

WinWerks Cogeneration solutions provide maintenance contracts through the entire system life. This is no idle boast because our Tecogen machines can run for decades, due to an incredible and proven service and preventable maintenance program. Some machines in service today were installed in the late 1980's and early 90's and are serviced out of one of 7 regional Tecogen offices.



Service & Maintenance Program

Currently there are over 330 sites participating in this optional factory program. This comprehensive program covers much more than a conventional warranty does.

It basically covers anything required by the "blue box" (i.e., the Tecogen unit), including:

- o All scheduled maintenance (preventative maintenance, or P.M., including oil changes, plugs, tune-ups, etc.)
- o All unscheduled service
- o All major parts replacements, including engine and generator replacements, as needed
- o All parts, labor, mileage, and consumables
- o Coverage of both defects and normal wear-and-tear.
- o Typical contract terms are three to five years, but other terms are possible. Other special modifications to the scope and terms of the standard maintenance program can also be made, including coverage of the entire cogen system "balance of plant". Tecogen can also provide for special provisions required by the client, if any.
- o All work is performed by locally based, fully trained, Tecogen factory technicians. Work is done by Tecogen, the manufacturer, not by third parties.
- o Typical technician response time is same day or next day, after receipt of a service call. Work is typically performed during regular business hours (M-F 8-5).

