

# QUESTIONS TO ASK BEFORE BUYING

## PART 6

### **IS THIS YOUR PRIMARY BUSINESS?**

As I have mentioned before, if this is a company's primary business, this will be their 'bread and butter', so to speak. A company whose primary business is something other than generators, will have their priorities in their primary business where their 'bread and butter' is. A hardware store may service and install, but hardware is where their focus is. A plumber needs to take care of their plumbing customers, an electrician needs to take care of their electrical customers, etc

Some companies will form a division for their generator business, we did at one time. However, when an electrical job such as wiring a commercial job or wiring a house, and a choice was to be made, the electrical job would need to take precedence. It was the money job.

A company that does generators as their primary business has no other distractions, especially when it comes to servicing your unit.

***Ask the installer, "is this your primary business"***

### **DO YOU HAVE REFERENCES YOU CAN GIVE ME TODAY?**

An installer should always have some references to give you if you ask. However, keep in mind, the installer is only going to give you a reference whom is going to give you a good reference and not give you a 'bad' reference

Ask for references from recent installations.

The installer should also have testimonials to share with you. Companies who do exceptional work will have testimonials. Companies that have several testimonials over a period of time will show consistency of quality work

***Ask the installer if they have references or testimonials you can see when you are meeting with them.***

### **DO YOU HAVE PICTURES OF SOME OF YOUR INSTALLATIONS?**

This is self explanatory. They should have pictures to show you what the installation will look like. This will give you an idea what your installation will look like. Many times the installation may not be what you envisioned. A picture is worth a thousand words

***Ask the installer if he has pictures he can show you when he is meeting with you?***

## **HOW OFTEN DO YOU STAY IN CONTACT WITH ME AFTER THE SALE?**

Would you buy a car and not know where you can take it for service? Of course not, and it is the same when you buy a generator. Buying a generator is a major purchase, and requires a long term commitment by the installer to make sure your unit is operational when you need it.

A company should at a minimum send you a reminder for your yearly service. The installer should not forget about you after the sale. Many installers are quick to sell a unit, but after the sale feel that the customer is an inconvenience when called for service

Would you rather have a relationship with a company who cares about you and takes the time to reach out to you, or one that feels you are an inconvenience after the sale?

***Ask the installer if he has some program in following up after the sale?***

If you have any questions, please forward them to [dirfygenerators@yahoo.com](mailto:dirfygenerators@yahoo.com), and we will try and answer them. We will also answer some of the questions in future articles.

Is there a specific topic you would like us to cover? E-mail us and we will try and cover it

In the next article, we will summarize the questions you should ask before you purchase your generator. It will be a checklist you can use before making this valuable purchase