



# CUSTOMER SUPPORT AGREEMENT

<b>Equipment</b>	Generator	<b>Customer</b>	Gila County Equipment Purchase
<b>Make</b>	Caterpillar	<b>Address</b>	c/o Guerrero Complex
<b>Model</b>	D25-8S		1400 E. Ash Street
<b>Serial #</b>	0GBE00636		Globe, AZ 85501
<b>Ar #</b>			21 kw

**Contact** David Horn **Phone** 928-200-1614 **Site ID** L45

**Term of Agreement:** 1-Year

Services	Price		Total Visits	Total	Month of Services
Level 1	\$ 216.00	Semi Annually	1.00	\$ 216.00	November
Level 2	\$ 550.00	Annual	1.00	\$ 550.00	May
Level 2-F		Select One		\$ -	
Level 3		Select One		\$ -	
Level 4		Select One		\$ -	
Level 5	\$ 378.00	Annual	1.00	\$ 378.00	May
Level 6		Select One		\$ -	
Level 7		Select One		\$ -	
Level 8		Select One		\$ -	
Level 9		Select One		\$ -	
Level 10		Select One		\$ -	
Level 11		Select One		\$ -	
Level 12		Select One		\$ -	

**Empire Contact** Dave Harris **Phone** 602-333-5657 **Total per unit** \$ 1,144.00

**Notes:** L-5 is a 2-hr long load bank test.

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### Available Service Levels

- **LEVEL I:** A comprehensive inspection of the engine's cooling, fuel, lube, air, exhaust, and starting systems; as well as inspection of the engine monitors, safety controls, and control panel; a *visual* inspection of one (1) associated transfer switch. This service is recommended weekly, monthly, quarterly, semi-annually or annually, depending on use and application. For standby systems, it is recommended quarterly or semi-annually.
- **LEVEL II:** The lubricating oil, lubricating oil filter, fuel filter will be changed, and oil & coolant analysis performed. A LEVEL I inspection is also completed.
  - **LEVEL II-Filter:** CATERPILLAR C9-3600 PRODUCTS may extend their oil change intervals to every third year. For these particular units lubricating oil filters and fuel filters are replaced on an annual basis. (see additional conditions)
- **LEVEL III:** Includes removal of all radiator anti-freeze/coolant, and replacement with high quality anti-freeze/coolant. When using Caterpillar Diesel Engine Anti-freeze/Coolant (DEAC), this service is recommended every 3 years. When using Caterpillar Extended Life Coolant (ELC), this service is recommended every 6 years, and extender is required at the half-life (3 years).
- **LEVEL IV:** All coolant hoses, belts, and thermostats are replaced. This service must be accompanied by a LEVEL III service.
- **LEVEL V:** Load test at 80% of the generator name-plate rating, using resistive load bank(s). Length of test determined by application, generator size and customer request. This service helps to identify any malfunctions or potential problems before they cause equipment failure. This also burns off harmful deposits in the combustion chamber, injector nozzles, and exhaust system caused by lightly loading the genset. This service is recommended annually.
- **LEVEL VI:** Replacement of the starting batteries. The number one reason that gensets don't start during an emergency situation are the starting batteries. When using Caterpillar's Premium High Output batteries, this service is recommended every 3 years. For all other batteries, this service is recommended every 2 years.
- **LEVEL VII:** Generator winding meggar testing. This testing can help in early detection of deterioration or breakdown of generator windings, cabling insulation, and/or poor lug connectors. Winding deterioration can be caused by moisture, grease or oil residual, physical damage from overheating/overloading, and age deterioration. The frequency of this test is determined by the generator's environment and usage.
- **LEVEL VIII:** Inspect and clean the automatic transfer switch (ATS). This includes utilizing an infrared heat gun, checking buss bars and connections for hot spots. The voltage drop across load contacts is measured. With customer's authorization, verify proper operation of the ATS, time delays, and indicator lamps and/or LEDs. This service is recommended semi-annually.
- **LEVEL IX:** A LEVEL VIII service. In addition, the arc chutes are removed to visually inspect the contacts. The switch is lubricated as needed, installing corrosion inhibitor on all aluminum lugs, checking the torque on all connections, and adjusting limit switches. This service is recommended annually.

Note: To complete this service, both sources of power (utility & emergency) must be removed from the ATS.
- **LEVEL X:** A comprehensive inspection and cleaning of the Uninterruptible Power System (UPS). The inspection covers the converter, battery charger, and inverter systems. The battery cabinet(s) is also inspected and the battery strings are tested. With the customer's authorization, proper operational of the UPS modes is verified. This service is recommended either semi-annually or annually, depending on the critical nature of the UPS and loads.
- **LEVEL XI:** An inspection of all static UPS batteries. This includes confirming voltage for all batteries contained in the static UPS. This service is typically performed either semi-annually or annually, depending on the critical nature of the UPS and loads.
- **LEVEL XII:** Maintenance to fuel filtering systems and/or main fuel storage tank. Specific customer requirements will be detailed on pricing sheet.

