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STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001

March 2, 2017

Lauren C. Vrana
Turke & Strauss, LLP
613 Williamson Street, Suite 209
Madison, WI 53703

Re: Public Records Request – Generac Power Systems Inc.

Dear Lauren:

Attached please find records in response to your public records request dated February 22, 2017. We have redacted personal contact information pursuant to 1 V.S.A. § 317(c)(7).

If you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua R. Diamond.

Thank you,

A handwritten signature in black ink, appearing to read "Sarah London".

Sarah London
Assistant Attorney General

Enclosures

WILLIAM H. SORRELL
ATTORNEY GENERAL
JANET C. MURNANE
DEPUTY ATTORNEY GENERAL



ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
103B MORRILL HALL - UVM
BURLINGTON, VERMONT 05405
www.atg.state.vt.us

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: (802) 656-3183
FAX: (802) 656-1423
OUTSIDE CHITTENDEN COUNTY
1-800-649-2424

Received at CAP

JUL 26 2011

Complaint #:
Scanned:

Consumer Complaint Form

Consumer Information:

Name: KENNETH BILLINGS
Mailing Address: [REDACTED] City: NORTHFIELD ST: VT ZIP: 05663
Daytime Phone: 802-[REDACTED]
E-mail: [REDACTED]@[REDACTED]

Company Information:

Name: NORTHERN TOOL & EQUIPMENT
Mailing Address: P.O. BOX 1499 City: BURNSVILLE ST: MN ZIP: 55337-0499
Daytime Phone: 800-533-5545
E-mail: [REDACTED]@[REDACTED]

Complaint Details (attach additional pages if needed):

Events as they happened:

APRIL OF THIS YR. I ORDERED A GENERAL GEN. 2050 IT WAS IN A BOX ON MY STEPS SMELLING OF VARNISH. THE UNIT WOULDNT RUN FOR 3 DAYS, WHEN IT FINALLY RAN IT HAD PROVEN DEFECTIVE. I CALLED NORTHERN TOOL & EQ. THEY REFERRED ME TO GENERAL WHOM REFERRED THE UNIT TO PEARL ST. MOTOR S WHERE IT HAS BEEN SINCE. I HAVE CALLED AND STOPPED AT PEARL ST. SEVERAL TIMES ONLY TO LEARN THAT GENERAL HAS BEEN DRAGGING THIS DEER WITH LITTLE CONCERN. I HAVE ASKED NORTHERN TOOL & EQ. FOR MY MONEY BACK SEVERAL TIMES, THEY REFUSE - THEY SAY NO RETURN ON USED EQ. I NEVER GOT TO USE IT.

Relief you desire:

I WANT THE 200.00 RETURNED TO MY ACC.

BACK SIDE PLEASE

 VERMONT

ALSO: 2 YRS AGO I BOUGHT A SOLAR PANEL FROM NORTHERN TOOLS & EB.
THE SALESMAN TOTALLY LIED TO ME ABOUT AN INSURANCE PLAN FOR THAT
UNIT. WHEN I NEEDED TO USE THIS INSURANCE THEY TOSSED ME AROUND
LIKE A HOT POTATO, & THEN TO THE CO. OF THE INSURANCE. WE WONT COVER
ITEM. HOWEVER NORTHERN DID RETURN MONEY FOR INSURANCE, IM OUT THE
PRODUCT ONLY -

ALSO: JAN OF THIS YR. I FOUND IN THERE CAT. A WINCH ADVERTISED
MADE IN USA (SUPERWINCH) BOUGHT THE UNIT IT ARRIVED AT MY HOME
OPEN THE BOX & TODAY SURPRISE HA. STAMPED INTO THE HOUSING
WAS MADE IN CHINA. ANOTHER LIE OR MISREP.

Ka B. B. B.

Received at CAP
MAR 30 2012
Complaint #:
Date Scanned:

TO: VERMONT ATTORNEY GENERAL

FROM: DENNIS (NANCY) TELLER

RE: COMPLAINT VS GENERAC GENERATORS OF WAUKESHA, WI 53187

DATE: MARCH 29, 2012

ON MARCH 7, 2012 I TELEPHONED YOUR OFFICE CONCERNING A GENERATOR THAT I PURCHASED OCTOBER 28, 2009 FOR \$7,500.00.

THIS GENERATOR HAS NEVER WORKED RELIABLY. I HAVE EXPLAINED THIS TO THE GENERAC PERSONNEL AND HAVE REQUESTED AN UP-TO-DATE REPLACEMENT.

I BELIEVE THE ENCLOSED PAPERS WILL SUPPORT MY CASE AND REQUEST.

THANK YOU FOR YOUR ATTENTION. PLEASE TELEPHONE ME WITH QUESTIONS.

SINCERELY,

Dennis Teller

DENNIS TELLER

[REDACTED]
151 ST BRATTLEBORO, VT 05301
TEL: (802) [REDACTED]

INCIDENT REPORT FORM

Please fill out the form below as accurately as possible to ensure a proper review of your case. When you have completed the form, submit it to us via e-mail at incidentreports@generac.com, via fax at 262-544-4854, or send a printed copy to the mailing address below:

Generac Customer Support
PO BOX 8
Waukesha, WI 53187

Include any supporting pictures, invoices, receipts, or other documentation with the form.

Product Information:

Model/Item Number

2055580

Serial Number

5050348

Date of Purchase

October 23, 2009

How many hours of use are on your unit?*

30

on Memorial Day weekend 2010
Halloween 2011
weekend

*Only applicable to models with hour meters or digital control panels 2-3 hours on

Contact Information:

Have you ever contacted us before?

