



Thank you for your partnership and your trust in Power Telematics monitoring.

We value the opportunity to work alongside you, and this **Partner Success Guide** was created with one purpose in mind: to give you a clear, practical roadmap for launching and growing a successful generator monitoring program with confidence.

Inside, you'll find five focused sections that support every stage of success:

1 Choosing The Right System



This section includes our PTI Buying Guide, built to simplify product selection. The guide helps you confidently match the right monitoring solution to the right application.

2 Selling YOUR Monitoring Solution



Monitoring becomes most powerful when it's positioned as part of your branded service offering—not just a product, but a program. This section outlines how to package monitoring into your preventive maintenance agreements, go to market, and build a recurring revenue stream.

3 Market Your Monitoring Advantage



Growth doesn't happen by accident. We provide collateral, tools and ideas to help you promote monitoring in your market. The goal is to help you build customer awareness, expand user confidence, and scale service growth.

4 Guided Installation And Triage



A successful program depends on smooth implementation. Our EGSA-certified technicians are available to support your team during installations and provide diagnostic assistance before you dispatch a truck.

5 Support At Your Fingertips



Ongoing program management should be hassle free. Our Customer Service team works alongside you to assist with account updates, user management, and day-to-day monitoring questions. By helping ensure your accounts remain accurate, active, and running smoothly, we protect both your reputation and your customer experience.

Our commitment to you goes beyond providing hardware and software. We are invested in your long-term success. By combining the right tools, the right support, and a clear path to execution, we aim to make monitoring a profitable, sustainable part of your business.



1. Choosing The Right System

THE PTI BUYING GUIDE

Power Telematics delivers fully universal generator monitoring solutions that work with any generator, stationary or mobile, new or old, residential to industrial. Unlike most factory monitoring platforms and brand-specific systems, our monitoring solutions are flexible, scalable, and designed around what you want to track, not what the manufacturer limits you to.

Choose Your Monitoring Level

Essential Monitoring

- ✓ Compatible with all controller brands
- ✓ Cost-effective without added complexity
- ✓ Ideal for tracking key system conditions

Advanced Monitoring

- ✓ Designed for **Modbus-compatible** controllers
- ✓ In-depth performance and operational analytics
- ✓ Ideal for customers needing deeper system insight

Ordering Path



How to Order

Ready to move forward? We're here to help.



sales@powetelematics.com



678-992-5501, press option 2



Typical Lead Time: 24-48 hours

Note: Large orders may increase lead time.



1. Choosing The Right System

STATIONARY GENERATORS

Essential Monitoring Series - Stationary

Reliable, affordable, and focused on the most important status information.

Perfect for customers who want peace of mind and visibility into the health and readiness of their generator without unnecessary complexity.

Ideal For: Residential | Commercial | Basic Standby Applications

Typical Capabilities Include:

- Generator run/stop status
- Battery level monitoring
- Generator fault alarm
- Exercise tracking with failed to exercise alarm
- Extended run time tracking
- Engine hour tracking
- And more



PT300

Residential generators with non-sound attenuated enclosures in locations with decent cell coverage.



PT350

Any residential, commercial, and industrial generators.



PT400

Commercial and industrial generators. Recommended for generators with multi-output controllers to maximize alert capability as well as use of optional accessory kits.

Advanced Monitoring Series - Stationary

Next-level intelligence for mission-critical operations and performance-driven environments.

The Advanced Monitoring Series delivers deeper data, more control, and enhanced insights for customers who want full visibility and detailed operational analytics.

Ideal For: Commercial & Industrial Generators | Hospitals | Data Centers
Industrial Facilities | Mission-Critical Operations

Typical Capabilities Include:

- Full engine and controller data visibility
- Load monitoring and performance analytics
- Fuel levels, battery health, and environmental conditions
- Expanded fault tracking
- Remote diagnostics support



PT-ModPro

Perfect for any stationary commercial or industrial generator and transfer switch that is Modbus compatible.



1. Choosing The Right System

MOBILE GENERATORS

Essential Monitoring Series - Mobile

Reliable, affordable, and focused on the most important status information.

