

GENERAC®

SERVICE TRAINING COURSE CATALOG

20
23



RESIDENTIAL AND COMMERCIAL COURSES

Courses are listed in order of required completion. New Generac Technicians will begin with Installation for generator training or PWRcell for clean energy. Each certification earned qualifies the technician to move to the next training level if they choose.

PWRcell. This online course instructs proper sizing, installation requirements, best practices and code considerations for the PWRcell series. Completion of this course grants installers access to technical support but does not authorize warranty work to be performed on PWRcell products.

Prerequisite: None | Certification Duration: 2 years

Installation. This online course instructs proper installation requirements, best practices, and code considerations for Air-Cooled and Liquid-Cooled standby generators. This is a stand-alone course, completion does not authorize warranty work to be performed on Generac products.

Prerequisite: None | Certification Duration: 2 years

Air-Cooled.¹ This 2-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on all Air-Cooled products (OPE and HSB) up to 26kW.

Prerequisites: Basic Electricity, Basic Generator Theory, Air-Cooled Engines and Schematic 1 | Certification Duration: 1 year

Air-Cooled Live-Stream Training (LST).¹ This 2-day web based hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on all Air-Cooled products (OPE and HSB) up to 26kW. This course is conducted live via the web and includes the same content as the Air-Cooled hands-on course. Live-Stream Training courses are recommended for technicians who have previously completed a Generac in-person session.

Prerequisites: Basic Electricity, Basic Generator Theory, Air-Cooled Engines and Schematic 1 | Certification Duration: 1 year

Air-Cooled Online Year 1 Recertification Test.¹ Successfully complete this online test to meet the Online Year 1 requirement of the Air-Cooled Service Training Path.

Prerequisite: Air-Cooled or Air-Cooled LST | Certification Duration: 1 year

Air-Cooled Online Year 2 Recertification.¹ Successfully complete this online course to meet the Online Year 2 requirement of the Air-Cooled Service Training Path.

Prerequisites: Air-Cooled Online Year 1 Recertification Test | Certification Duration: 1 year

Air-Cooled Online Year 3 Recertification.¹ Successfully complete this online course to meet the Online Year 3 requirement of the Air-Cooled Service Training Path.

Prerequisites: Air-Cooled Online Year 2 Recertification | Certification Duration: 1 year

Protector Series.¹ This 3-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on non-configured, Evolution™ and Nexus™ controlled, Liquid-Cooled product up to 150kW.

Prerequisites: Air-Cooled or Air-Cooled LST and An Introduction to Protector Series Diesel Generators and Installing Liquid-Cooled Resi/Comm Generators | Certification Duration: 1 year

Protector Series Live-Stream Training (LST).¹ This 2-day web based hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on non-configured, Evolution™ and Nexus™ controlled, Liquid-Cooled product up to 150kW. This course is conducted live via the web and includes the same content as the Protector Series hands-on course.

Prerequisites: Air-Cooled or Air-Cooled LST and An Introduction to Protector Series Diesel Generators and Installing Liquid-Cooled Resi/Comm Generators | Certification Duration: 1 year

Protector Series Online Year 1 Recertification Test.¹ Successfully complete this online test to meet the Online Year 1 requirement of the Protector Series Service Training Path.

Prerequisite: Protector Series or Protector Series LST | Certification Duration: 1 year

Protector Series Online Year 2 Recertification.¹ Successfully complete this online course to meet the Online Year 2 requirement of the Protector Series Service Training Path.

Prerequisites: Protector Series Online Year 1 Recertification Test | Certification Duration: 1 year

Protector Series Online Year 3 Recertification.¹ Successfully complete this online course to meet the Online Year 3 requirement of the Protector Series Service Training Path

Prerequisites: Protector Series Online Year 2 Recertification | Certification Duration: 1 year

Protector Plus. This 3-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform start ups and warranty repairs on the Protector Plus Gaseous and Diesel H Panel and PowerZone product up to 250kW. **Approval must be granted by a Generac Territory Development Manager to enroll in this course.**

Prerequisite: Protector Series or Protector Series LST and GenService Protector Plus Assignments | Certification Duration: 2 Years

¹See the Generac Air-Cooled and Protector Series Training Path on page 4.