Yes

If yes, please provide your case number

135540

Name

Denis Teller

Address

[Redacted]

Address (2)

[Redacted]

City

West Brattleboro

State/Province

VT

Postal Code

05301

Phone Number

(802) [Redacted]

Home Phone

Best Time to Contact

9:00 AM - Noon

E-mail Address

[Redacted]

Preferred Method of Contact

Phone

Installer Information:

(Home standby products or portable generators installed with a transfer switch)

I installed the product

I hired an installer

Name

Josh King's Electric, Inc. *generator*
Dorset, Claremont, N.H.

Address

22 Houghton Hill Rd. } Tel: (603) 547-8711

Address (2)

[Redacted]

City

Vernon

State/Province

VT

Postal Code

05354

Phone Number

(802) 380-4038

Service Information:

Do you have a maintenance agreement with an authorized dealer?

If yes, please provide their contact information below.

Same as installer

Name

[Redacted]

Address

[Redacted]

Address (2)

[Redacted]

City

[Redacted]

State/Province

[Redacted]

Postal Code

[Redacted]

Phone Number

[Redacted]

I don't know if Josh is authorized
Josh King's invoice of 12/16/11 claims to have provided annual maintenance. See attached invoice for maintenance, sale, types of generators



Standby Power Products at Siemens

Standby power products offer a reliable backup to electric utility power. The Siemens offering is designed to meet the requirements of Article 702 (Optional Standby Systems) of the National Electric Code (NEC Article 702 Optional Standby Systems)



Siemens Standby power systems offer the following features and benefits:

- UL Listed
- Permanently installed outside in a weather proof enclosure
- Single phase, 120/240V, 3-Phase 120/208V and 3-phase 277/480V options
- Operates from Natural Gas or Liquid Propane Vapor
- Self Tests weekly
- Sound attenuated enclosures

More Info on Transfer Switches & Manual Interlock Kits

Latest News

- April 14, 2008 - Redesign of Air-cooled Standby Generators and "ST" line of Transfer Switches
- February 25, 2008 - Generator Ready Load Center Launched

NEW! Generator Ready Load Center

Installing standby generators after home construction is complete can be costly and time consuming. With the new Siemens generator ready load center, wiring and plumbing in place, the homeowner can save thousands of dollars. The generator ready load center has two interiors. During normal operating utility conditions, both interiors are powered. During generator back up conditions, only the lower interior containing critical circuits is powered. [More](#)



Liquid Cooled Generators

Product features:

- 22 through 150 kW
- Steel and aluminum enclosure options
- Low speed options for longer life and lower noise output

[More Info](#)

Maintenance Kits

Product features:

- Available for each generator model
- Includes: Air filter, Oil filter, Spark plugs, Funnel Tools



Air Cooled Generators

Product features:

- 8, 10, 14, 17, and 20 kW
- Steel enclosures available in 8, 10, 14, and 17 kW
- Aluminum enclosures available in 17 and 20 kW
- Composite mounting pad eliminated need for concrete pad

[More Info](#)

Portable Generators

Product features:

- 5, 15 and 17.5 kW
- 16 gallon gasoline tank
- 3-4 hour average tank run time
- Various receptacles with circuit protection
- Electric or manual start depending on model



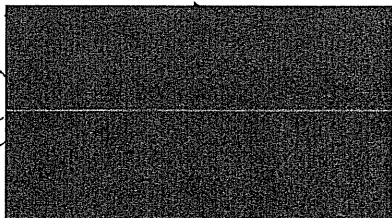
[More Info](#)

© Siemens Energy and Automation Inc. 2009 - last update 2009-08-14 - Webmaster SE&A - Terms and Conditions

Dennis here are some photos of the generators we sell. A typical whole house set up is in the 7-10 thousand \$ Range depending on what you want?

Thanks
Josh King

Call
Phone 800 234 5000



Standby Power Systems



Standby Power Generators

What is a standby power generator?

- A fossil fuel powered engine used to create electricity
- Runs on natural gas or liquid propane vapor
- Permanently attached to the house via a fuel line and conductors, eliminating the need to refuel gas tanks and plug in
- Designed to endure the elements, provided with a mounting pad on small units, requires a concrete pad for larger units
- Completely automatic - detects power outages, waits 15 seconds, then switches power over to the generator (automatic transfer switch required)
- Restores power to pre-selected circuits
- Returns power to utility once restored
- Self tests weekly
- Requires basic maintenance (oil and filters)

Largest offering in the industry

The Siemens offering is the widest in the industry. Units are available from 7kW all the way up to 150 kW. Siemens also offers:

- Automatic transfer switches from 100 to 800 amps
- Industry leading, easy to use, reliable computer controls
- Corrosion resistant finish
- Simplified installation
- Reduced noise
- Rodent proof enclosures
- UL 2200 listed generators
- UL 1008 listed transfer switches

Industry leading system controls

Type "R" Digital Controller
Siemens Type "R" Digital Controller with built-in governor control monitors the the utility voltage and displays system faults such as overcrank, overspeed, high coolant temperature, low coolant level, low oil pressure, and low battery. This high-quality controller also oversees the transfer switch, exercise function, and the Quiet-Test™ feature.

PowerManager "H" Type
Siemens new PowerManager "H" Type brings generator control and monitoring to a new level of sophistication. It's not only ahead of the competition, it's ahead of its time. This full-featured controller boasts 32-bit processing for quick and simultaneous monitoring of all key generator functions, including engine protection, voltage regulation, and governor regulation.



J. Kings Electric, Inc.
 22 Houghton Hill
 Vernon, VT 05354

Quote

Date	Estimate #
9/22/2009	554

ARE you fully insured??