Perfect for customers who want peace of mind and visibility into the health and readiness of their generator without unnecessary complexity.

Ideal For: Rental Fleets | Temporary Power | Basic Mobile Gen Applications

Typical Capabilities Include:

- Generator run/stop status
- Battery level monitoring
- Generator fault alarm
- Engine Hour Tracking
- GPS Tracking
- And more



PTM350

Any portable/towable generator.



PTM400

Recommended for generators with multi-output controllers to maximize alert capability as well as use of optional accessory kits.

Advanced Monitoring Series - Mobile

Next-level intelligence for mission-critical operations and performance-driven environments.

The Advanced Monitoring Series delivers deeper data, more control, and enhanced insights for customers who want full visibility and detailed operational analytics.

Ideal For: Large Rental Fleets | Emergency Response | Critical Temporary Power

Typical Capabilities Include:

- Full engine and controller data visibility
- Load monitoring and performance analytics
- Fuel levels, battery health, and environmental conditions
- Expanded fault tracking
- Remote diagnostics support
- GPS Tracking



PTM-ModPro

Any portable/towable generator that is Modbus compatible.



1. Choosing The Right System

ACCESSORY KITS

Optional Accessory Kits

Power Telematics provides a unique monitoring experience giving you and your customers the power to select the level of monitoring you want and need. With our optional accessory kits, you can closely monitor specific generator conditions from utility power sensing, generator voltage sensing, generator current sensing, and fuel level sensing. You decide what you need without paying for monitoring you don't.



Utility Voltage Detection – Sensor is used to detect the presence of utility AC voltage. Sensor is placed on an insulated conductor supplying utility AC voltage to the control panel, battery charger or block heater. Designed to sense only ONE phase of AC voltage.



Utility Voltage Relay Kit – This kit is designed to sense for utility presence coming into the control panel using a relay for 120V and 240V generators. Kit comes in 4' or 10' leads.



Generator Voltage Detection – Identical to the utility voltage sensor, though used to detect the presence of generator voltage when the generator is running. Sensor is placed on the output side of the generator breaker.



Generator Current Sensing – The Generator Current Sensing Kit is used to sense if current is present or "flowing" from the generator set. The GCS is installed/clamped on either side of the main line circuit breaker. If current is present, then the generator is supplying load to the building.



Ultrasonic Fuel Level Sensor – The Ultrasonic Diesel Fuel Level Sensor is a programmable plug and play device used for diesel tanks. Using ultrasonic waves, this sensor measures fuel level for tanks up to 7' reporting fuel level from 0-100%. Standard kit comes in 15' cable length.



LP Tank Sensor – The PT-LP Tank Fuel Level monitor measures the propane fuel level in any above ground or below ground LP Tank. The monitor connects to any "Remote Ready" fuel level gauge and measures the percentage of fuel in the tank. We also stock replacement remote ready gauges for older LP tanks. Low fuel level alerts can be customized for different levels and email notifications can even be sent to the customer's propane supplier.



Generator Current Transformer Kit – This sensor is a larger version of the Generator Current Sensing Kit for thicker gauge wire. This sensor is used to detect if current is present or "flowing" from the generator set. The sensor is installed/clamped on either side of the main line circuit breaker. If current is present, then the generator is supplying load to the building.



1. Choosing The Right System

MOBILE ASSET TRACKING SYSTEMS

Tracker Series

Keeping up with your equipment is easy with Power Telematics Trackers.

The Tracker Series offers three easy to install GPS tracking systems to outfit any mobile asset and equipment. Each unit can be customized for how often you want them to report location, as well as speed tracking, geofencing and after-hours movement. All events are logged and uploaded to the Power Link portal so you can see it in real time

Ideal For: Any Mobile Asset or Equipment: Trailers | Load Banks | Toolboxes
Portable Generators | Forklifts | Track Loaders | And More

Typical Capabilities Include:

- GPS Location
- Speed tracking
- Battery Level Monitoring



PT-Micro

3 x Lithium AAA battery, approximately 3-year battery life



PT-Mini

3 x Lithium AA battery, approximately 3-year battery life



PT-TTS

2 x Lithium D Cell battery, approximately 7-year battery life

Questions?

