

Mobile **Link**TM

WELCOME GUIDE



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Valued Generac Customer,

We want to thank you for choosing Generac as your backup power provider. Now that your home is protected from outages by your generator, it's time to ensure that your generator is protected from the unexpected. For that purpose, we have built Mobile Link, a generator monitoring smartphone app created specifically for Generac home standby owners. Mobile Link provides the ultimate peace of mind by enabling you and your dealer the ability to monitor your generator status, no matter where you are.

Whether you are home or away, Mobile Link is there to inform you of your generator's ability to provide power in the event of an outage. With over 250,000 customers, we pride ourselves in delivering our users the information they need, when they need it, so they can make informed, real-time decisions about their power needs. Realize the benefits that so many other users have come to rely on, such as:

- Automatic Generator Firmware Updates
- 24/7 Service Dealer Monitoring
- View Status Information
- View Maintenance Schedule
- Set Exercise Schedule
- View Battery Level
- View Fuel Level
- View Run Time
- And More!

To achieve the next level of protection, you simply have to connect your generator to your home's WiFi router and download the Mobile Link app. We have provided a number of introductory materials in your Mobile Link welcome packet to guide you through the process. Please review the materials to ensure you are taking full advantage of all the benefits that Mobile Link provides. We are confident that you will be pleased with our service, and look forward to helping you achieve the ultimate peace of mind.

Thank you for being a valued Generac customer.

Sincerely,

Mobile Link™

Receive a free 5-year extended-limited warranty

With Mobile Link Connection and Subscription Purchase

Elevate Your Peace of Mind

Now that you are protected from unexpected power outages, it's time to take the next step to elevate your peace of mind by adding Mobile Link monitoring. With Mobile Link, you will have complete access to your generator system, allowing you to feel even more confident that you're prepared for the unexpected.

Get a **FREE 5-Year Extended-Limited Warranty** when you purchase a Mobile Link monitoring subscription and connect your generator to your home's router within 90 days of generator registration - a \$535 US / \$715 CAN value! Special, limited-time offer. Terms and conditions apply. Visit www.generac.com/for-homeowners/mobile-link/special-offer for more information.



OFFER EXPIRES FAST - HERE'S HOW TO REDEEM

1

CONNECT

Download the Mobile Link app (orange ML icon) on your smartphone and connect your generator to your home WiFi.



2

PURCHASE

Visit app.mobilelinkgen.com and login to your Mobile Link account to purchase an annual Mobile Link subscription, OR have your dealer add you to their fleet.

3

REDEEM

That's it! Once completed, you will receive a confirmation email with your new warranty.

Terms and Conditions: This offer is only open to residents of the contiguous United States and Canada. Void where prohibited, taxed or restricted by law. To qualify for the offer, the Generac automatic home standby generator must meet the following requirements: (1) Generator must be purchased on or after March 2, 2020, (2) Generator must be connected and subscribed to an active or dealer managed Mobile Link initial 12 month paid subscription, (3) Generator must be initially connected and subscribed within 90 days of activation (connection determined based on received communications from generator, and lack of communication will prevent upgrade), and (4) Generators must be connected via Wi-Fi, ethernet, or LTE communications (only Wi-Fi enabled generators are eligible). Subject to meeting these requirements, this offer provides a 5-year extended-limited warranty – a \$535 US/\$715 CAN value. Limit one per household. This extended-limited warranty will be applied to generator at activation address and will only be applied after the unit has been activated, and the generator is connected with an active or dealer managed Mobile Link initial 12 month paid subscription. The only Generac Automatic Home Standby Generators that qualify for this offer are the 10kW to 26kW air-cooled home standby generator units, which includes the following models: 7031, 7032, 7033, 7035, 7036, 7037, 7038, 7039, 7042, 7043, 7163, 7171, 7172, 7173, 7174, 7175, 7176, 7177, 7178, 7209, 7210, 7042, 7043, 7223, 7224, 7225, 7226, 7228, 7290, and 7291. Refurbished products are excluded from this offer. Proof of purchase showing the qualifying purchase/signed contract date may be required to receive this offer. Please allow six to eight weeks for processing and an additional four to eight weeks to receive the 5-year extended-limited warranty statement. This offer is not valid with any other Generac sponsored promotions or offers. Generac reserves the right to rescind and/or change this offer at any time without notice. Additional terms and conditions may apply. For questions related to eligibility and the status of this offer, please call 1-855-605-1972 to speak with a Generac representative.