Name / Address	
DENNIS TELLER	
WEST BRATTLEBORO, VT 05301	[REDACTED]

Phone #	Fax #
802-257-7415	802-257-7455

Project

Description	Qty	Cost	Total
GENERATOR QUOTE. Install 1 10 kW, scimens fully automatic genercator. Kings electric will take care of complete installation and set up. All materials and labor for the jod included in price. Home owner will have schedule a propane company for the propane install, and will have to pay that fee separate of kings electric charge. thank you. please call with any questions.		7,800.00	7,800.00 3300 3300
<i>9/6/09 T.C. To ^{part} the generator in- when??</i> <i>Ad. 10/27/09</i> <i>Ad. on 10/7/09</i> <i>10/14: 8:00 ->??</i>			
generator quotc. thank you.		Total	\$7,800.00

GENERAC POWER SYSTEMS "THREE YEAR" LIMITED WARRANTY FOR GUARDIAN® "AIR-COOLED PREPACKAGED EMERGENCY AUTOMATIC STANDBY GENERATORS"

For a period of three years from the date of original sale, Generac Power Systems, Inc. (Generac) warrants that its standby generator will be free from defects in material and workmanship for the items and period set forth below. Generac Power Systems, Inc will, at its option, repair or replace any part(s) which, upon examination, inspection and testing by Generac Power Systems, Inc. or an Authorized/Certified Generac/Guardian Dealer, is found to be defective. Any equipment that the purchaser/owner claims to be defective must be examined by the nearest Authorized/Certified Generac/Guardian Dealer. This warranty applies only to Generac prepackaged emergency automatic standby generators used in "Standby" applications as Generac Power Systems, Inc has defined Standby, Scheduled Maintenance, as outlined by the generator owner's manual, is highly recommended. This Scheduled Maintenance should be performed by an Authorized/Certified Generac/Guardian Dealer. This will verify service has been performed on the unit throughout the warranty period.

WARRANTY SCHEDULE

YEARS ONE and TWO – Limited comprehensive coverage on mileage, labor and parts listed.

• ~~ALL COMPONENTS~~

YEAR THREE – Limited comprehensive coverage on parts listed

• ALL COMPONENTS

* Unit should be Registered and Proof of Purchase and Maintenance must be available.

* Warranty is transferable between ownership of original installation site.

Steel enclosures are warranted against rusting for the first year of ownership only. Damage caused after receipt of generator is the responsibility of the owner and is not covered by this warranty. Nicks, scrapes, dents or scratches to the painted enclosure should be repaired promptly by the owner.

All warranty expense allowances are subject to the conditions defined in Generac's Warranty Policies, Procedures and Flat Rate Manual.

THIS WARRANTY SHALL NOT APPLY TO THE FOLLOWING:

- Guardian generators that utilize non-Generac replacement parts.
- Guardian generators utilizing non-Generac automatic transfer switches.
- Repairs or diagnostics performed by individuals other than Generac authorized dealers not authorized in writing by Generac Power Systems.
- Any Guardian generators used as rental or trailer mounted applications.
- Damage to generator system (including transfer switch) caused by improper installation or costs necessary to correct installation.
- Units used for prime power in place of existing utility power (where utility power is present) or in place of utility power where utility power service does not normally exist.
- ~~Fuel connections other than conventional utility company supplied natural gas systems or conventional LP vapor withdrawal systems.~~
- ~~Costs of normal maintenance (i.e. tune-ups and associated parts), adjustments, loose/leaking clamps, installation and start-up.~~
- Steel enclosures that are rusting due to the improper installation, location in a harsh or saltwater environment or scratched where integrity of paint applied is compromised.
- Failures caused by any contaminated fuels, oils, coolants or lack of proper fluid amounts.
- Failures due, but not limited, to normal wear and tear, accident, misuse, abuse, negligence or improper installation. As with all mechanical devices, the Generac engines need periodic part(s) service and replacement to perform as designed. This warranty will not cover repair when normal use has exhausted the life of a part(s) or engine.
- Failures caused by any external cause or act of God, such as collision, theft, vandalism, riot or wars, nuclear holocaust, fire, freezing, lightning, earthquake, windstorm, hail, volcanic eruption, water or flood, tornado or hurricane.
- Damage related to rodent and/or insect infestation.
- Products that are modified or altered in a manner not authorized by Generac in writing.
- Any incidental, consequential or indirect damages caused by defects in materials or workmanship, or any delay in repair or replacement of the defective part(s).
- Failure due, to misapplication.
- Telephone, cellular phone, facsimile, internet access or other communication expenses.
- Living or travel expenses of person(s) performing service, except as specifically included within the terms of a specific unit warranty period.
- Expenses related to "customer instruction" or troubleshooting where no manufacturing defect is found.
- Rental equipment used while warranty repairs are being performed and/or overnight freight costs for replacement part(s).
- Costs incurred for equipment used for removal and/or reinstallation of generator, (i.e.; cranes, hoists, lifts, etc.)
- Planes, ferries, railroad, buses, helicopters, snowmobiles, snow-cats, off-road vehicles or any other mode of transport deemed abnormal.
- Overtime, holiday or emergency labor.
- Starting batteries, fuses, light bulbs and engine fluids.

THIS WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. SPECIFICALLY, GENERAC MAKES NO OTHER WARRANTIES AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. GENERAC'S ONLY LIABILITY SHALL BE THE REPAIR OR REPLACEMENT OF PART(S) AS STATED ABOVE. IN NO EVENT SHALL GENERAC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF SUCH DAMAGES ARE A DIRECT RESULT OF GENERAC'S NEGLIGENCE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You also have other rights from state to state.

GUARDIAN
by Generac Power Systems, Inc.

GENERAC POWER SYSTEMS, INC.
P.O. BOX 8 • Waukesha, WI 53187
Ph: (888) GENERAC (436-3722) • Fax: (262) 544-4851

GUARDIAN
by Generac Power Systems, Inc.

