



**DSH Contracting, LLC**

870 Highland Road

Newtown, PA 18940

215.369.0593

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## Residential Generator Maintenance Rate Card

(Non Maintenance Agreement Customers)

### Business Hours & Labor Rate:

Our standard business hours are Monday through Friday **8:00am to 5:00pm**.

Our standard labor rate is **\$125 per hour**. After hours service is subject to time & a half.

### Service Calls & Warranty Work:

All general troubleshooting & repair work scheduled outside of a maintenance visit will be billed on a time and material basis and subject to a minimum charge of **\$125.00**. Parts will be billed as needed. If it is determined that the repair work falls within the scope of the KOHLER warranty, then the bill price will be adjusted accordingly.

### Annual Maintenance:

#### Standard Service on all models to include the following:

- Change engine oil and filter per manufacturer's recommended maintenance schedule;
- Inspect, clean and/or replace filters per recommended maintenance schedule;
- Inspect and clean oil cooler;
- Check and/or replace spark plugs per recommended maintenance schedule;
- Check air inlets and outlets for debris. Clean as necessary;
- Check battery, connections and charging system;
- Check and add engine coolant if applicable (replace engine coolant as needed);
- 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.
- Confirm Customer's ability to operate basic generator controls, check oil levels and, if necessary, offer limited instruction on these points;
- Provide report to Customer of any condition that may require additional service and/or that may/may not fall under the manufacturer's warranty;
- Provide maintenance records to customer.

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

**Standard Service - \$325.00**

**Liquid Cooled Models up to 60kw** (i.e. 24RCL, 30RESA, 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 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. **+ \$75.00**

### Additional Work:

Should the need for additional repairs be determined at the time of service, DSH Contracting, LLC 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.



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## **Residential Generator Maintenance Rate Card**

(Maintenance Agreement Customers)

### **Business Hours & Labor Rate:**

Our standard business hours are Monday through Friday **8:00am to 5:00pm**.

Our discounted labor rate for Maintenance Contract customers is **\$100 per hour** (20% off our posted labor rate). After hours service is subject to time & a half (20% discount applies).

### **Service Calls & Warranty Work:**

All general troubleshooting & repair work scheduled outside of the yearly maintenance visits will be billed on a time and material basis and subject to a minimum charge of **\$100.00** (20% off our normal rate). Parts will be billed as needed. If it is determined that the repair work falls within the scope of the KOHLER warranty, then the bill price will be adjusted accordingly.

### **Recurring Services Provided:**

As may be applicable to Customer's specific model generator, we will provide services listed below within two (2) separate site visits per year. Trip 1 will typically consist of engine service related items as well as electrical & load testing. The transfer switch will be tested at this time. Trip 2 will typically consist of a visual check of the unit as well as fluids. A test run will be performed.

### **Annual Maintenance provided under Maintenance Contract:**

#### **Standard Service on all models to include the following during our annual visit:**

- Change engine oil and filter per manufacturer's recommended maintenance schedule<sup>1,2</sup>;
- Inspect, clean and/or replace filters per recommended maintenance schedule;
- Inspect and clean oil cooler;
- Check and/or replace spark plugs per recommended maintenance schedule;
- Check air inlets and outlets for debris. Clean as necessary;
- Check battery, connections and charging system;
- Check and add engine coolant if applicable (replace engine coolant as needed);
- 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 operation of transfer switch;
- Operate generator under load for ten minutes and check voltage and frequency annually subject to agreement with customer;
- Check generator event log for system operation errors if applicable;
- Upgrade of controller firmware to latest version if needed;
- Confirm Customer's ability to operate basic generator controls, check oil levels and, if necessary, offer limited instruction on these points;
- Provide report to Customer of any condition that may require additional service and/or that may/may not fall under the manufacturer's warrant<sup>3,2</sup>;
- File & maintain all warranty claims;
- Provide maintenance records to customer.

**Remote Monitoring:**

Contractor will monitor the Customer's equipment remotely via KOHLER OnCue Plus<sup>4</sup> for exercise status, event history, and general fault conditions. Contractor will notify Customer of any high priority status updates warranting a service visit. A normal service charge will apply if service is determined to be needed.

**Priority:**

Customers with signed Maintenance Contracts will receive top priority over non contract holders, however in the event of an outage Customer understands and agrees that Contractor service personnel will assign priority to restoring generator service & making generator repairs as rapidly as possible to the broadest range of customers.

**Additional Work:**

Should the need for additional repairs be determined at the time of service, DSH Contracting, LLC 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 minus a 20% discount. All hard parts outside of warranty items will be billed at full price.

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

**\$495.00 Annually**

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

**\$595.00 Annually**

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

**Please Request a Quote**

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<sup>1</sup>Normal generator operational hours generally do not exceed the manufacturer's recommended interval for oil changes. This agreement assumes normal operating conditions throughout the year and entitles the Customer to one oil change per year. In the event that the customer requires more than one oil change within a contract cycle, the rate will be \$150.00 per oil change.

<sup>2</sup>Customer is responsible for checking oil levels throughout the year and once every 8 hours during constant run times.

<sup>3</sup>Additional charges may result if installation is not in accordance with KOHLER's recommended installation guidelines.

<sup>4</sup>OnCue Plus service must be installed on the customer's equipment. An additional service charge will apply if the customer's equipment needs to be updated or OnCue Plus installed at the time of Agreement signing.