**Instead of a 5-year limited warranty, you will receive a 5-year extended-limited warranty.*

Monitor your generator from anywhere, FREE!

Get real-time generator alerts, manage your exercise schedule, connect to a dealer, and more! Download the Mobile Link app on your favorite smart device to start monitoring your generator today.



Keeping You Informed Whether You're Home or Away



EXERCISE TIMING

Quickly and easily set when your generator exercises to your exact preference.



GENERATOR RUN TIME

Get a glimpse into how long your generator has run for during its lifetime.



GENERATOR FUEL LEVEL

Connect an optional Tank Utility propane monitor to see your remaining fuel.



TEXT ALERTS

Receive up to the minute text and email alerts directly to your smart device of your gen's power status.



MAINTENANCE SCHEDULE

Keep track of your generator's maintenance schedule to ensure your standby is running smoothly.



DEALER MONITORING

Allow your generator service provider to monitor your generator for you, remotely 24/7!



AUTO FIRMWARE UPDATES

Once connected, your generator will receive automatic firmware updates, keeping your generator protected.



AND MORE!

Mobile Link is always adding new features to make your life simpler; download it today for free!



DOWNLOAD THE FREE MOBILE LINK APP TODAY

To download the Mobile Link app, open your smartphone camera and scan the QR code to the left, or visit: www.mobilelinkgen.com/getstarted



Connect your generator to WiFi with the Mobile Link App

Why Should I Connect?

Connecting your generator to WiFi is important. It is the first step to ensuring your generator is receiving all necessary automatic firmware updates. It also enables you to monitor your generator directly from your smart device with the Mobile Link app.



GENERATOR FIRMWARE UPDATES

Once connected, your generator will receive automatic firmware updates, to ensure it is always up to date and ready to protect your home.



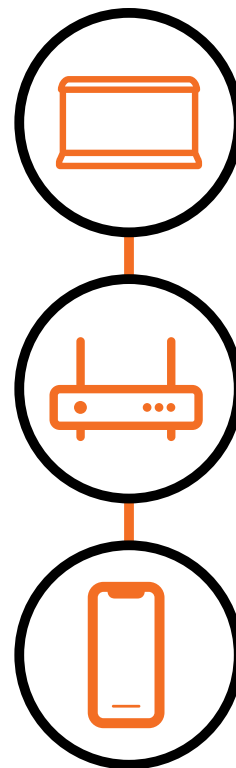
MAINTENANCE SCHEDULE

Monitor your generator from anywhere with the Mobile Link app! Once connected, download the (orange) Mobile Link app on your smart device.



24/7 DEALER MONITORING

If you sign up for a Mobile Link Dealer-Managed plan, your dealer can monitor and service your generator for you, 24/7.



CONNECT YOUR GENERATOR WITH MOBILE LINK TODAY!

To get started, visit the Google Play or iOS app store. Search Mobile Link, then download the orange ML app. Once downloaded, follow the step-by-step connection instructions in the app to quickly and easily connect your generator! To download, open your smartphone camera and scan the QR code to the left or visit: www.mobilelinkgen.com/getstarted.



Unlock the next level of protection with Mobile Link Dealer-Managed

With a Mobile Link Dealer-Managed Subscription your local Generac service provider can monitor your generator for you! When your generator is connected, they can provide proactive service and maintenance, improving longevity of your investment.

Ask your Generator Service Provider to Remotely Monitor Your Generator 24/7

Mobile Link Dealer-Managed provides the highest level of generator service protection. With it, you can grant your participating service provider exclusive access to remotely monitor your generator 24/7.

Your provider can deliver remote monitoring and service to your generator by leveraging a powerful remote generator monitoring tool. Each day, your provider can view detailed information about your generator, and can even avoid a service visit by fixing the issue remotely. In the event of an emergency issue, they will even be alerted via text or email, so that they can promptly service your generator.

Your provider typically offers this as a part of your service and maintenance agreement as an additional line item. If they don't, make sure to ask if it's a service they provide.

Don't Leave Anything to Chance - ask Your Service Provider for Mobile Link Dealer-Managed

If you need help locating a generator service provider, contact Generac customer support at **888-436-3722** for more information or visit the Generac dealer locator by visiting: www.generac.com/dealer-locator.



**SCAN TO LOCATE
A DEALER**



“It's a terrific partnership between our dealer and us - and having confidence in our dealer to respond as needed provides exceptional peace of mind.”