To locate the nearest Authorized Dealer and to download schematics, exploded parts views and parts lists please visit our website: www.guardiangenerators.com



New Installation Guidelines for Siemens Stationary Air-Cooled 8, 10, 12, 14, 16, 17 and 20 kW Generators.

The National Fire Protection Association has a standard for the installation and use of stationary combustion engines. That standard is NFPA 37 and its requirements limit the spacing of an enclosed generator set from a structure or wall.

NFPA 37, Section 4.1.4, Engines Located Outdoors. Engines, and their weatherproof housings if provided, that are installed outdoors shall be located at least 5 ft. from openings in walls and at least 5 ft. from structures having combustible walls. A minimum separation shall not be required where the following conditions exist:

1. The adjacent wall of the structure has a fire resistance rating of at least 1 hour.
2. The weatherproof enclosure is constructed of noncombustible materials and it has been demonstrated that a fire within the enclosure will not ignite combustible materials outside the enclosure.

Annex A — Explanatory Material

A4.1.4 (2) Means of demonstrating compliance are by means of full scale fire test or by calculation procedures.

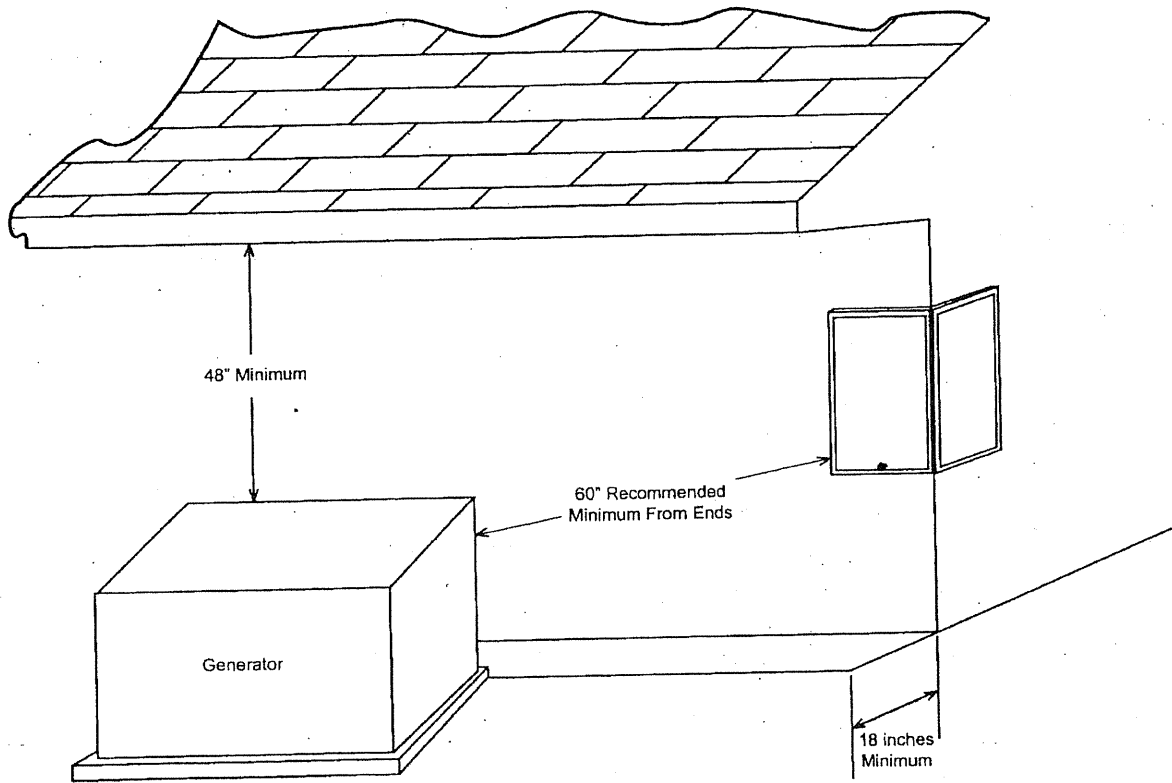
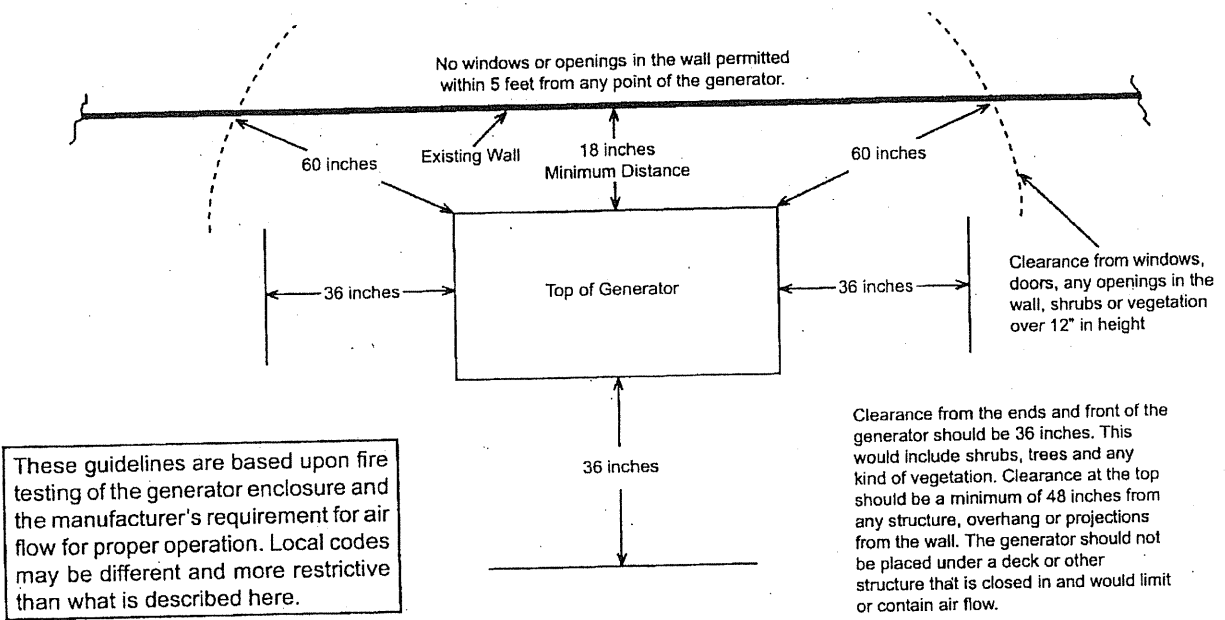
Because of the limited spaces that are frequently available for installation, it has become apparent that exception (2) would be beneficial for many residential and commercial installations. With that in mind, the manufacturer contracted with an independent testing laboratory to run full scale fire tests to assure that the Siemens enclosure would not ignite combustible materials outside the enclosure.

