



October 28/2020

Important notice concerning Generac products.

Due to the pandemic, the hurricanes, the wild fires and other reasons all Generac stand by generators and service rated transfer switches are on backorder from the factory and have been for the last 2 months. All Canadian dealers are facing the same shortages with no clear delivery dates. We recently notified some customers that the transfer switches will come in this month and that we can at least get the transfer switch installed before the winter. Generac has just moved the expected delivery date of the transfer switches back again... At this time we do not trust that any generators or transfer switches will arrive anytime soon. We currently have many customers patiently waiting and we wish that there was more that we can do about this situation.

To all new customers looking for a home stand by generator we regret to inform you that at this time we are limiting our free generator estimates until we have some clear idea of when we can expect to receive the products necessary to provide you with the backup power that you need.

For those customers that absolutely need a backup power solution ASAP we recommend that you look into Gener-link. Generac stand by generators are a much better solution but Gener-link will get you through until the shortage has ended. We currently have lots of Gener-link units in stock and installation can usually happen within 2 weeks.

We would like to thank all customers for your patience and we look forward to letting you know as soon as the shortage ends.

A handwritten signature in black ink, appearing to read 'Travis Tessier', with a long horizontal line extending to the right.

Travis Tessier
Operations Manager