

GENERATORS OF NASHVILLE

Ultimate Installation Guarantee™

Backup Power Installed With Confidence.

When you invest in a professionally installed standby generator from Generators of Nashville, you shouldn't have to wonder whether the installation was done correctly or whether your contractor will stand behind the work.

That's why every qualifying installation is backed by our Ultimate Installation Guarantee™.

GUARANTEE 1 OF 8

10-Year Workmanship Guarantee

We guarantee the electrical workmanship performed by Generators of Nashville for 10 years from the original installation date.

If a covered problem results directly from our installation workmanship, we will return and correct the covered workmanship issue at no labor charge to the original customer.

GUARANTEE 2 OF 8

100% Code-Compliance Guarantee

Your generator installation will be completed according to the applicable electrical codes and permit requirements in effect for the permitted scope of work at the time of installation.

If an authority having jurisdiction identifies a code-compliance issue caused by our covered installation work, we will correct our covered work at no additional labor charge.

GUARANTEE 3 OF 8

Permit & Inspection Guarantee

When permits and inspections are included in your contract, we handle the permitting and inspection process for the generator installation.

If our covered work does not pass inspection because of workmanship performed by Generators of Nashville, we will make the necessary corrections to our work and coordinate the required reinspection without charging you additional labor for those corrections.

GUARANTEE 4 OF 8

No-Surprise Installation Guarantee

The price in your signed contract is the price for the defined scope of work.

We will not add charges for work already included in the signed scope simply because the installation takes us longer than anticipated.

If we discover concealed conditions, utility requirements, customer-requested changes, or other work outside the original scope, we will explain the situation and obtain your approval before performing additional billable work.

GUARANTEE 5 OF 8

Proper Startup Guarantee

Before we consider the installation complete, we will perform the applicable startup and commissioning procedures for the equipment we installed.

We will verify generator operation, automatic transfer operation, and the operation of installed load-management equipment, when applicable.

GUARANTEE 6 OF 8

First-Outage Support Guarantee

Your first real outage shouldn't leave you wondering what to do.

If you experience a generator-related concern during your first qualifying utility outage after installation, contact Generators of Nashville. We will provide priority troubleshooting assistance and determine whether the issue involves our installation, the generator equipment, fuel supply, utility service, maintenance, or another system.

If the problem is caused by covered installation workmanship, our corrective labor is covered under this guarantee.

GUARANTEE 7 OF 8

Property Protection Guarantee

We respect your home.

If our employees directly damage your property while performing the contracted generator installation, Generators of Nashville will repair the covered damage or arrange an appropriate resolution, subject to the terms of your installation agreement.

GUARANTEE 8 OF 8

Manufacturer Warranty Support

Your generator and related equipment may include separate warranties provided by the manufacturer.

Generators of Nashville will provide reasonable assistance with warranty documentation for equipment we supplied and installed. Manufacturer warranty coverage, decisions, parts availability, and reimbursement remain subject to the manufacturer's warranty terms.

OUR PROMISE

Our Promise

We don't want to be the company that simply installs your generator and disappears.

Our goal is to provide a professionally designed and installed backup-power system that you can depend on when the utility power goes down.

IMPORTANT WARRANTY TERMS

Important Warranty Terms

The Ultimate Installation Guarantee™ applies only to workmanship performed directly by Generators of Nashville/Evolution Electric and does not convert manufacturer equipment warranties into warranties of Generators of Nashville.

Unless expressly stated otherwise in the customer's written contract, coverage does not include equipment failure or defective manufacturer parts; normal wear and tear; routine maintenance; batteries, filters, fluids, spark plugs, or other consumable items; fuel quality or fuel-pressure problems not caused by our installation; natural-gas or propane interruptions; utility outages or utility-side problems; internet, cellular, Wi-Fi, or third-party communication services; acts of God, flooding, lightning, fire, storms, accidents, vandalism, pests, misuse, neglect, unauthorized modifications, or work performed by another contractor.

The guarantee does not promise uninterrupted electrical service or guarantee that a generator will operate indefinitely during every outage. Generator performance remains dependent upon proper maintenance, adequate fuel supply, operating conditions, manufacturer requirements, and conditions outside the control of Generators of Nashville/Evolution Electric.

Warranty service requires reasonable access to the equipment. The customer must notify Generators of Nashville/Evolution Electric after discovering a suspected covered workmanship defect and provide a reasonable opportunity for us to inspect and correct the condition before repairs are performed by another contractor, except when immediate action is reasonably necessary to protect life or property.

The 10-Year Workmanship Guarantee applies to the original purchaser at the original installation location unless the written installation agreement expressly provides otherwise.

Manufacturer warranties remain governed exclusively by the applicable manufacturer's written warranty.

Additional terms, limitations, exclusions, and customer responsibilities contained in the signed installation agreement also apply.