The criteria was to determine the worst case fire scenario within the generator and to determine the ignitability of items outside the engine enclosure at various distances. The Siemens enclosure is constructed of non-combustible materials and the results and conclusions from the independent testing lab indicated that any fire within the generator enclosure would not pose any ignition risk to nearby combustibles or structures, with or without fire service personnel response.

Based on this testing and the requirements of NFPA 37, Sec 4.1.4, the guidelines for installation of the generators listed above are changed to 18 inches (457mm) from the back side of the generator to a stationary wall or building. For adequate maintenance and airflow clearance, the area above the generator should be at least 4 feet with a minimum of 3 feet at the front and ends of the enclosure. This would include trees, shrubs and vegetation that could obstruct airflow. See the diagram on the reverse of this page and the installation drawing within the owner's manual for details.

Generator exhaust contains DEADLY carbon monoxide gas. This dangerous gas can cause unconsciousness or death. Do not place the unit near windows, doors, fresh air intakes (furnaces, etc.) or any openings in the building or structure, including windows and doors of an attached garage.

SIEMENS



This drawing supersedes installation instructions in all Generac air-cooled installation and owner's manuals dated previous to May 26, 2007.

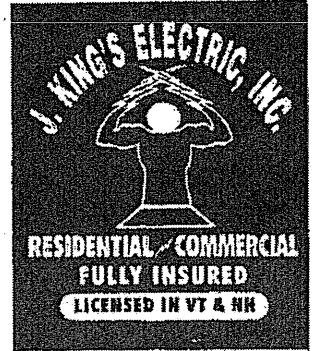
J. Kings Electric, Inc.
22 Houghton Hill
Vernon, VT 05354

Invoice

7385-4038
Date 12/16/2011 Invoice # 2387

Bill To
DENNIS TELLER
WEST BRATTLEBORO, VT 05301

Phone-802-~~257-7455~~
Fax-802-257-7455
Email-
JOSH@JKINGSELECTRIC.
COM



P.O. No. Terms Project
Due on receipt

Quantity	Description	Rate	Amount
1	Annual generator service, change oil and filter, check spark plug and air filter, change as needed.	179.95	179.95

[Handwritten signature]
Pd 12/21/2011

Total \$179.95

If you are working with a service dealer on your current issue or have had to work with a service dealer in the past, please provide the details on the **two most recent** occurrences below. Please provide any invoices or work orders for these service calls if applicable.

Service Call #1

Date of Service 12/5/11

Details of the issue: On Halloween week end, 2011 power failed, generator came on for about 2 hrs, then quit. I called Josh King who called Powers Generator Services. Powers - Joe - came 1 month later.

Service Dealer #1 Contact Information: Same as installer Same as maintenance dealer

Name Powers Generator Service
Address P.O. Box 3005, 9
Address (2)
City Swanzy State/Province N.H. Postal Code 03446
Phone Number (800) [REDACTED]

Service Call #2

Date of Service 1/4/12

Details of the issue: Generator quit again. Powers sent Marklistra with said Generac's are at bottom level of generators, parts are made in Taiwan and are unreliable. See attached invoice.

Service Dealer #2 Contact Information: Same as installer Same as Dealer #1 Same as maintenance dealer

Name SAME AS ABOVE
Address
Address (2)
City State/Province Postal Code
Phone Number

General Comments:

Service call #3
Generator quit again. Powers sent Russ on 1/30/12. Russ said problem was not an ignition coil. See attached invoice. Russ said he thought he had fixed generator.
3/6/12 Generator tested itself for 1-3 seconds.
3/7/12 I called Andrew at Powers. Andrew said he would dismiss the 3/2/12 Bill. He said Generac will not replace the generator until the warranty wears out or until someone has been spent fixing it than it is worth. He told me to call Generac directly and explain the situation. This is not a reliable machine. I cannot count on it and Powers got involved. I want a replacement on 3/9/12.

A Resolution Specialist will be contacting you as soon as possible to discuss the details outlined above. They may require more information in order to determine a proper solution.

I talked to [REDACTED] from [REDACTED] I received this form. I told [REDACTED] that I wanted a new generator. [REDACTED] said the plan was to get my existing generator up and running. I disagree.