Subscription plans designed for you



| DESCRIPTION | FREE | ACTIVE | DEALER-MANAGED PLAN |
|--|---|--|--|
| | Contains the essentials you need to begin monitoring your generator | Receive notifications (email, text, push) on your generator's status, and contact your Generac Service Dealer directly through the Mobile Link app | The Mobile Link service provides your Generac service dealer with notifications when maintenance is required or a problem occurs – 24/7, 365 days a year |
| AUTOMATIC FIRMWARE UPDATES | ✓ | ✓ | ✓ |
| VIEW GENERATOR STATUS | ✓ | ✓ | ✓ |
| VIEW GENERATOR EXERCISE TIMING | ✓ | ✓ | ✓ |
| VIEW GENERATOR RUN TIME | ✓ | ✓ | ✓ |
| VIEW MAINTENANCE SCHEDULE | ✓ | ✓ | ✓ |
| GENERATOR HOURS OF PROTECTION | ✓ | ✓ | ✓ |
| VIEW BATTERY LEVEL | ✓ | ✓ | ✓ |
| WEATHER FORECAST | ✓ | ✓ | ✓ |
| ONLINE SUPPORT | ✓ | ✓ | ✓ |
| EDIT GENERATOR SETTINGS | ✓ | ✓ | ✓ |
| VIEW STATUS HISTORY | ✓ | ✓ | ✓ |
| VIEW MAINTENANCE HISTORY | ✓ | ✓ | ✓ |
| GENERATOR PUSH NOTIFICATIONS | | ✓ | ✓ |
| GENERATOR EMAIL AND TEXT ALERTS | | ✓ | ✓ |
| 24/7 DEALER REMOTE MONITORING | | | ✓ |
| DEALER EMAIL AND TEXT ALERTS | | | ✓ |
| INCLUDED IN SERVICE MAINTENANCE CONTRACT | | | ✓ |
| WIFI SUBSCRIPTION PRICE | FREE | \$49.99/yr or \$4.99/mo | Ask your service dealer for a quote |
| 4G LTE SUBSCRIPTION PRICE | N/A | \$69.99/yr or \$6.99/mo | |

MONITOR PROPANE FUEL LEVEL WITH TANK UTILITY

Monitor your fuel from anywhere, know your consumption, and plan for deliveries. Feel secure knowing that your propane generator has the fuel it needs to respond at a moment's notice.

\$49.99/yr
4G^{LTE}

Optional device and subscription is independent from other plans

*Dealer defines maintenance contract options

Mobile Link connection accessory options

Your generator already has WiFi onboard if it's a 2018-and-newer Guardian Series air-cooled standby Generac generator. This ability enables your generator to connect to your home's WiFi router, and to the Mobile Link monitoring. This local network delivers fast download speeds automatic system upgrades and delivery of generator condition notifications. Connecting your generator to WiFi is simple - download the **Mobile Link App** on your smart device and follow the step by step instructions!

Mobile Link has other connected accessory options that install directly to your home standby generator. If you don't have a router, have spotty coverage, or prefer an even more robust internet connection, you can elect to install one of the following connection accessories:

4G LTE Accessory

The Mobile Link Cellular 4G LTE accessory is easy to use and works in tandem with our cellular partner, Verizon, for broad coverage and more reliable connections. This 4G LTE network also delivers faster download speeds, enabling automatic generator system upgrades and faster delivery of generator condition notifications.

YOU SHOULD PURCHASE THE 4G LTE ACCESSORY:

- ✓ If you have unreliable internet service
- ✓ If you have a weak WiFi connection to your generator
- ✓ If you prefer the reliability of a cellular connection



WiFi/Ethernet Accessory

The Mobile Link™ WiFi/Ethernet accessory easily connects to a home network wirelessly through an available WiFi network or directly through a wired Ethernet connection. This local network delivers fast download speeds automatic system upgrades and delivery of generator condition notifications.

YOU SHOULD PURCHASE THE WIFI/ETHERNET ACCESSORY:

- ✓ If you prefer to connect via an Ethernet connection due to weak WiFi
- ✓ If you want to add WiFi connectivity to an older generation generator



For purchase and installation options for the above accessories, contact your preferred servicing provider for assistance. If you don't have a provider, or if you need help locating one, contact Generac customer support at 888-436-3722 for more information, or visit the Generac dealer at: www.generac.com/dealer-locator

Monitor propane level with Tank Utility

Running Out of Fuel is Just as Bad as Not Having a Generator at all

Take the guessing out of monitoring the fuel level in your LP generator's tank with a smart monitor that integrates with Mobile Link.



ENSURE GENERATOR UPTIME

Eliminate run-outs and ensure generator uptime by knowing when your tank gets low.



