

## Frequently Asked Questions

**Q: What is a residential generator?**

**A:** A Lennox™ Residential Generator is installed permanently outside your home and is fueled by either natural gas or liquid propane (LP) gas. When an outage occurs, the generator starts up automatically—whether you're home or away—restoring power in as little as 10 seconds. Competitive models take up to 30 seconds to begin providing backup power.

**Q: How does a residential generator work?**

**A:** At the heart of the Lennox Residential Generator is the Automatic Transfer Switch (ATS), which monitors incoming voltage from the utility line leading to your home. When utility power is interrupted, the transfer switch immediately senses the problem and signals the generator to start. Within seconds, power is transferred from the utility line to the generator, which then begins supplying electricity to your pre-selected circuits. At the same time, the ATS safely closes off the utility line, preventing any “back feed,” which is dangerous and could short-circuit wiring in your home and neighboring homes, and even prove fatal to a worker repairing downed power lines. Later, when the ATS senses that utility line voltage has been restored, it automatically shifts the electrical load back to the utility line. After running a short cool-down cycle, the generator shuts down and returns to standby mode.

*NOTE: A residential standby generator is not an uninterrupted power supply (UPS) system and does not meet the minimum requirements for medical generators as required in NFPA 99, 101 and 110. Therefore, residential standby generators are not intended for use with dialysis machines, breathing machines or other medically necessary equipment or electronics requiring uninterrupted power.*

**Q: Why should I purchase a generator from Lennox instead of the competition?**

**A:** Lennox Residential Generators are the strongest, fastest, cleanest and quietest generator systems available, as proven in our testing labs alongside competitors' units. As with our heating and cooling systems, Lennox dealers have the ability to offer a complete package, including installation, ongoing maintenance and service. Plus, our industry-leading warranty coverage gives you added peace of mind.

**Q: Why should I purchase a residential standby generator and not just a portable generator?**

**A:** Portable generators may be less expensive initially, but they present many limitations, inconveniences, hidden costs...and even potential hazards. With a portable generator, you must turn it on, plug in extension cords, and constantly replenish the supply of gasoline—which is especially problematic when gas station pumps quit working in a power outage. Portable generators can cause carbon monoxide poisoning, a threat clearly stated on the government-mandated warning label every portable unit must carry. In addition, portable generators—and even some standby generators—produce unstable, low-quality power that can damage sensitive home electronics. Lennox Residential Generators produce a safe, stable power supply.

**Q: How does a Lennox generator protect my computer, TV or other electronic devices?**

**A:** All Lennox generators are designed with the industry's strongest commercial-grade digital controller. The electronic governor ensures delivery of clean, low-distortion power to an amazing tolerance of +/- 0.5%, which exceeds even the standards set by most utility companies. Competitive products have tolerances of +/- 3.0Hz, a range nine times larger than ours.

**Q: Can a Lennox generator provide enough backup power for my entire home—including air conditioning?**

**A:** Yes. Lennox Residential Generators are available in three sizes (12kW, 17kW and 30kW) to meet the needs of any home. The model you choose depends upon the size of your home and the number of circuits you want supplied with backup power. Lennox' commercial-grade digital controllers provide increased peak motor-starting capability for larger loads. Even our smallest 12kW generator will start and run a 5-ton air conditioner in addition to basic electrical needs, such as a refrigerator, dishwasher, furnace, lighting, television, garage door opener and computer. Among competitive models, only those 16kW or larger are capable of starting a 5-ton AC unit. Our 17kW unit will start and run multiple air conditioning units, as will the Lennox 30kW model, which is also designed to power larger homes with additional electrical demands, such as an electric range, clothes dryer, sump pump, security system...even a wine cellar.

**Q: How do I know my generator is always ready and able to work properly when a power outage occurs?**

**A:** Your Lennox generator runs a weekly 20-minute test cycle designed to keep it tuned up and operating at peak effectiveness. During the test cycle, which occurs automatically on the day and time each week that you specify, power is not transferred to your home. The generator turns itself on, tests for any problems, and turns itself off. Fuel usage during test runs is minimal. The generator's battery is constantly being charged to ensure readiness as well. When the generator is not running, utility power is converted to DC and a 2-amp trickle charge is delivered to the battery. When it is running, the generator itself provides a 2-amp trickle charge to the battery.

**Q: How long will the generator operate under continuous usage?**

**A:** Your generator will run 24 hours a day, 7 days a week, as long as the oil level, oil filter and air filter are properly maintained. In the event of an extended power outage lasting more than three days, you must be prepared to service the unit with fresh oil. Recommended maintenance schedules are outlined in the owner's manual.

**Q: Lennox™ Residential Generators claim to be extremely quiet, but other manufacturers make similar claims. Whose claims do I believe?**

**A:** Lennox has a long history of offering the quietest heating and cooling equipment, and we are proud to offer residential generators that maintain that legacy of quiet performance. Extensive sound testing and verification, performed to rigid industry standards, has been used to measure our generators against the competition. The result: Lennox generators were found to be 10 times quieter than the leading competitor's product.

**Q: How big is the generator?**

**A:** Our smallest generator, the 12kW model, is about the size of a normal air conditioning compressor. It measures 42" long, 30" wide, and 32" tall. Our 17kW model is five inches longer, and our 30kW model is two feet longer than the 12kW unit. All models have an attractive, quartz grey finish that complements the aesthetics of almost any home.

**Q: Who is qualified to install my generator?**

**A:** For your safety and peace of mind, and to protect the Lennox warranty, your generator system (including the automatic transfer switch) must be professionally installed by a Lennox dealer who is properly licensed to handle the necessary electrical and plumbing work. Your Lennox dealer will also perform the initial startup and test run that activate the warranty period and also ensure the generator is operating properly.

**Q: Are permits required prior to installation?**

**A:** Yes, local codes require the issuance of permits any time alterations are made to your home's electrical or gas service. Your Lennox dealer will handle all paperwork and obtain all necessary permits before installation of your generator system begins.

**Q: Could there be extra costs related to the permitting process or actual installation?**

**A:** It's possible. For example, your electrical or gas service may require upgrades to meet current codes. That could involve updating your electrical panel or gas regulator. Also, depending upon the generator model you choose, a cement foundation may be required, which would affect the cost of installation. Your Lennox dealer will discuss all applicable costs before you agree to a final installation charge.

**Q: What is the warranty coverage on a Lennox Residential Generator?**

**A:** Every Lennox generator system is covered by a 5-year/2000-hour warranty that takes effect at the date and time your dealer starts up the unit for its initial test run. Specific details of the warranty program are outlined in the owner's manual. For added convenience and peace of mind, your Lennox dealer also offers long-term generator service and maintenance contracts.

**Q: Is financing available?**

**A:** Yes. Lennox is offering two consumer financing options: "18 months no payments/deferred interest" or "60 months financing with a low 6.9% APR." Details are available from your Lennox dealer.

**Q: Can installation of a residential standby generator increase the value of my home?**

**A:** Yes, a permanently installed generator often increases a home's value. Although return on investment varies, it can be as high as two times the initial overall cost of installing the unit.



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