Generac Air-Cooled & Protector Series Service Training Path

STEP 1: Answer the questions below to identify the year you last completed Air-Cooled or Protector Series hands-on training.

STEP 2: Follow the path designated with that year to understand your ongoing training path.

- Path A.** Did you complete hands-on training in 2020?
- Path B.** Did you complete hands-on* training in 2021?
- Path C.** Did you complete hands-on training in 2022?

	2020	2021	2022	2023	2024	2025
A	HANDS-ON TRAINING	ONLINE YEAR 1	ONLINE YEAR 2	ONLINE YEAR 3	HANDS-ON TRAINING	ONLINE YEAR 1
B		HANDS-ON TRAINING	ONLINE YEAR 1	ONLINE YEAR 2	ONLINE YEAR 3	HANDS-ON TRAINING
C			HANDS-ON TRAINING	ONLINE YEAR 1	ONLINE YEAR 2	ONLINE YEAR 3

INDUSTRIAL COURSES

Technicians must be approved by the local IDC for Industrial and above courses.

Industrial.² This 5-day hands-on course allows a technician that is assigned to an appropriate service dealer to perform start ups and warranty repairs on Industrial gaseous/diesel product.

Prerequisite: Protector Series or Protector Series LST and GenService Industrial, MPS, and Master Pre-work I Certification Duration: 1 Year

Industrial Update.² Successfully complete this 3-day hands-on course to recertify an Industrial certification for 1 year.

Prerequisite: Industrial with Engine or Industrial and GenService Industrial, MPS, and Master Pre-Work I Certification Duration: 1 Year

Industrial Recertification Test.² Successfully complete this online test to recertify an Industrial certification for 1 year.

Prerequisite: Industrial with Engine or Industrial I Certification Duration: 1 Year

Engine. This 5-day hands-on course allows a technician that is assigned to an appropriate service dealer to perform warranty repairs on gaseous/diesel Generac OEM engines.

Prerequisite: Industrial I Certification Duration: 5 Years

MPS. This 4-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on all gaseous/diesel Industrial product, including Mobile, MPS, and Bi-Fuel.

Prerequisite: Industrial with Engine or Industrial and GenService Industrial, MPS, and Master Pre-work I Certification Duration: 2 Years

MPS Update / Masters. Successfully complete this 4-day hands-on course to recertify a MPS certification. Receive a score of 90% or higher to earn or recertify a Master certification.

Prerequisite: MPS and Required Industrial, MPS, and Master Pre-Work. To become eligible for Masters, Engine is also required | Duration: MPS: 2 Years/Master: 5 Years

Mobile Generators Level I. This 1-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on Mobile Generators only.

Prerequisite: None | Certification Duration: 2 Years

²See the Generac Industrial Service Training Path on page 6.

INDUSTRIAL COURSES

Mobile Light Towers Level I. This 1-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on Mobile Light Towers only.

Prerequisite: None | Certification Duration: 2 Years

Generac Mobile Product Level II. This 4-day course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on Mobile product only. Class is offered by request only.

Prerequisite: None | Certification Duration: 2 Years

Telecom Level I Basics LST.⁴ This web based hands-on Live-Stream training allows a technician who is assigned to an appropriate service dealer to perform start ups on Telecom units of 150kW and below.

Prerequisite: Air-Cooled or Air-Cooled LST and Telecom Level I Prerequisites | Certification Duration: 1 Year

Telecom Level II Advanced.⁴ This 4-day hands-on course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on Telecom product only.

Prerequisite: Protector Series or Protector Series LST and GenService Telecom Pre-work | Certification Duration: 2 Years

⁴See the Telecom ServiceTraining Path on page 7.

Generac Industrial Service Training Path

STEP 1: Answer the questions below to identify the year you last completed Industrial hands-on training.

STEP 2: Follow the path designated with that year to understand your ongoing training path.



Generac Telecom Service Training Path

STEP 1: Complete Air-Cooled training or equivalent

STEP 2: Choose one of two paths:

- A)** Complete the Telecom Level I Pre-Req and begin on Path A below.
- B)** Complete Protector Series and begin on Path B below.

STEP 3: Follow the path below to understand your ongoing training path.

