

# Becoming a Certified Service Tech and steps after class

Follow these steps if you or someone within your company would like **to become a Generac certified technician**:

1. Create an account on the Generac University Site (one account per technician)  
[www.generac.com/university](http://www.generac.com/university)
2. Complete the Air-Cooled online pre-requisites (4 courses)
3. Enroll and attend a hands-on Air-Cooled class and complete a post-class survey. Trainings are held at 8 locations throughout the U.S.

Once you have completed and passed the training course, your Generac certification is applied to your tech ID. You are now qualified to complete service work on the applicable products however you cannot submit warranty claims, order parts or utilize Generac tech support until the tech ID is linked to an active authorized Service account.

**Next Steps after class**, you will need to complete and submit the required contractual documents to become set up as a partner:

1. Set up your GenService account by contacting your Generac Service Specialist
2. Completion of Non-Exclusive Service Agreement and vetting process through our Acquisition Specialist
3. Completed W-9
4. Includes the purchase of a required parts kit during the sign on process
  - a. Level 1 kit \$1,699 (required for air-cooled training)
  - b. Level 2 kit \$2,149 (required for commercial training and above)

Once you are an authorized Generac Service partner you will need to email [servicetraining@generac.com](mailto:servicetraining@generac.com) to have them assign your technician ID(s) to your account number.

**Call 262-544-4811**

**Ext 1902** For Residential Dealers to start the contract process once course is completed or if you have questions prior to beginning the process.

**Ext 3444** For Aligned Contractor to start the contract process once course is completed or if you have questions prior to beginning the process.