We're here to help! Contact our sales department at sales@powertelematics.com or give us a call at **678-992-5501**, press option 2.



2. Selling YOUR Monitoring Solution

HOW TO SUCCESSFULLY IMPLEMENT MONITORING

Incorporating generator monitoring into your service business doesn't have to be difficult. In fact, it's a lot easier than you may think! Below is a step-by-step guide on how to effectively implement monitoring to be successful early and maximize your service opportunities.

→ Standardizing Your Core Solutions

Something to consider right off the bat is which accessories and features you want to offer. Whether you work with a majority of residential or commercial customers, their needs can vary. We often recommend narrowing your offerings to one or two core setups to make the sales process simpler and help your techs become more efficient with installation. This ensures consistency and scalability.

→ Put it on Everything

Now that you have a set model that can be applied to all of your customers, the next step is coverage. In order to get the most service opportunities, you need 100% visibility on all generators you service. Standardizing monitoring across more of the generators you service can help simplify operations and maximize the value of your monitoring program. How do we do that?

A key component to this is building your service operations around monitoring. All service plans and agreements you offer should include it and any new generator sales always include monitoring. This way, from the very beginning, you are logging generator data and catch problems earlier rather than later. This two-fold approach guarantees 100% coverage on your entire customer base.

→ What Should I Price Our Monitoring?

A general rule of thumb is to price monitoring to get a 35% GPM. This ensures consistent profit on each monitoring equipment sold. Add an hour or two of labor to cover install and you are set.

For the monitoring service, pricing this in your service plans often vary. But a recommended price to your customer for the Essential Series is \$199/year/unit and for the Advanced Series at \$339/year/unit.

→ Recurring Revenue

Implementing monitoring also provides a source of streamlined income through monitoring renewals. Strategically pricing the monitoring service costs build a foundation of predictable profit each year.

For example, Company A has 500 generator monitors in the field. Each unit is priced at \$199/year/unit. Annually, Company A should expect \$99,500 in annual monitoring revenue before monitoring service fees.

→ Promoting Your OWN Solution

Another advantage in partnering with Power Telematics is the power to showcase these monitoring solutions as your own. From the Power Link portal to the outbound monitoring alerts, everything can be customized to your brand. Promoting that you have your own monitoring solutions helps differentiate your brand and service and adds value to your reputation and customer experience.



3. Market Your Monitoring Advantage

BRAND IT & GROW IT

Launching your monitoring program is only the first step. Getting sustainable growth comes from promotion and targeted marketing efforts. Some of our most successful partners don't simply offer monitoring, but they present it as a core part of their service identity and customer value proposition. When monitoring is branded as your own solution, it becomes a powerful differentiator in your market.

This is where Power Telematics comes in. Available to you are several ways to fully embrace our offerings as your own. From customizing the Power Link portal to email content, social media posts and more, at your disposal are easy, no cost ways to accelerate your brand name to your customer.

Marketing Tools That Work for Your Brand

Your monitoring program should look and feel like it was built in-house, not bolted on. That's why we equip you with professional, ready-to-use marketing tools customized to your brand and market.

Co-Branded Sales Materials

Spec sheets and brochures are fully personalized with your brand colors, and contact information. The result? Clean, professional materials saving your team time and effort.

Social Media and Email Templates

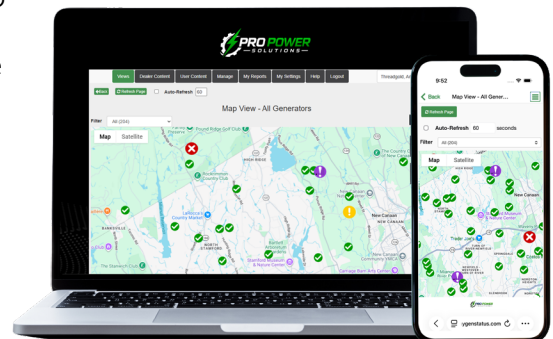
Whether you are looking for a product launch announcement, monitoring education, or promotional campaigns, we can provide content and graphics that make it easy for your team to communicate consistently and confidently.