- Path A.** Complete Telecom Level I Basics and continue on this path, or, after Year 1, complete Protector Series then move to Path B.
- Path B.** Complete Telecom Level II Advanced

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
A	HANDS-ON* TRAINING	HANDS-ON* TRAINING	HANDS-ON* TRAINING	HANDS-ON* TRAINING	HANDS-ON* TRAINING
B	HANDS-ON** TRAINING	NO TRAINING	HANDS-ON** TRAINING	NO TRAINING	NO TRAINING

*Hands-on training option includes only Live-Stream Training (LST) via a webinar.

**Hands-on training option includes only in-person at a training facility.

SERVICE TRAINING COURSES

Course Name	Type	Number of Days/Hours	Certification Duration
PWRcell	Online	4 Hours	1 Year
Installation	Online	3 Hours	2 Years
Air-Cooled ¹	Hands-on	2 Days	1 Year
Air-Cooled Online Year 1 Recertification Test ¹	Online	4 Hours	1 Year
Air-Cooled Online Year 2 Recertification ¹	Online	5 Hours	1 Year
Air-Cooled Online Year 3 Recertification ¹	Online	5 Hours	1 Year
Protector Series ¹	Hands-on	2 Days (LST)/ 3 Days (in-person)	1 Year
Protector Series Online Year 1 Recertification Test ¹	Online	4 Hours	1 Year
Protector Series Online Year 2 Recertification ¹	Online	5 Hours	1 Year
Protector Series Online Year 3 Recertification ¹	Online	5 Hours	1 Year
Protector Plus	Hands-on	3 Days	2 Years
Industrial ²	Hands-on	5 Days	1 Year
Industrial Update ²	Hands-on	3 Days	1 Year
Industrial Recertification Test ²	Online	2 Hours	1 Year
MPS	Hands-on	4 Days	2 Years
Engine	Hands-on	5 Days	5 Years
MPS Update / Masters	Hands-on	4 Days	MPS: 2 Years/ Master: 5 Years
Mobile Generators Level I	Hands-on	1 Day	2 Years
Mobile Light Towers Level I	Hands-on	1 Day	2 Years
Generac Mobile Products Level II	Hands-on	4 Days	2 Years
Telecom Level I Basics LST ⁴	Hands-on	1 Day	1 Year
Telecom Level II Advanced ⁴	Hands-on	4 Days	2 Years

¹ See the Generac Air-Cooled and Protector Series Service Training Path on page 4.

² See the Generac Industrial Service Training Path on page 6.

⁴ See the Generac Telecom Service Training Path on page 7.

Prerequisites
None
None
Basic Electricity, Basic Generator Theory, Air-Cooled Engines and Schematic 1
Air-Cooled or Air-Cooled LST
Air-Cooled Online Year 1 Recertification Test
Air-Cooled Online Year 2 Recertification Test
Air-Cooled or Air-Cooled LST and An Introduction to Protector Series Diesel Generators and Installing Liquid-Cooled Resi/Comm Generators
Protector Series or Protector Series LST
Protector Series Online Year 1 Recertification Test
Protector Series Online Year 2
Protector Series or Protector Series LST, GenService Protector Plus Pre-work and TDM Approval
Protector Series or Protector Series LST, GenService Industrial, MPS, and Master Pre-work and IDC Approval
Industrial with Engine or Industrial, GenService Industrial, MPS, and Master Pre-work and IDC Approval
Industrial with Engine or Industrial and IDC Approval
Industrial with Engine or Industrial, GenService Industrial, MPS, and Master Pre-work and IDC Approval
Industrial
MPS, GenService Industrial, MPS, and Master Pre-work and IDC Approval. To become eligible for Masters, Engine is also required
None
None
None Class conducted by request only, contact servicetraining@generac.com
Air-Cooled or Air-Cooled LST and Telecom Level I Prerequisites
Protector Series or Protector Series LST and GenService Telecom Pre-work

For a list of available dates, locations and costs visit the Generac Service Learning Center at, generac.com/servicetraining. Visit GenService, our service website at, service.generac.com, for the most current company news and announcements. Questions? Contact Service Training at, servicetraining@generac.com, or, 262-544-4811 ext. 4172.

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