Target service call scheduling:	10 business days	5 business days	**1-2 business days**

Silver Service Agreement $395 + HST

The Silver plan is ideal for customers who want dependable annual preventative maintenance at an affordable price. This plan helps keep your generator in good working condition with scheduled service and basic support for portal requests.

Gold Service Agreement $525 + HST

The Gold plan is our best-value option for customers who want added peace of mind and quicker service scheduling. It includes preventative maintenance, remote monitoring where applicable, faster response times, and a discount on eligible parts and services.

Platinum Service Agreement $750 + HST

The Platinum plan is designed for customers who rely heavily on their generator and want our highest level of service priority. It includes the fastest response times, remote monitoring where applicable, an additional check-up visit, and the greatest discount on eligible parts and services.

Service Agreements Details:

Preventative Maintenance

Consists of the following for all generators:

1. Change engine oil and filter;
2. Inspect, clean and/or replace additional filters per recommended maintenance schedule;
3. Check and/or replace spark plugs per recommended maintenance schedule, if applicable;
4. Check battery, connections and charging system;
5. Check and lubricate engine linkages and adjust as necessary;
6. Check condition of brushes & slip rings, if applicable;
7. Check operation of transfer switch;
8. Operate generator under load for at least 10 minutes and check voltage and frequency;
9. Check air inlets and outlets for debris, clean as necessary;
10. Provide report to customer of any condition that may require additional services and/or that may/may not fall under the manufacturer's warranty.

Preventative maintenances visits are scheduled in advance by the office.

Response Time

Response time is the expected timeframe for our team to review and respond to your service request through the Generator Service Portal. Customers with higher service agreement levels receive priority response for faster support and scheduling coordination.

Remote Monitoring

Includes monitoring the customer's equipment remotely for exercise status, event history, and general fault conditions. Oosterhof Electrical Services (OES) will notify the customer of any high priority status updates warranting a service visit.

Batteries

Batteries are a consumable item that will need to be replaced during the life of the unit and replacements are not included in this contract. Typical life expectancy is 2-3 years. Batteries can be replaced as needed due to age and/or capacity remaining. Replacement costs are subject to manufacturer warranty.

Additional Check-up Visits

Consists of a visual inspection of the unit, including oil level and fluids check (top-off if necessary) and check the generator event log for system operation errors (if applicable). Visits are spaced proportionally throughout the year.

Additional Repairs

Should the need for additional repairs be determined at the time of service , OES 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. All hard parts outside of warranty items will be billed at full price (subject to agreement discounts if applicable).

Please visit the Oosterhof Electrical Services Generator Service Portal
to submit online service requests.

Terms

- The term of this agreement shall be one (1) year from _____and can be eligible for renewal within at least thirty (30) days prior to the agreement anniversary date pending review of rate changes.
- Service requests must be submitted via the Generator Service Portal. Phone and email requests will be directed to the portal which may affect the timeliness of service response.
- The customer agrees to pay Oosterhof Electrical Service (OES) the full amount for the level of service indicated below. Payment is for the performance of services, as defined above, according to the indicated plan. Payment is due at time of agreement signing.
- The Parts and Service discount is applicable for non-warranty invoicing.
- Remote monitoring requires compatible equipment, active communication service, and a reliable internet or cellular connection. Monitoring availability may be affected by manufacturer platform outages, customer network issues, signal strength, or power/communication interruptions.
- Remote monitoring is not a guarantee of continuous generator operation or immediate emergency dispatch.
- OES will notify the customer not less than twenty four (24) hours prior to requiring access to perform maintenance. The customer agrees to provide safe and reasonable access to the generator, transfer switch, and related equipment after notice has been provided. If access is not available at the scheduled time, additional charges will apply.
- During major outage events, priority will be given to customers with active signed service agreements. Service calls will be triaged based on the selected agreement level, urgency, technician availability, and site conditions.
- Response times are based on normal operating conditions and technician availability. During major weather events, emergency calls, or high-volume periods, scheduling may vary.
- Scheduled maintenances are performed during OES's normal business hours. Additional charges will apply for requests after normal business hours, weekends and/or holidays and in excess of the agreement description.
- This agreement does not guarantee uninterrupted generator operation or prevent all mechanical, electrical, fuel-related, environmental, or utility-related failures.
- Offers apply to air cooled 10 kW through 20 kW. For liquid cooled generator service agreements please call or email for more info.
- Dollar amounts are in CAD and do not include the applicable taxes.

Questions?

Contact Oosterhof Electrical Services Ltd. at (613) 541-0101 or visit the Generator Service Portal

Sign

Customer

Name: _____

Phone:_____

Email:_____

Address:_____

Service Agreement Level:

- ☐ **Silver** ($395 + HST)
- ☐ **Gold** ($525 + HST)
- ☐ **Platinum** ($750 + HST)

Signature

I, _____ , hereby agree to the terms and conditions included in the accompanying Service Agreement, and acknowledge that I have reviewed and understood all provisions as of the date signed below.

Date: _____

Signature: _____

*For first time agreements: Generator Details

Size:_____kw

Model:_____

Serial #: _____

Installation Date: _____

Engine Hours: _____

Transfer Switch: _____

Generator Factory Warranty: ☐ 5 Year ☐ 10 Year ☐ Other:_____

Other: _____