

*What is Generator Monitoring? A wireless solution for monitoring residential and commercial generators from any web-connected device or smartphone. It monitors key aspects of your generator and immediately reports any problems by sending Alert Notifications by text and/or email to ensure that any issue with the generator can be addressed before a power outage.*

**E&W Electrical** has offered remote generator monitoring since 2013 utilizing a product that is made in the USA and is compatible with all makes and models of home standby generators, including Kohler, Generac, General Electric, Briggs & Stratton, Winco, and most other manufactured product. Customer generators with remote monitoring provide real time status updates of the structure utility power supply and generator system status. With remote monitoring success rates go up, annual service plans become available reducing trip cost and if you are away from home and there's problem, notifications are sent to you and E&W making responses more effective. Remote monitoring is especially important for persons who may be away from home during different times throughout the year.

**Why?** The big reason for the monitoring is so that you and E&W always know the status of your generator 24/7, every day. By setting up alerts for utility power status, exercise of unit status, battery voltage problems, and site power status, chances for failure when you need your generator most, go down!

- Real time alerts so that we know when your generator needs attention before its next service interval.
- Real time alerts that can initiate the appropriate action in order to provide the most efficient and practical solution.

**How does it work?** Remote monitoring uses wireless cellular services to ensure reliable operation even during emergencies and power outages. The monitoring unit is installed on your generator by an E&W technician. Once a day, regardless of the generator's activity, it sends a daily "heartbeat" message to E&W Electrical. Messages are sent to the customer and E&W Electrical each time the engine turns "On" and "Off", each time a fault or battery problem is detected, and each time a performance violation occurs. These messages are sent to the Customer's choice of device(s) – smartphone (Apple or Android) and/or Email – and to E&W Electrical. A history of these messages are stored for 12 months for access by E&W.

What does the device monitor?

- Utility power lost / restored
- Home power lost / restored
- Generator on / off
- Low battery voltage alerts
- Generator failed to exercise
- Transfer operation faults

**Cost?** Typically installation of the necessary components which become part of your generator's wiring harness, with monitoring fees for 2018, the cost would be \$825.00. If you place an order before the end of the year, 2017, we are offering the same package for \$600.00. Going forward after 2018, monitoring fees which are billed in December for the next year would be \$178.00

**Considerations?** The device utilizes the Verizon Wireless Network. We recommend reviewing the Verizon Voice and Messaging Coverage [Map](#) to confirm your generator's location has adequate Verizon data coverage. Interference with Verizon cell tower communications can affect the sending and receiving of messages from your monitoring unit.

**Contact?** If you are interested in scheduling an appointment for the installation of the generator monitoring equipment please contact our office at 919-245-0200 or by email to our scheduling coordinator at [service@ncgenerators.com](mailto:service@ncgenerators.com).