

The vast majority of the generators we look after, are **standby generators**, rarely used, but when needed **critical**.

Regular servicing by **experienced engineers** helps keep your generator ready, reliable and prepared to take over when required.

Below is a list of **Frequently Asked Questions** that will guide you through **TGS generator servicing**.

1

How often does a generator need to be serviced?

How often a generator needs to be serviced depends on several factors, such as its frequency of use, the environment it operates in, and the type of generator it is. Generally, at TGS, we recommend servicing of your **standby generator twice a year**. If you have a **prime running generator**, this should be serviced **every 300hrs**.

2

How do I book my generator servicing with TGS?

We usually plan our visits in advance and reach out to you. If the date we have scheduled doesn't work for you, we're happy to reschedule it for a more convenient time.

If your servicing has not been booked yet, or you have any questions about our next visit, please reach out to us at **01386 550 055** or **service@tarplettgenerators.co.uk**.

Please note that cancellation charges apply. You can find full details in your customer agreement.

3

How long does it take to service a generator?

The time required depends on the generator size, condition and service type, and it's often a **case-by-case scenario**.

4

How much will it cost to service my generator?

Servicing is subject to a **customer agreement**, and pricing will be agreed with our sales team.

5

What checks are included in the service?

We provide two types of services:

- **A Service (minor)** includes the following: comprehensive system inspection, site load testing (if possible), detailed electrical and mechanical checks, fluid levels topped up as needed and system returned to automatic operation.
- **B Service (major)** includes the following: full system inspection; replacement of lubricating oil; oil, fuel and coolant filter changes; air filters checked/cleaned (replacements quoted separately), over 60 separate electrical and mechanical checks; and safe hazardous waste disposal.

6

How quickly can TGS respond in an emergency?

We provide **24/7 critical breakdown support** under your agreement, targeting a **4-hour response time** depending on traffic and weather conditions.

Our service vehicles are stocked with a wide array of generator parts, allowing for on-the-spot repairs during scheduled visits (parts and labour for emergency services are charged separately).

7

What happens if I don't service my generator?

If you don't regularly service your generator, it may not work when you need it most.

Inspecting all components, identifying potential problems and carrying out routine maintenance will help make sure your generator is ready to supply electricity when needed.

Regular servicing is the best way to keep your generator running smoothly, **prevent expensive repairs** and **extend its lifespan**. At TGS we strongly believe and recommend preventive maintenance spotting faults before they turn a small problem into a critical situation.

8

Does my standby generator need testing between services?

Yes. We advise running a simple **off-load test once a month** to make sure the generator starts, runs correctly and is ready when needed.

We also recommend a mains **failure test every 6 months**. This involves switching off the mains supply using the site isolator to simulate a real power cut. The generator should start automatically and the ATS panel transfer the building onto generator power.

This tests the generator and ATS together, giving you confidence the complete system will operate correctly during a genuine mains failure.

9

Why is it important to service my generator?

Servicing your generator will help make sure it's **reliable** when you need it the most.

Another important reason is **warranty** and **manufacturer requirements**. Generator manufacturers specify minimum service intervals, and following these is important for warranty protection and long-term reliability.

Our team is always available to walk you through your specific generator requirements. Give us a call or send us an email, and we'll be happy to answer any questions you may have.



01386 550 055



sales@tgs.co.uk