Power Link Portal & App

The Power Link portal is you and your customer's singular place to see all generators in real time. When you partner with Power Telematics, we insert your logo on the dashboard and customize buttons and the mobile app to your brand's colors to create a unique experience that reinforces your business at every login.

Make It Yours: Custom Product Naming

Branding doesn't have to stop at marketing materials—it can extend to the solution itself. With private labeling, you can rename monitor models like the PT300 or PT350 to align with your company brand. For example, Excellent Power could offer the EP300 or EP350, reinforcing your brand with every quote, proposal, and invoice.





4 . Guided Installation and Triage

TOP-NOTCH TECH SUPPORT

Founded on Expertise

At the heart of Power Telematics, we are generator people. It's our love and deep passion for this industry which fuels our service and dedication. Over the years, we have put together an impressive team of experienced folks with a vast knowledge of the inner workings of a generator business. From generator distributorship management, field service, operations, service and dispatch management, sales, and customer support, we bring decades of combined experience which offers a very unique perspective to your monitoring service. We understand where you come from because we've been there. Partnering with Power Telematics puts your business in good hands and gives you the peace of mind you deserve.

Top-Notch Tech Support Team

Knowledge and experience is crucial to keeping your generator up and running and can save you a lot of time, money, and headaches down the road. Power Telematics is the ONLY monitoring service company that staffs generator technicians to assist with technical support. Our team has years of field experience with all major generator brands to help guide you through each install, as well as configure and test each monitor, so you have peace of mind knowing the job is done right.

Power Telematics is a member of the Electrical Generating Systems Association and are also proud to say that each of our Tech Support staff is EGSA technician certified. This advanced certification sets us apart and reinforces our dedication to delivering unparalleled service.



Installing a Monitor



Guided Controller Installation

When you partner with Power Telematics, you're never installing or managing monitoring systems alone. Our team is committed to making generator monitoring simple, efficient, and reliable for your technicians and your service department. To make installations as straightforward as possible, we provide controller-specific installation guides for a wide range of generator controllers and manufacturers. These guides walk technicians through exactly how to connect our monitoring systems to each controller removing guesswork and helping ensure installs are completed quickly and correctly the first time. Whether your team is working with a unfamiliar model or a new controller, our documentation and technical support team are always available to help.

Generator Monitor Installation Timeframes

Our monitoring systems are designed for fast and efficient installation, allowing your technicians to complete installs without tying up valuable service hours. Installation times can vary depending on generator model, controller type, and site conditions, but our streamlined hardware and controller guides help minimize installation complexity. For both the Essential and Advanced Series models, installation ranges can be as quick as 30 minutes on simple set ups to 2 hours with multiple accessory kits.

Post-Installation Support

Our support doesn't stop once the monitor is installed. Power Telematics provides ongoing support to help you and your customers get the most out of your monitoring systems.



4 . Guided Installation and Triage

Dedicated Technical Support Representatives

Our Tech Support team is available to assist with installation questions, troubleshooting, and system optimization whenever you need help. Every partner is assigned a dedicated rep you can rely on for questions, troubleshooting, install support, triage, and more. They also have daily processes in place to help make sure nothing is missed or overlooked.

Daily Technical Activities Include:

