

When utility power fails due to bad weather or another event, you absolutely need to know your generator is ready to operate. HM Cragg has the generator service team to ensure your backup power system will work when needed. Choosing HM Cragg for your generator service means you will be supported with the right team and infrastructure to provide any needed maintenance and repairs, so you know you will be able to count on your generator when you need it.

## WHAT SETS US APART:

### **AUTHORIZED GENERAC SERVICE PROVIDER**

Best access to manufacturer training, expertise and parts

### **ABILITY TO SERVICE ALL BRANDS**

One-stop-shop for your generator fleet with technicians who are factory-trained to service ALL brands

### **EXPERIENCED FACTORY CERTIFIED TECHNICIANS**

Reduce errors and provide maximum uptime

### **LONG-ESTABLISHED BUSINESS**

We'll still be here when issues arise or service is needed

### **MODERN GPS-TRACKED VEHICLE FLEET**

Fast dispatch for emergencies

### **24/7 CUSTOMER SUPPORT COVERAGE**

Always available when you need us

### **OPTIONAL MAINTENANCE PLANS**

Full-service generator maintenance and care

### **EMPLOYEE-OWNED COMPANY**

Technicians have a long-term, customer-first attitude

“ I wanted to convey my appreciation for the excellent customer service from the HM Cragg Generator Service Team! From calling us the day before, to giving a heads up on anticipated site arrival time, to providing periodic updates on progress, your team managed our expectations and helped with the problem-solving process.

The team completely understood the severity of ensuring our emergency power source was restored promptly and made every effort to find solutions quickly and worked until

the service was complete. They finished strong by testing the unit afterward to provide us with extra peace of mind, cleaned up the work area and let us know when the work was finished.

We truly appreciate all the additional effort that went into keeping us informed, along with knowledge, skill and resourcefulness it took to complete the mechanical repairs. ”

- Local Utility Facility Manager



*We're your complete, factory-trained team for 24/7 generator service.*



To avoid shipping and backorder wait times, HM Cragg's centrally-located warehouse is fully stocked with a huge selection of generator parts for fast, convenient repairs.

In addition to our ability to quickly field and perform service calls, HM Cragg's generator technicians can also provide additional, manufacturer-recommended services like:

- Load banking
- Oil sampling and analysis
- Fuel conditioning
- Fluid analysis
- Battery replacement
- Air filter change
- Cooling system overhaul and fill



And, so you can worry even less about your generator, HM Cragg offers our signature **PowerOn annual maintenance plans**. These include multi-point inspections of all equipment, as well as a full range of scheduled services to ensure your generator is always ready to perform.