



## ***Questions to ask when a customer wants to purchase a generator***

- KW:** Southwest sells all our generators by KW. Some people will ask for a generator by KVA, KVA and KW are the same when the generator is a single phase generator. To convert KVA to KW (multiply kva times .8)  
To convert KW to KVA (divide KW by .8)
- Voltage:** This is something we must ask the customer, common voltages are 120/240 single phase, 120/240 three phase, 120/208 three phase, 277/480 three phase  
If they ask for a voltage that is not on here ask Paul about it.
- Phase:** All the generators we deal with are either single phase (1Ø) or three phase(3Ø)
- Frequency:** 60hz, 50hz, 400hz
- Application:** This is a very critical information, this will help enable us to give the customer what he actually needs. If they want to run a house we need to know this, if they need it to start motors, or for back up power this we need also.
- Starting:** Manual start with a key or toggle switch, two wire start ( this will enable them to start the generator with a remote switch, of a automatic transfer switch.  
Two wire start uses the contact of two wires to start the generator, as long as the two wires are touching the generator will preheat crank and start and run when the two wires are disconnected the generator will shut down.
- Enclosure:** The generators will come without an enclosure, the generators will sit outside and operate just fine without an enclosure. This is an option we sell weather protective enclosures and sound attenuated enclosures. SAE enclosures make the generator quieter this is done by the way we route the air into and out of the enclosure. Along with the air movement we use a sound deadening foam and critical grade silencers.
- Battery:** We need to know if the customer wants a battery, battery rack and cables there are people that want to supply their own. 12V, 24V, NATO slave? Type of battery.

- Fuel tank:** Hanco generators do not come with a tank, we can use a sub-base tank this is mounted under the generator. We also have side mounted tanks, or they can supply their own. Double wall tank, tank with containment basin, UL tank?
- Trailer:** Does the customer need a trailer, what type trailer Mil. civilian? If they do we will supply the size that is applicable for the generator.
- Muffler:** Most of the Hanco generators do not come with mufflers as we don't know what the application is. This is another reason we need to know the application. Industrial grade, residential grade, hospital grade, critical grade? muffler outlet, horizontal to the rear or front , vertical up, vertical down?
- Mainline breaker:** Do they need or want one, type and amps then goes along with the KW, or kva.
- Export power:** Type of export power, Mill. Connector, lugs, directly to the breaker, convenience outlets number of outlets, location of outlets or other connections.
- Shore Power:** Is this required, do they want it as an option?
- Shore power switch:** Is this required, do they want it as an option?