

Generac Auto Standby Generator Q&A

How Does a Standby Generator Work?

A home standby generator is a backup power source that operates whether you are home or away. Within seconds of sensing an outage, the generator will automatically kick on and supply power to your home. After utility power returns, the generator shuts itself off and waits for the next outage.

This is a whole-house generator. We do not set up the generator to operate specific breakers during a power outage.

What Type of Fuel Does the Generator Operate On?

The generator will operate on either natural gas or liquid propane (LP). After we have the unit set at your residence, you'll have to contact either your natural gas or LP provider to hook up the fossil fuel to the generator.

We have found that in some cases, a larger LP line may need to be installed depending on where the tank is located. Discuss this with your LP provider before you purchase the generator. They may also suggest installing a new tank near the generator.

Can Home Standby Generators Replace My Utility Service?

The backup generator is designed as a backup to utility power only and should not be used as a primary power source.

What Size Generator Do I Need for My Home?

There are many factors that impact the generator sizing and power needs for your home. Jackson Electric Cooperative's Generac team can determine which home standby generator will best meet your needs. Jackson Electric Cooperative only sells 14 kW and 24 kW units.

We will look at your past year's demand and recommend a size based on that information.

Where are Generac Standby Generators Made?

The home standby generators are assembled in Wisconsin, using both foreign and domestic parts.

Can I Install the Generator Myself?

Yes, you can purchase the generator unit from Jackson Electric Cooperative and install it yourself. Before the initial operation of the generator, an electrical inspection will need to be completed and signed by a master electrician.

How Much Does a Generator Cost?

14 kW: Starting at \$6,500 plus tax

24 kW: Starting at \$7,500 plus tax

* Prices may change without notice. Final price provided through a free, customized quote.

Pricing includes cold weather package, transfer switch, and base kit.

- The cold weather package includes an oil and battery heater which is recommended for our climate.
- The transfer switch prevents back feed of electricity to the grid when the power goes out.
- The base kit is a plastic skirting fitted around the bottom of the generator for protection and appearance.

Also available for purchase from Jackson Electric:

- Ground Pad: Pricing provided with quote. This is a fiberglass pad that is constructed for the size of the generator to sit on. Customer can also lay a cement pad to set the generator on. The ground must be level where the generator is going to be installed.
- Battery: Pricing provided with quote. Customer can purchase a 12-volt battery from another retailer.

Is Financing Offered?

At this time, Jackson Electric Cooperative does not offer financing options.

Where Can a Generator Be Placed or Installed?

The generator is installed outside of your home, typically close to your electrical meter and your fuel source. In many instances, the generator cannot be located near your fuel source. If that is the case, a gas line will need to be run from your fuel source to your generator.

Do Generators Need to Be Maintained?

All generators require periodic maintenance, such as oil and filter changes, to ensure maximum performance and years of reliable service. It is recommended by Generac to have your unit serviced every six (6) months by an authorized independent service dealer.

Jackson Electric Cooperative offers a maintenance package for \$300 plus tax. This includes oil change and filter, check connections, check wiring for the transfer switch, and a voltage check. Contact Jackson Electric for more information on the maintenance package.

Can these units be integrated with WIFI?

Yes. Mobile Link is available by downloading the app and connecting WIFI to your generator. The basic information on the app is free. However, if you desire to have more control and information about your generator, a subscription is available for a fee.

When is the generator operational?

After the natural gas or LP is hooked up, contact Jackson Electric so we can complete the wiring to your breaker box. We will need access to your breaker box. After this is completed, we have contracted a master electrician to inspect the job. He, too, will need access to the breaker box. Once approval is received, your generator will be operational.

The generator will only run those devices on the primary panel. If you have a dual fuel set up, your electric heat and water heater will not be operational during a power outage. Your backup furnace should be wired to the primary panel.

Do I have to exercise my generator?

It is recommended your generator exercises weekly. We recommend shutting down the power in your house and confirm the load is transferred to the generator. Our technicians will show you how to do this during our last visit to your site.

What Type of Warranty Comes with the Generator?

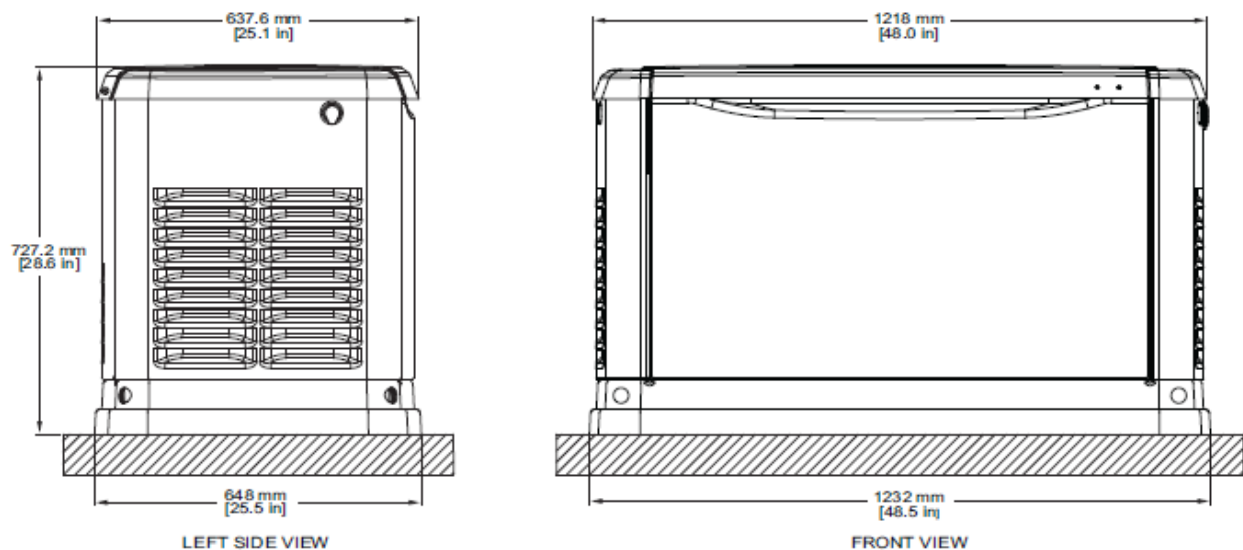
Generac offers a standard five (5)- year limited warranty, as well as extended 7-10 years warranties. For warranty options, contact Generac at 1.888.436.3722.

For warranty-related issues, your first call should be to Generac, not Jackson Electric. Generac will open a warranty case, assign a case number, and refer you to an authorized dealer who is certified to service your generator. Jackson Electric is an authorized dealer. Once you have a Generac case number, service can be scheduled according to Generac's warranty guidelines.

Important: Service visits requested without a Generac case number are considered non-warranty service and will result in a billable service charge from Jackson Electric.

Be sure to inform your insurance provider when you purchase a home standby generator so that it can be included in the policy.

What Are the Dimensions of a Standby Generator?



Dimensions shown are approximate. See installation manual for exact dimensions. DO NOT USE THESE DIMENSIONS FOR INSTALLATION PURPOSES.