Mailing Address:
 Powers Generator Service
 PO Box 10005
 Swanzey, NH 03446

SALES * INSTALLATION * SERVICE

Swanzey, NH Concord, NH
 Boxborough, MA Thetford, VT
 Durham, CT

www.PowersGenerator.com

Toll Free: (800) 853-7202
 Fax: (603) 352-9339

Generator Troubleshoot/Repair

Date: 12-5-11

Customer: Dennis Tellec Contact Name: _____ Phone #: _____

Address: _____ City: Battleboro State: VT

Gen Set Loc: Under deck ATS Loc: _____ Hr Meter Reading: _____

Generator		Engine		ATS	
Make	<u>Teimens/Generac</u>	Make	<u>Generac</u>	Make	
Model #	<u>0055580</u>	Model #	<u>0CH45</u>	Model #	
Serial #	<u>5050348</u>	Serial #	<u>219570708155</u>	Serial #	
Spec #		Spec #		Spec #	
KW	<u>10</u>	Cylinders	<u>2</u>	Amps:	

LP: NG: Gasoline: Diesel:

Customer Complaint: overspeed

Diagnosis: found unit has gone consistently to overspeed in alarm log, tried a new controller kept going to overspeed then found the issue was the stepper motor

Operation Values

233.4 VAC
60.46 Hz No load

Recommendation Repair : Replaced stepper motor did not go to overspeed since on many starts everything is running fine at this time

Parts Used Needed

1- stepper motor
0ES108

Exercise Day: THUR Time: 2:00 am/pm pm

Time In: 3:15 am/pm pm

Time Out: 4:45 am/pm (excludes travel time)

Customer Signature: Dennis Tellec Technician: Joe

"Serving every customer as family and each generator as our own."

Mailing Address:
Powers Generator Service
PO Box 10005
Swansey, NH 03446

SALES • INSTALLATION • SERVICE

Swansey, NH Concord, NH
Boxborough, MA Thetford, VT
Durham, CT

www.PowersGenerator.com

Toll Free: (800) 853-7202
Fax: (603) 352-9339

Generator Troubleshoot/Repair

Date: 1-4-12

Customer: Dennis Teller Contact Name: Dennis Phone #: 802 [REDACTED]
Address: [REDACTED] City: Brattleboro State: VT
Gen Set Loc: under back deck ATS Loc: inside Hr Meter Reading: [REDACTED]

Generator		Engine		ATS	
Make	Generac/Siemens	Make	Generac	Make	
Model #	0055580	Model #	064445	Model #	
Serial #	5050348	Serial #	8195707 08155	Serial #	
Spec #	CAT # ASG010RBS	Spec #	-	Spec #	
KW	10 KW	Cylinders	2	Amps:	

LP: NG: Gasoline: Diesel:

Customer Complaint:

Generator shuts down 2-3 seconds after starting

Diagnosis:

Found unit shuts down on RPM sense loss. Bad ignition coil

Operation Values

Recommendation Repair :

NEED to order a new ignition coil for generator, to find correct RPM.

Parts Used Needed

Ignition coil

order part ASAP under warranty

Exercise Day: _____ Time: _____ am/pm

Time In: 11:15 am/pm

Time Out: 12:45 am/pm (excludes travel time)

Customer Signature: Dennis Teller Technician: MARK LISKA

"Serving every customer as family and each generator as our own."

Mailing Address:
 Powers Generator Service
 PO Box 10005
 Swanzey, NH 03446

SALES * INSTALLATION * SERVICE

Swanzey, NH Concord, NH
 Boxborough, MA Thetford, VT
 Durham, CT

www.PowersGenerator.com

Toll Free: (800) 853-7202
 Fax: (603) 352-9339

Generator Troubleshoot/Repair

Customer: DENNISE TELLER Contact Name: _____ Date: 1/20/12
 Address: _____ City: _____ Phone #: _____
 Gen Set Loc: _____ State: _____
 ATS Loc: _____ Hr Meter Reading: 9.8

Generator		Engine		ATS	
Make	<u>SIEMENS</u>	Make	<u>GENCO 530</u>	Make	
Model #	<u>0055580</u>	Model #	<u>184445</u>	Model #	
Serial #	<u>5050348</u>	Serial #		Serial #	
Spec #		Spec #	<u>6185107</u>	Spec #	
KW		Cylinders		Amps:	

LP: NG: Gasoline: Diesel:

Customer Complaint: Return to Replace Magnitor

UPON service call tried unit
 Diagnosis: unit would start & run the Operation Values _____
spurt down a few times after
2-4 sec unit would turn off &
auto restart when running
Gov. was responding from signal from Magnitor

After more testing when blowing wiring harness
 Recommendation Repair : unit would start & Parts Used Needed
stop checked ground. Ground from
engine tubes to disconnected wires Ran
around wires unit starts & runs fine
made out of 4 tests & ran unit 1/2 hr.

Exercise Day: _____ Time: _____ am/pm

Time In: 9:00 am/pm

Time Out: 11:00 am/pm (excludes travel time)

Customer Signature: _____ Technician: Russ



Powers Generator Service, LLC
 P.O. Box 10005
 Swanzey, NH 03446
 (603) 352-9334 1(800) 853-7202

on 2/1/2012
Andrew said he would disburse this bill

Statement

DATE
3/2/2012

TO:
 Dennise Teller
 [Redacted]
 Brattleboro, VT 05301

AMOUNT DUE	AMOUNT ENC.
\$382.76	

DATE	TRANSACTION	AMOUNT	BALANCE		
01/31/2012	INV #216518. Orig. Amount \$377.00. --- SERVICE PROVIDED: --- [Redacted] Brattleboro, VT --- Generac/Siemens 10kW --- --- <u>Troubleshoot Unit: Bad ground connection was found interfering with the engine's ignition system.</u> --- Repair: Testing on ground wires, re-crimped wires, ran another ground wire. Tested unit starting & stopping several times with no issues. --- --- LABOR AND TRAVEL --- VT Labor, 2 @ \$105.00 = 210.00 --- VT Labor \$117.00 --- VT Miles \$50.00 --- Tax: Vermont Sales @ 6.0% = 0.00	377.00	377.00		
03/02/2012	INV #FC 3795. Orig. Amount \$5.76. Finance Charge --- Fin Chg \$5.76 --- Invoice #216518 for 377.00 on 01/31/2012	5.76	382.76		
PAST DUE THIS ACCOUNT HAS NO DOUBT ESCAPED YOUR NOTICE. WILL YOU PLEASE SEND US A REMITTANCE. <i>Please Remit</i>					
CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	AMOUNT DUE
5.76	0.00	377.00	0.00	0.00	\$382.76

Who is responsible for bad ground connection?
Andrew said that sometimes at the factory wires don't get crimped correctly.