SAVE ENERGY

Frequent tank level readings make it easy to understand your consumption and plan for deliveries.



CONNECT IN MINUTES

Simple setup from your phone or computer. See your tank level anytime, from anywhere.



PEACE OF MIND

Feel secure knowing that your generator has the fuel it needs to keep your electronics working.

Tank monitoring is available in the Mobile Link app when you purchase a separate LTE fuel level tank monitor. This accessory is only to be used for generators that are powered by liquid propane. You must purchase a separate subscription in order to use this functionality.



Where Smart Power Meets Smart Home

“Alexa, am I ready for a Power Outage?”

The new Mobile Link skill for Alexa now makes checking your generator status even easier! Alexa lets you use your voice to receive information from Mobile Link about your generator. Simply connect your generator to WiFi, enable the Mobile Link skill, link your account in the Alexa app, and say, “Alexa, ask Mobile Link if I’m ready for a power outage.”



ENABLING THE MOBILE LINK SKILL

Enabling the Mobile Link skill is quick and easy. Simply follow the instructions below to get started:

- 1** Open the Alexa app on your smartphone and sign in to your Amazon account .
- 2** Navigate to the skills section and enter “Mobile Link” in the Alexa skills search box.
- 3** Enable the Mobile Link skill, and you will be taken to the Mobile Link website to sign in to your account.
- 4** Once signed in, your account has been linked and you may now ask Alexa about your generator status.

**Before adding the skill, your generator must be connected to the internet, and have a Mobile Link account. For help, visit generac.com*



Upgrade your monitoring experience with ecobee

Get Generator Updates Right from Your ecobee Thermostat

Now you can monitor your Generac home standby generator and receive status updates directly through your ecobee thermostat! All you have to do is connect your Mobile Link and ecobee accounts, and you can stay even more connected and informed about your home's energy needs.



DELIVERING ULTIMATE VISIBILITY AND PEACE OF MIND

Get the ultimate peace of mind with Mobile Link and ecobee. Along with all the great benefits Mobile Link provides, ecobee brings you even more! Here are just a few of the benefits you can enjoy when you link your accounts:



PEACE OF MIND

Delivers peace of mind that your home power needs are easily accessible within the home



AWARENESS

Provides immediate proactive awareness, giving you time to act quickly to matters requiring attention



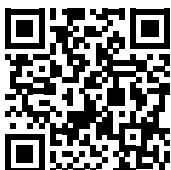
PROTECTION

Keeps you connected to your Generac dealer, for quicker response time when you need it the most



Experience Comfort, Convenience, and Peace of Mind

It's time to stay even more connected and informed about your home's energy needs. To enable this capability, you just have to connect your Mobile Link and ecobee accounts.



To learn more about how to get started visit [generac.com/mobilelink/ecobee](https://www.generac.com/mobilelink/ecobee), or scan this QR code with your smartphone camera.

TO ENJOY THIS FEATURE, ALL YOU NEED TO DO IS:

- ✓ Have an ecobee account connected to a Smart Thermostat Premium or Enhanced
- ✓ Have a Mobile Link account connected to a Generac home standby generator
- ✓ Link your Mobile Link and ecobee accounts

Getting started

Experiencing a seamless connection to your generator is possible with Mobile Link. Never worry that your home will be unprotected from power outages ever again. Follow the steps below to get started with Mobile Link today!

1

DOWNLOAD MOBILE LINK

Download the Mobile Link app and either create a new account, or login to an existing account.

2

ADD A GENERATOR

Follow the prompts in the Mobile Link app to add your generator.

3

CONNECT YOUR GENERATOR TO WIFI

Download the Mobile Link App to quickly and easily connect your generator.

4

UPGRADE YOUR ACCOUNT

Go to app.MobileLinkGen.com to upgrade your account to either a monthly or annual paid account.

5

ASK YOUR PROVIDER ABOUT DEALER-MANAGED

Ask your generator service provider if they can enroll you in a Mobile Link Dealer-Managed account. If you don't have a generator service provider, you can find one at www.generac.com/dealer-locator.



FOR FURTHER ASSISTANCE, VISIT
SUPPORT.MOBILELINKGEN.COM



Mobile **Link**™

FOR MORE INFORMATION

www.MobileLinkGen.com
855-GEN-VIEW (855-436-8439) (US)
844-VIEW-GEN (844-843-9436) (Canada)
support.MobileLinkGen.com

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1-888-GENERAC (1-888-436-3722)

201904016 REV 05/2023
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