



Call today!
1-877-466-3657

Frequently Asked Questions

What is an automatic standby generator?

An automatic standby generator is a back-up electrical system that operates whether you are at home or away. It automatically supplies power to essential circuits of your home within seconds of a utility outage. After utility power returns, the generator shuts itself off and awaits the next outage. It operates on natural gas and sits outside just like a central air-conditioning unit.

What will it power?

GUARDIAN® generators supply electricity to the electrical panel circuits of your home through a built-in load center. You select the number of circuits you want to protect and match it to the appropriate generator system. Everything on that circuit will be protected. GUARDIAN also powers furnaces, air conditioners, well pumps, water heaters and other appliances that are hard wired into your electrical panel.

Why should I buy an automatic standby generator instead of a portable generator?

While portable generators do supply power, an automatic standby generator produces a higher quality of electricity. It operates automatically and runs a weekly self-test to ensure proper response to your needs. There are no extension cords to plug in and no gas tanks to fill. It operates automatically so it protects your home even when you're away. When utility power returns, the standby generator shuts itself off.

Why circuits and not watts?

Establishing wattage requirements of the appliances you want to power during an outage is difficult because those appliances can be plugged into various outlets in your home. That's why GUARDIAN has simplified the process. By allowing you to protect everything on chosen circuits, you no longer have to worry about individual items.

What's the difference between air-cooled and liquid-cooled?

Air-cooled units use engines designed and manufactured specifically for GUARDIAN® smaller generators. Volume production helps to keep cost down, making the air-cooled generators the most affordable for our customers. They cover essential circuits and back-up power needs in most residential applications. Liquid-cooled units use automotive engines for increased horsepower. This makes them ideal for larger requirements such as whole-house power coverage, larger homes and commercial applications.

Do they have to be maintained?

Just like your car's engine, generators need periodic oil and filter changes. NJR Home Services offers a yearly maintenance program. Ask your salesperson or call 1-877-466-3657 (press 2) for details.

What is the cost of a service/maintenance contract?

NJR Home Services maintenance program is \$275 annually.

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NJ Home Improvement Contractor License # 13VH00361500

NJR Home Services is not the same company as New Jersey Natural Gas, the utility, and is not regulated by the New Jersey Board of Public Utilities. You do not have to buy products or services from NJR Home Services in order to continue receiving regulated services from New Jersey Natural Gas.



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What is the advantage of an aluminum enclosure?

Aluminum is corrosion resistant, so it prolongs the life and look of the generator, particularly in salt air communities.

What is Whisper-Test™? (GUARDIAN QuietSource™ models only)

Whisper-Test is a feature that reduces noise by 50 percent during the generator's weekly self-test cycle. That makes it as quiet as a car idling in your driveway. The generator starts up and operates at a reduced speed, lowering sound output by as much as 12 decibels for units that normally run at higher speeds under load. This allows for near-silent operation in test mode and satisfies all known sound ordinances.

How do I select a generator that's right for me?

NJR Home Services can help you choose the generator that's just right for your home and your budget. The most accurate way is to have our electrician apply an amp meter to the circuits or appliances that will operate with emergency backup power. Measurements should be taken as the appliance starts up. That's because start up requires the greatest amount of power.

To eliminate the hassle of this process, GUARDIAN® allows you to simply match your system to the existing circuits in your electrical panel. With 8, 10, 12 or 16 circuit, pre-wired systems, we take the guesswork out of sizing. For customers concerned with air conditioning, the wattage rating of the generator and its circuit breakers inside the transfer switch should be reviewed so that AC startup power requirements are met.

For GUARDIAN QuietSource™ liquid-cooled models, a licensed electrician must perform a site survey to determine the size and voltage of the unit to meet your backup power needs.

Do I need permits to install a generator?

Yes, permits from your township are required prior to installation of the generator. Requirements, fees and processing time vary by municipality, and can take from a few weeks to a few months.

How long does it take to install an automatic standby generator?

Once you have obtained all of the necessary permits the installation time will depend on the model you choose. GUARDIAN® air-cooled models can take as little as four hours to install. They come pre-mounted on a composite pad to further simplify installation. Liquid-cooled generators normally require up to 14 hours to install. Because of their additional weight, liquid-cooled units must be installed on a stronger mounting surface such as a concrete slab.

Note: Time estimates are based on typical applications. Additional time may be required to run gas conduit or gas piping or to place the unit far from the incoming gas or electrical service.

Who should install the generator?

For safety reasons and to be sure of adherence to local, state and national codes Generac recommends the generator be installed by an Authorized Dealer or licensed contractor. NJR Home Services is a Guardian Authorized Dealer and a fully licensed and insured HVAC contractor.

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How much fuel does an automatic standby generator use?

	7-16 kW Air-Cooled	20-45 kW Liquid-Cooled	60-150 kW Liquid-Cooled
Natural Gas (cu ft/hr)	100-250	300-750	960-2061

Please refer to the individual model's specification sheet for exact figures.

Note: Figures are based on continuous operation at full load. It is unlikely that the generator will run at full load for an extended period, therefore, consumption decreases accordingly.

The generator that I've chosen has a 100-amp automatic transfer switch. What if I have 200-amp service?

Emergency circuits should always be isolated by the emergency load center. An isolated sub-panel helps to prevent overload situations.

Is a 200-amp automatic transfer switch available for the air-cooled models and the 20 kW liquid-cooled model?

No. Because a 200-amp transfer switch is not necessary. The outputs of these generators are safely carried with a 100-amp automatic transfer switch.

What type of oil is recommended?

15W-40 is recommended for all liquid-cooled units. The oil should be a SAE rated high detergent oil that meets API Service Class SF requirements for gasoline engines.

Where is my generator made? 

GUARDIAN generators are made in the United States. Manufactured in Wisconsin by Generac Power Systems Inc., we design and build our complete product from the controls to the enclosures, to our air-cooled engines specifically designed for generators. This ensures that our products are built to our highest standards.

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