Received at CAP

MAY 02 2012

Complaint #: 12-03-1226
Date Scanned:

TO: VERMONT ATTORNEY GENERAL

FROM: DENIS (NANCY) TELLER

RE: 12-03-1226 COMPLAINT VS GENERAC GENERATORS OF
WAUKESHA, WI 53187

DATE: APRIL 27, 2012

ENCLOSED PLEASE FIND THE MOST RECENT PAPERS FROM POWERS
GENERATOR SERVICE WHICH RECENTLY TRIED FOR THE FOURTH TIME TO
FIX MY GENERAC GENERATOR.

ALSO ENCLOSED IS MY LETTER DATED 4/27/2012 TO THE GENERAC
CUSTOMER SUPPORT PEOPLE, SPECIFICALLY ANGI.

MY COMPLAINT HAS NOT BEEN RESOLVED.

THANK YOU FOR YOUR CONTINUED ATTENTION.

SINCERELY,

Denis Teller

DENIS TELLER

WEST BRATTLEBORO, VT 05301
TEL: (802) [REDACTED]

TO: ANGI AT GENERAC CUSTOMER SUPPORT

FROM: DENIS (NANCY) TELLEP

RE: CASE # 135544

DATE: APRIL 27, 2012

ENCLOSED ARE THE FOLLOW-UP PAPERS FROM POWERS CONCERNING THE CONTROL BOARD REPLACEMENT.

I WAS TOLD THAT POWERS WILL SOON STOP SELLING GENERAC GENERATORS BECAUSE THEY PERFORM SO POORLY.

I CONTINUE TO BELIEVE MY MACHINE IS A LEMON AND AGAIN I REQUEST A REFUND AND/OR A REPLACEMENT.

PLEASE REMEMBER THAT ON THE TELEPHONE ON APRIL 12, 2012 YOU SAID GENERAC WILL CONTINUE TO PAY FOR THE PARTS AND LABOR INVOLVED IN KEEPING MY GENERAC RUNNING AFTER MY WARRANTY EXPIRES. I BELIEVE YOUR WORDS WERE "GENERAC WILL NOT LET YOU BE STRANDED AFTER WARRANTY IS UP."

I AM NOW REQUESTING THAT YOU PUT YOUR STATEMENT IN WRITING.

THANK YOU.

Mailing Address:
Powers Generator Service
PO Box 16005
Swansey, NH 03446

SALES · INSTALLATION · SERVICE

Swansey, NH Concord, NH
Boxborough, MA Thetford VT
Durham, CT

POWERS

www.PowersGenerator.com

Toll Free: (800) 853-7202
Fax: (603) 352-9339

Generator Troubleshoot/Repair

Date: 4-17-12

Customer: Dennis Teller Contact Name: Dennis Phone #: _____

Address: _____ City: Battleboro State: VT

Gen Set Loc: under Back Deck ATS Loc: inside Hr Meter Reading: 0

Generator

Engine

ATS newcontrol

Make	<u>Generac</u>	Make	<u>Generac</u>	Make	<u>Generac</u>
Model #	<u>0055580</u>	Model #	<u>06445</u>	Model #	
Serial #	<u>5050348</u>	Serial #	<u>8193707 08156</u>	Serial #	
Spec #	<u>✓</u>	Spec #	<u>✓</u>	Spec #	
KW	<u>10 kw</u>	Cylinders	<u>2</u>	Amps:	

LP: NG: Gasoline: Diesel:

Customer Complaint: Generator control Board screen is Blank, can't scroll.

Diagnosis: Replace Bad Board and set up new control Board and exercise for customer.

Operation Values

* Generator in Auto and Ready to start *
Did load test for customer from main service disconnect.

Recommendation Repair :

Parts Used Needed

(1) 0H06430SRV
main control Board

Exercise Day: Tuesday Time: 3:00 am/pm pm

Time In: 3:30 am/pm pm

Time Out: 4:00 am/pm (excludes travel time)

Customer Signature: Dennis Teller

Technician: MARK LISKA

"Serving every customer as family and each generator as our own."



Powers Generator Service, LLC
 P.O. Box 10005
 Swanzey, NH 03446
 (603) 352-9334 1(800) 853-7202

Invoice

Date	Invoice #
4/18/2012	218312

Bill To
Dennis Teller
Brattleboro, VT 05301

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
	SERVICE PROVIDED: [REDACTED] Brattleboro, VT Repair Service on Generac 10kW generator TROUBLESHOOT: Control board screen is blank, can't scroll. FOUND: Bad board. Replaced and exercised unit.		
0.5	Man hour on 4/17/12	105.00	52.50
1	Travel Labor	117.00	117.00
1	Trip Charge	50.00	50.00
	PARTS & MATERIALS		
1	Control Board	412.62	412.62T
	VT Sales Tax	6.00%	24.76
<i>April 23, 2012 Andrew left message to disregard this bill.</i>			
Total			\$656.88

Finance charges in the amount of 1.5% per month will be assessed on overdue invoices

Payments/Credits \$0.00

If you prefer to pay by Visa, Mastercard or American Express.
 Please call 800-853-7202 X. 10

Balance Due \$656.88

Received at CAP

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Spec #	<u>✓</u>	Spec #	<u>✓</u>	Spec #	
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Payments/Credits \$0.00

If you prefer to pay by Visa, Mastercard or American Express.
Please call 800-853-7202 X. 10