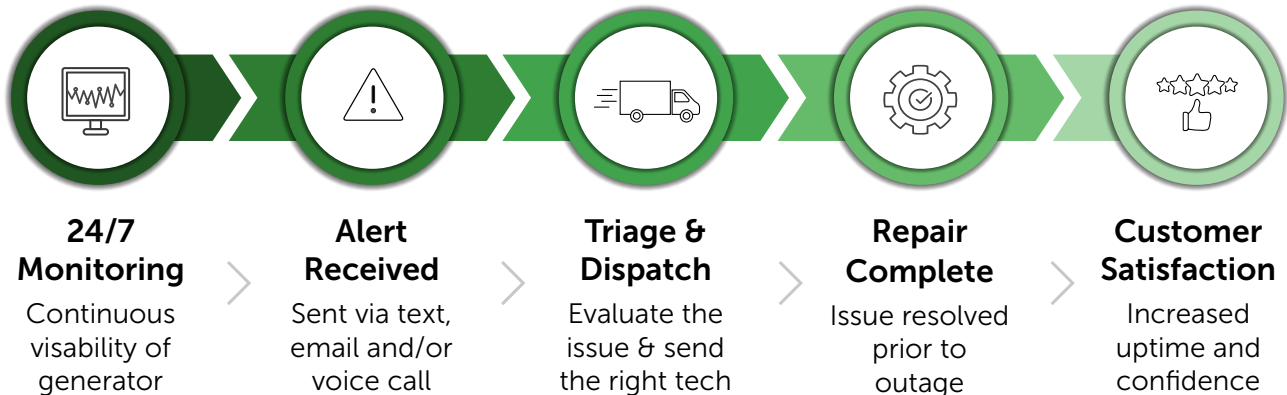
- ✓ **Monitor Communication Checks:** Ensuring devices remain connected and reporting properly every day.
- ✓ **Alert Investigation:** Helping identify and diagnose trouble/service alerts logged from the monitor.
- ✓ **Power Link Management:** Support with device setup, maintain accurate generator information, reporting, and monitor configuration.



Lifetime Warranty

All Power Telematics monitoring hardware is backed by a lifetime warranty, giving you and your customers long-term confidence in the reliability of our products. To learn more about our Lifetime Warranty, click [here](#).

Generator Monitoring: From Alert to Action



Our Technical Support team is always available to help review the generator event history and remotely triage a site for you to help make the best course of action.

A major advantage you have as a generator service company is to use monitoring as a means of proactive service. Monitoring provides a steady stream of alerts that your team can use to turn into a profitable service call. Spend less time on routine inspections and make better use of your technicians' time by dispatching them to repairs identified through real-time monitoring. Use monitoring technology for what it was made for so you can work smarter and be more profitable!



5 . Support At Your Fingertips

EXCELLENT CUSTOMER SUPPORT

Dedication Like No Other

When it comes to prioritizing the needs of our customers, no one excels quite like our Exceptional Customer Service Team. Our team is readily available to assist you in every aspect of your monitoring experience. From platform assistance, maintenance, new monitor set-ups, and more, we can handle it all for you.

Our commitment to service extends beyond offering assistance. In fact, we actively promote the idea of our customers viewing us as an extension of their service department. We recognize that monitoring can add to your responsibilities. Let us do the heavy lifting of keeping your monitoring service running smooth, so you can focus on running your business. This approach is rooted in our belief that you deserve not just a service provider but a committed monitoring partner.

Power Link – Online Portal

Power Link is your dedicated online portal for monitoring and tracking stationary and mobile generators, mobile equipment and assets. In real time, you can see the current status, event history, readiness, and more. A simple, and user-friendly design makes it easy to navigate from your desktop and mobile phone.

