



THINGS TO LOOK FOR IN YOUR INDUSTRIAL GENERATOR DEALER

Your must-have guide to the things to look for in your industrial generator dealer to guarantee great services and quality products

10 THINGS to look for in your industrial generator dealer

The average lifespan of an industrial generator is 25-30 years. Getting a new generator for your factory is the ultimate way to keep it safe and productive for decades to come, rain or shine. That means that choosing the right generator dealer will impact your factory's production for years (and years). With that in mind, we've compiled this list of the 10 things to look for in your industrial generator dealer. Keep this in mind to make sure you find services your factory can depend on anytime and every time.



1. Specialization

If a generator dealer offers one or few generator brands, it's a good sign. This means that every member of the team is highly specialized and well-equipped to diagnose and fix any issues that come up over time.



2. People, Not Machines

When you first call a generator dealer, does a person answer the phone? Or, at least, do you hear from a real human being within a few hours? If a company is attentive and responsive from the very beginning, it's a great sign that they'll communicate effectively with you down the line.



3. Asking You Questions

Stay away from generator dealers who try to sell you on a product before getting to know your factory's needs. A great industrial generator provider will have questions about your factory's size and production levels in order to make sure they give you the best possible recommendations.



4. Clear Responses

Be wary of vague responses and non-answers. From dates of availability to price quotes, a great generator dealer will be forthcoming and specific with the information they give you.



5. Sharing their Knowledge

Does the industrial generator dealer you're considering share specific, informative content about their industry? Look for providers who write blog posts, eBooks, and other informative content specifically about factory generators. Companies who know their stuff are willing and able to share their expertise.



6. Certifications and Awards

If a company sells and repairs Generac generators, make sure they have a "Premier Dealer" certification. This award is given only to the providers offering the highest-quality Generac generator services, inventory, and customer assistance in the world.



7. Expedient Service

You should never have to wait several days or weeks for generator services, whether it's an installation or a repair. Look for companies with a proven track record of showing up promptly for their customers. At first glance, look for a large team, high reviews, and positive customer testimonials.



8. Large Inventory

If your industrial generator is ever in need of service or repairs, make sure your generator dealer is well-equipped to handle them as promptly as possible. Go with a company that has a large, well-stocked warehouse. This means they'll have parts at the ready, which will make your wait time as low as possible.



9. Customer Testimonials

The best way to find out about how a company will treat your factory is to investigate how they've treated other customers. Look for a company with a wide array of customer testimonials. The more people, businesses, and factories that have had a favorable experience, the better.



10. Staying Put When the Storm Hits

Countless people and businesses depend on your factory to stay productive, and you need a generator company that understands that. Too often, generator service providers close up or evacuate in the face of a storm. Always make sure you go with a generator provider with a history of staying put when the storm hits. This is the ultimate way to make sure your factory stays powerful when it needs to most.

At GenerX Generators, we're proud to offer all of these qualities - and more - to our industrial customers. Don't hesitate to contact us today to get a free quote on a generator or on services.

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