



To our valued customers,

We are all uneasy with the thought of this upcoming winter season. The December 2022 Storm, that crippled Niagara South and Western New York, was an extreme weather anomaly that no one could have anticipated.

While we hope to never experience another storm like last year, unfortunately we are still going to experience other weather anomalies, in which many stationary pieces of equipment will be susceptible to the elements.

We have been selling, installing, and servicing Generac generators for almost 20 years and have chosen, and continue to choose, to supply exclusively Generac products. Generac's warranties, serviceability, parts availability, and affordability is far superior to any other consumer brand we have had the opportunity to examine and critique over the years.

As a result, Generac sells 80% of all Home Stand-by Generators in the world. In our area including Niagara and the Golden Horseshoe, that number is closer to 90-95%. From your feedback, we understand that most of the generators in the affected areas that experienced issues during the storm were Generac. With the majority of generators in the area being Generac, it is easy to misjudge their products performance.

Generac has an army of design engineers, and they are always looking for ways to improve their products. It is a high priority for them considering the percentage of the market they supply.

Virtually every generator we sell and install has a Cold Weather Kit and one of Generac's 5-, 7-, or 10-year extended warranties. (7 and 10 are the same, just the duration of warranty is different). It is recommended to keep your Warranty Statement handy and familiarize yourself with your generators coverage.

Many customers have been asking what steps to take in order to prepare for this winter. We recommend "temporary wind deflectors" which can be put up in the fall and taken down in the spring. Permanent structures are also possible BUT it is very important you adhere to the MINIMUM clearances below.

Generac's manuals indicate that the generator must have a **THREE FOOT minimum** clearance on each end and the front, and 5 feet on the top. The minimum clearance from the back to the dwelling is 18" minimum.

We recommend "temporary wind deflectors" put up in the fall and taken down in the spring, based on the attached pictures. Permanent structures are also possible BUT you must adhere to the MINIMUM clearances.

Attached are pictures demonstrating an example of a temporary Wind Deflector as reference.

As always, we thank you for your business.

Sincerely,

Miskow Generators and Electric Ltd.