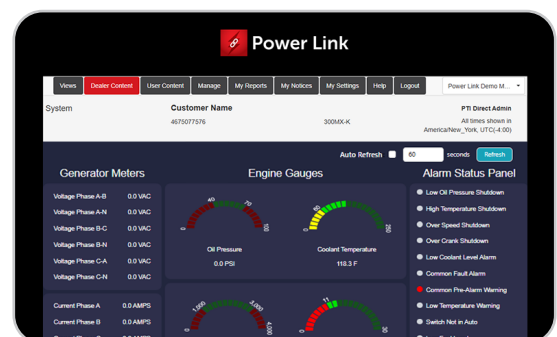
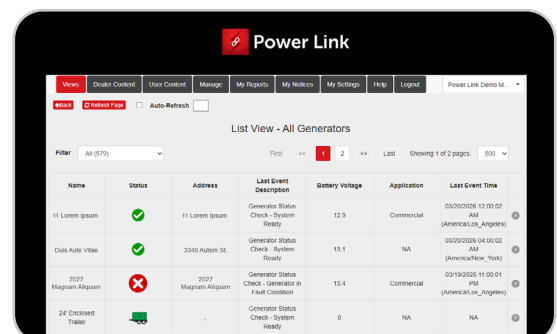
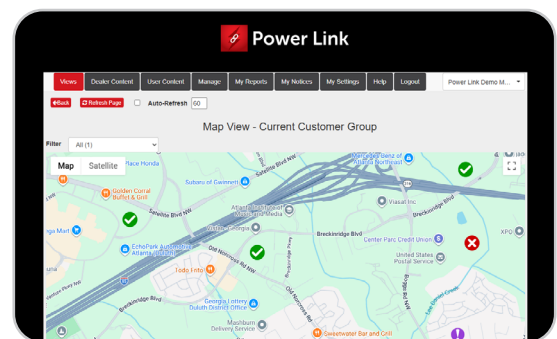
Designed for both a generator dealer and owner, you can easily track all of your equipment in one place as well as manage your own alert notifications via email and text and create detailed reports. Power Link is offered as a desktop and mobile app, so you can see your equipment on the go.

Stationary Generator Monitoring

Monitoring your generator made simple. The Power Link portal is designed to provide all of the details you need and give you the flexibility on what you want to see. View all of your generators on one page on a list view and map view. Drill down into each unit's current status, generator details, monitor info and event history to see the full picture of how each unit is performing. Send remote commands from the portal to start and stop the generator and more. And customize your alert notifications via email and text message.

Mobile Generator Monitoring

Keeping track of your mobile generators has never been easier. Power Link combines the ease of generator monitoring with real-time GPS tracking all on one tracking map. On one screen you can see where each of your mobile units are, speed, location history, generator event history, and more. Create geofences and detailed reports so you never lose track of value equipment.



Advanced Series Modbus Dashboard



5 . Support At Your Fingertips

Let Us Do the Heavy Lifting

Power Link Set Up & Management

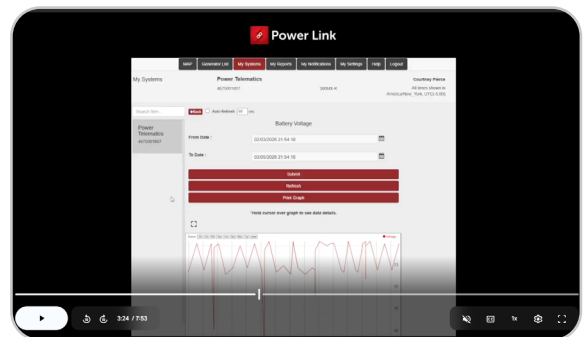
One of the biggest advantages you get with Power Telematics is the ability to be as hands off as you wish. From new installs, to end user set ups, notification management, report scheduling, you name it, let us handle it for you. Adding monitoring to your business doesn't have to be daunting because it's designed to offer you a streamlined approach for service efficiency. When you partner with Power Telematics, you have the option of letting us be your monitoring department.

A quick email to customerservice@powertelematics.com or a phone call can save you time and hassle and let you do what you do best: taking care of your customers.

Personal Training

For those who prefer a hands-on approach, we're here to help. From one-on-one training with our Customer Support team to step-by-step video tutorials, you'll have the resources you need to feel confident managing your monitoring program.

Need assistance beyond online resources? Our Sales, Customer Support, and Technical Support teams are available to provide the same level of personalized service every step of the way. When everyone is working together, success comes easy.



Power Telematics Policies & Terms

Stay up to date on all of our latest policies, conditions, and terms by clicking on the links below:

- [Satisfaction Guarantee and Return Policy](#)
- [PT Series Lifetime Warranty](#)
- [Partnership Agreement & Renewal Policy](#)
- [User Agreement and Terms of Sale](#)
- [Monitoring Data & Platform Service Policy](#)
- [Return Policy](#)
- [Cancellation and Deactivation Policy](#)