Balance Due \$656.88

010214-wilbur.txt

Sent: Tuesday, December 31, 2013 11:40 AM
To: consumer@uvm.edu
Subject: Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
(napacharlie[REDACTED]) on Tuesday, December 31, 2013 at 11:40:08

email: napacharlie@[REDACTED]

Name: Charles wilbur

Street: [REDACTED]

City: Moretown

State: Vt

ZIP: 05660

Phone: 802-[REDACTED]

Senior: Yes

Irene: No

Business Name: Generac

Business Street: S45 W29290 Wisconsin 59

Business City: Waukesha

Business State: Wisconsin

Business ZIP: 53189

Business Phone: 262-544-4811

Business E-mail: customersupport@generac.com

Complaint: We purchased a new generator on 9/25/2013. The model we purchased was the EcoGen which was recommended for offgrid applications. The unit was put into service the first week of October and worked fine. On October 30 there was an electrical fire at the main service box. We called the warranty center (Reliant Electrical in South Burlington) who sent a technician out to investigate the issue. The technician stated that the neutral wire had broken off and caused a spike in the power to the house that burned through the wires causing the issue. The technician stated that the connection was faulty from the factory and that the install was done properly. The involved connection is behind a panel that was not touched during installation. Fortunately someone was at the house when this occurred and the system was shut down. The resulting fire caused an estimated \$15,000 in damages that is currently submitted to our homeowners insurance and has been approved for repair. Currently one side of the home has no power due to the damage and that leg of power disabled. The generator (which is the only source of power for the offgrid home) has not worked properly since. After

010214-wilbur.txt

two months of trying to have Generac either get the generator repaired to work properly or replaced we have had no results. Generac fails to send the proper parts to Reliant and we get no response requesting a replacement unit. We paid \$3670.00 for a unit that worked for less than a month, nearly burned the house down, and does not work properly now. I have no idea how many messages have been left--but its a lot and no response. We have a case #170932 and the serial # of the unit is 8176861. The customer service rep we were assigned is Jane Roberts @ 888-436-3722 ext 2831 who has promised to get a resolution to the problem but consistently fails to return calls or reach any kind of solution. This is NOT a backup power situation it is the primary unit that powers the furnace,!

kitchen, and charges the battery bank. Their mission statement!

t of "un surpassed product and support" is a myth. We need help preferably getting the unit replaced or at the very least repaired so it functions properly. This has been on going since Oct 30--it's now Dec 31--middle of the winter and we cannot afford to be without a properly running unit nor can we afford to purchase another. I have copies of the repair estimates as well as the receipt for the generator if needed. The unit has a 3 year/ 2000 hr warranty when used in an off grid application.

Loss: \$15,000 damages plus \$3674 cost of generator.

Relief Requested: A replacement unit---and a refund of our \$1000 deductible homeowners policy for the damage caused by the faulty generator.

Found By: recomended by folks who had similar issues

2014-9176-101414-Pelkey.txt

From: mrypelkey [REDACTED]
Sent: Monday, October 13, 2014 8:27 PM
To: consumer@uvm.edu
Cc: mrypelkey [REDACTED]
Subject: Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
(mrypelkey [REDACTED] on Monday, October 13, 2014 at 20:27:20

email: mrypelkey [REDACTED]

Intake Number: No

Name: Mary Pelkey

Street: [REDACTED]

City: Andover

State: VT

ZIP: 05143

Phone: 802 [REDACTED]

Age: 47

Senior: No

Veteran or Service Member: No

Business Name: Generac Generators

Business Street: S45W29290 Wisconsin 59

Business City: Waukesha

Business State: WI

Business ZIP: 53189

Business Phone: 1-800-GENERAC

Complaint: After Irene my husband bought a Generac Generator. As an electrical contractor he was not able to install it right away but by December of that year it was installed. It worked for almost 2 years, although during that time the only power outages were during the summer months when it was not really needed. Last December during an ice storm the power went out and the generator would not start. It turned out that it has a cracked engine block. Something that should not happen in an expensive generator that is built to be outdoors.

Immediately my husband contacted Generac to try to get this repaired under warranty because it happened within two years of the installation. After a few months and a lot of run around they finally determined that it was not under warranty. They were very slow to respond.

My husband is now trying to get a new engine through Generac and the run around

continues. He has told the company that he wants to get this installed before winter and they do not seem to care. Again, they are slow to respond. When they finally responded they said that a new engine has to be bought from one of their dealers instead of directly through them.

As far as dealers go I have heard of two dealerships, and there are probably more, who are not dealing with Generac anymore because they are so difficult to deal with. My cousin who lives in Montgomery, Vermont, has been having trouble getting parts for his Generac generator and has heard of dealers who will no longer deal with Generac.

This is making it more difficult to get this resolved. We live on what's called Terrible Mountain in Andover, Vermont, and it would be really nice to know that we had a working generator this winter if the power goes out and it's cold outside.

Loss: \$600

Relief Requested: I would like Generac to stand behind their product and to replace the cracked engine block. I would like them to pay for the new engine and the cost of installation.

*Matter Name: ANDREW ROBINSON (Generac Power Systems)

Matter #: CAP08-06-1244

*Matter Type: Legacy Matter

Sub Matter Type:

Division: CAP

Received Date:

Office:

Opened Date: 06/20/2008

*Status: Closed

Status Date: 05/24/2010

Client Agency:

Matter Summary:
GENERATOR BURNED OUT ELECTRICAL APPLIANCES
AND OUTLETS IN A POWER SURGE.

Town:

County:

Process Code: REG - Complaint sent to business for

Status Code: NBR - No Business Response After f

*Trade Code: 28 - Fuel

*Subtrade Code: 28A - Equipment

Comp Date:

Referral:

Found CAP By: Internet

Claimed Losses: \$2,000.00

Business Interaction By: