



# ADAMS GENERATOR MEMBERSHIP PLANS

VALID FOR NEW AND EXISTING RESIDENTIAL GENERATOR INSTALLATIONS



Regular maintenance is crucial to ensure your home standby generator is always ready. Just like any other piece of equipment, a generator requires annual maintenance to ensure it operates reliably when you need it, protecting your home and family during unexpected power outages. Regular service helps identify potential issues early, enhances long-term performance, and keeps the generator running at its best year-round.

By becoming a member of one of our maintenance plans, you are not only investing in the long-term reliability of your generator but also gaining priority service, exclusive discounts, and peace of mind knowing that your system is in expert hands. Your loyalty will not go unnoticed as our members are taken care of first with priority scheduling for any and all of Adams' residential services.

Choose the level of coverage that best fits your needs and rest easy, knowing your power will be there when it matters most.

## THE ESSENTIAL CARE MEMBERSHIP PLAN

### AIR COOLED:

\$27 per month/\$324 Yearly

### LIQUID COOLED (27kW-70kW):

\$41 per month/\$492 Yearly

1 Annual Service Per Year

### SERVICE INCLUDES:

- Oil Change
- New Oil Filter
- New Spark Plugs
- New Air Filter
- 21-Point Inspection
- Enrollment in Upgraded Mobile Link - Our Advanced Remote Monitoring Program (\$69.95 Value)
- Priority Scheduling for ALL Adams Services

## THE ADVANCED CARE MEMBERSHIP PLAN

### AIR COOLED:

\$45 per month/\$540 Yearly

### LIQUID COOLED (27kW-70kW):

\$63 per month/\$756 Yearly

1 Annual Service Per Year

### SERVICE INCLUDES:

- Oil Change
- New Oil Filter
- New Spark Plugs
- New Air Filter
- 21-Point Inspection
- Enrollment in Upgraded Mobile Link - Our Advanced Remote Monitoring Program (\$69.95 Value)
- Free Battery Replacement When Needed (\$300 Value - Battery Only)
- 10% Off All Residential Service Calls - Available for Any Adams Service - Plumbing, HVAC, Electrical and Generators\*
- Priority Scheduling for ALL Adams Services

## THE ULTIMATE CARE MEMBERSHIP PLAN

### AIR COOLED:

\$63 per month/\$756 Yearly

### LIQUID COOLED (27kW-70kW):

\$85 per month/\$1,020 Yearly

1 Annual Service Per Year

### SERVICE INCLUDES:

- Oil Change
- New Oil Filter
- New Spark Plugs
- New Air Filter
- 21-Point Inspection
- Enrollment in Upgraded Mobile Link - Our Advanced Remote Monitoring Program (\$69.95 Value)
- Free Battery Replacement When Needed (\$300 Value - Battery Only)
- 10% Off All Residential Service Calls - Available for Any Adams Service - Plumbing, HVAC, Electrical and Generators\*
- Priority Scheduling for ALL Adams Services
- **Ultimate Care Guarantee** - you will never be without backup power, or we will cover your hotel accommodation or bring other means of portable power to you.\*\*



\*\*Please see Ultimate Care Guarantee details on back.

\*Only applicable to the Adams services provided within your local area. Not all Adams services (plumbing, HVAC and electrical) are available in all locations. Please check with the team at Adams before scheduling any service to ensure coverage.

# TERMS AND CONDITIONS FOR GENERATOR MAINTENANCE MEMBERSHIP PLANS:

**Plan Enrollment and Payment** – Membership plans can be paid monthly or annually based upon customer's payment selection. New membership payment plans will begin upon enrollment in one of the membership options. Failure to pay may result in suspension or termination of services. Fees are non-refundable once services have been rendered.

**Service Scheduling** – Customers will be given advance notice of upcoming annual maintenance. Adams' goal is to complete annual generator maintenance within 90 days of the customer's original installation date. Customers will be notified of any needed scheduled work.

**Scope of Services** – Services listed under each option (e.g., oil change, spark plug replacement, inspection) will be provided during the annual maintenance visit. Any additional repairs, parts, or required labor, outside of the standard maintenance inspection and work outlined above, will be billed separately.

**Advanced and Premium Features** – Remote monitoring/enrollment within our Fleet Program requires compatible technology and is subject to system availability and/or connectivity. Battery replacements will be completed by a technician during annual maintenance. Additional accessories can be purchased separately and will be discussed with homeowners before adding and installing those additional accessories.

**Ultimate Care Guarantee\*\*** – Priority booking and service benefits are based upon selected membership plan and do not guarantee immediate availability during peak times. Within our Ultimate Care Plan and in the event of a generator failure, Adams will either cover hotel accommodation (room rate only – no coverage for incidentals, food, beverages or parking) or provide temporary portable power solutions. This guarantee is valid only for generators serviced and maintained according to the membership terms.

**Exclusions** – Plans do not cover damage or issues caused by improper use, neglect, third-party repairs, or extreme weather events. Adams Generator Maintenance Membership Plans do not cover standby generator installation, fuel-related issues, or modifications beyond regular maintenance.

## **Cancellation Policy** –

- Annual Payment Option:
  - o Upon cancellation, Adams will issue a refund for the unused portion of the membership. Customer will receive 90% of the remaining pro-rated amount, minus any benefits (like discounts or maintenance) at current standard rates that customer has already received.

- Monthly Payment Option:
  - o Customer is responsible for the value of any benefits (discounts or maintenance) received at current standard rates, less 90% of payments processed or the remaining balance of the membership—whichever is lower.

- If credit card on file is unable to be processed, customer will be invoiced for the remaining balance of the membership.

## **Additional Cancellation Considerations:**

- If a customer in the Advanced Care or Ultimate Care Membership Plan cancels their membership within two years of their first payment and has already received a battery replacement as part of their annual maintenance, they will be responsible for paying the full current price of the battery, along with the installation fee.

**Plan Renewals** – Membership will automatically renew each year and the credit card on file will be charged for the renewal. If customer elects to pay annually and does not have a credit card on file, customer will be sent an invoice 30 days prior to renewal period.

**Preventive Maintenance** – Each membership plan includes one generator inspection per membership period. Preventive maintenance will be scheduled Monday through Friday, between 7am and 4pm.

**Plan Modifications** – Adams reserves the right to modify plan details, pricing, and terms with 30 days' prior notice to members.

**Liability Disclaimer** – Adams is not liable for damages, losses, or inconveniences arising from generator failure due to factors outside the scope of annual maintenance.

**Customer Responsibility** – Members must ensure generator accessibility for maintenance visits and report issues promptly for resolution. Members may change their annual membership level annually. In addition, generator customers must follow the manufacturer's suggested maintenance to maintain generator warranty/warranties.

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**GENERAC®**

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PRO PREMIER**

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