

# GENTRACKER™

## Generator Monitoring System

To access your Gen-Tracker account, go to <http://login.gentracker.com> or \_\_\_\_\_.

Your login: \_\_\_\_\_

Your password: \_\_\_\_\_

### ALERT DEFINITIONS

<b>Building Power Lost</b>	No voltage is being detected on the LOAD side of the transfer switch.
<b>Generator On</b>	Voltage is detected on the EMERGENCY side of the transfer switch.
<b>Generator Fault</b>	Generator is in a fault condition as determined by the monitoring system.
<b>Generator Fault (Missed Exercise)</b>	No scheduled exercise detected by monitoring system.
<b>Generator Running with Utility</b>	The generator has been running for 2 hours without a corresponding loss of utility power. (Possible causes: Failure to shut off at the end of a run; low utility voltage; Generator being run manually for testing peak shaving)
<b>Generator Fault Cleared</b>	Generator in a fault condition has been cleared.
<b>Gen-Tracker Panel Unpowered</b>	The Gen-Tracker panel has lost its primary power source and is running on backup battery.
<b>Remote Communication Failure</b>	An attempt to send a command to the Gen-Tracker has failed.
<b>Heartbeat</b>	Heartbeats indicate that the system is communicating. They are sent once per day.

### AVAILABLE NOTIFICATIONS

	ALARM	NORMAL
Gen Run	<input type="checkbox"/>	<input type="checkbox"/>
Bldg Pwr	<input type="checkbox"/>	<input type="checkbox"/>
Utl Pwr	<input type="checkbox"/>	<input type="checkbox"/>
Gen Fault	<input type="checkbox"/>	<input type="checkbox"/>
Gen Warn	<input type="checkbox"/>	<input type="checkbox"/>
GT Status	<input type="checkbox"/>	<input type="checkbox"/>
Fuel Status	<input type="checkbox"/>	<input type="checkbox"/>
TS Status	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

### FAQS

**What should I monitor with the auxiliary contacts?**

The Gen-Tracker very accurately reports generator faults and a common fault is considered unnecessary. The auxiliary contacts are recommended for low fuel, pre-alarms, and transfer switch position.

**Will notifications be sent if the generator faults during an outage?**

Yes. The Gen-Tracker monitoring system contains a backup battery to ensure reporting and connectivity.

**If there is a problem with a generator what do I do?**

Your Gen-Tracker dealer will have received a notification and will contact you regarding your generator, and will take action according to your instructions.

**I received a notification, now what do I do?**

Your Gen-Tracker dealer has received the same notification and will take action on the issue. Depending on your agreement with your Gen-Tracker dealer, you won't need to do anything.

**What if I decide to cancel my monitoring service?**

Since our service is billed annually, simply inform your Gen-Tracker dealer you wish to cancel service, and at the time of renewal your account will be deactivated.

### ITEMS OF NOTE

- Remote Starts are only available on cellular systems.
- Analog phone line required for phone system. IP and digital lines do not work.
- Cellular systems utilize T-Mobile networks or AT&T upon request.
- Notifications are sent via text message and/or email. Daily/monthly reports are sent via email only.

**Contact your local  
Authorized Gen-Tracker  
Dealer Today!**

## WILL YOUR GENERATOR WORK WHEN IT MATTERS MOST? *THE ONLY DEPENDABLE GENERATOR HAS A GEN-TRACKER.*

### WHAT DO YOU GET WITH A GEN-TRACKER SYSTEM?

- Peace of Mind
- Universality
- Monthly Reports
- Generator Dependability
- Internet-Based Monitoring
- Affordability
- Remote Starts (cellular only)

### ABOUT THE GEN-TRACKER:

The Gen-Tracker system was designed exclusively for monitoring generators. This makes it more useful and less expensive than other options. The system is event-driven so that you can be notified of generator problems in real time. Notifications are available via e-mail and SMS text messages. The secure Gen-Tracker data center gives you online access to your generator's history.

### HOW DO I KNOW MY GENERATOR IS WORKING?

When the generator performs self test, the Gen-Tracker monitoring system verifies the generator's operation. You can also view your generator activity online at any time. If your generator should fail, notifications will be sent according to your instructions.

The Gen-Tracker monitoring system contains a backup battery to ensure reporting and connectivity, even in the event of a failure during an outage.

## DO YOU WANT TO WATCH YOUR GENERATOR? -OR- LET US WATCH IT FOR YOU!

### WHAT DO I NEED TO KNOW?

Generators are designed to perform a self test, usually every 7 or 14 days. The Gen-Tracker system sends out an alert if your generator fails its regular self test.

With the Gen-Tracker system your dealer can provide a continuous record of your generator's operation.

The Gen-Tracker system is more than just tracking; it is a full service system designed as a tool for your local generator dealer to provide the service necessary to make your generator dependable. You no longer have to physically check and see if your generator is exercising or working. Just go online and check your generator status from anywhere in the world.

### WHY DO I NEED A GEN-TRACKER?

Most generator faults occur during the regular exercise. By having the Gen-Tracker you and your dealer will know when something occurs and can address the issue before there is an outage.

The Gen-Tracker monitoring system provides a simple and dependable monitoring and control system for your generator at an affordable cost for generators of any size or brand.

### WHAT CAN I MONITOR WITH GEN-TRACKER?

- Building power
- Utility power
- Generator power
- Generator starts
- Generator stops
- Generator faults
- Fuel level
- Battery condition
- Transfer switch position

**Contact your local Authorized Gen-Tracker Dealer Today!**