



Choosing a Generator Installer

The installation of an automatic standby generator is a specialized process requiring multiple trades: electrician, gas piping installer, equipment handler, generator technician and project coordinator.

Five Steps to Qualify a Generator Installer:

1. **Training** – Choose an installer that has proof of manufacturer's training to select, install and service their products. This is important because the manufacturer's warranty does not cover improper installation which could put your investment at risk.
2. **Experience** – How many installations have they completed successfully? Can they furnish a list of satisfied customers? Are you willing to allow them to practice on your home? An experienced installer is more likely to deliver a successful project and insure customer satisfaction.
3. **Licensed & Insured** – are they a licensed contractor in your city? Do they offer proof of workman's compensation and liability insurance? These credentials represent an installer that is professional and responsible.
4. **Communication** – Will they explain the complete installation process from receipt of order to generator startup? Do they identify who will obtain and pay for the city permit or Nicor application and fees? Do they provide a timeline including a completion date? Will you know the complete cost of the project before it begins? Communication is the key to setting expectations and fulfilling them.
5. **Commitment** - Do they actually do what they say? What will they do to protect your home during the installation process? Have they required a large deposit? Who will take care of your generator when the installation is complete? Will they take the time to explain the generator operation? Will they perform warranty registration direct with the manufacturer? A generator installation is the beginning of a relationship built on trust.

Saturn Electrical Services exceeds these requirements on all generator installations.