

2026

Service Training

COURSE CATALOG

GENERAC[®]

Residential & 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.

Introduction to PWRcell Installation

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.

Certification Duration: 2 Years

Generator Integration with PWRcell

This online course provides installers with equipment requirements and installation procedures to be successful with installing a PWRcell Energy Storage System (ESS) with an integrated Generac Air-Cooled Generator.

Prerequisites: Introduction to PWRcell Installation and Air-Cooled HSB Installation

Certification Duration: 2 Years

Introduction to PWRcell Service

This online course allows a technician who is assigned to an appropriate service dealer to perform warranty repairs on PWRcell product.*

Prerequisites: Introduction to PWRcell Installation

Certification Duration: 2 Years

Installation Efficiencies

This online course provides tips and information for installing Air-Cooled HSB generators more efficiently. This is a stand-alone course, completion does not issue a technical certification or authorize warranty work to be performed on Generac products.

Air-Cooled HSB Installation

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

Certification Duration: 2 Years

Air-Cooled¹

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 (Guardian and Next-Generation) up to 26kW.

Prerequisites: Basic Electricity, Basic Generator Theory, Air-Cooled Engines, and Schematic 1

Certification Duration: 1 Year

Air-Cooled Online Year 1 Recertification Test¹

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

*Course coming soon.

¹See the Generac Air-Cooled and Protector Series Training Path on page 6.

Certification Duration: 1 Year

Air-Cooled Online Year 2 Recertification¹

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 Recertification¹

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 Series¹

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 Online Year 1 Recertification Test¹

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 Recertification¹

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 Recertification¹

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 Plus²

This 4-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

Protector Plus Online Recertification²

Successfully complete this online test to renew a Protector Plus certification.

Prerequisite: Protector Plus
Certification Duration: 2 Year

¹ See the Generac Air-Cooled and Protector Series Training Path on page 6.

² See the Generac Protector Plus Training Path on page 7.

Industrial Courses

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

Industrial³

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
Certification Duration: 1 Year

Industrial Update³

Successfully complete this 4-day hands-on course to recertify an Industrial certification.

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

Industrial Recertification Test³

Successfully complete this online test to recertify an Industrial certification.

Prerequisite: Industrial with Engine or Industrial
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
Certification Duration: 5 Years

MPS

This 5-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
Certification Duration: 2 Years

MPS Update

Successfully complete this 5-day hands-on course to recertify a MPS certification.

Prerequisite: MPS and GenService Industrial, MPS, and Master Pre-Work.
Certification Duration: 2 Years

³ See the *Generac Industrial Service Training Path* on page 8.

Master⁴

This 5-day hands-on course allows a technician that is assigned to an appropriate service dealer to perform warranty repairs on all Generac's mobile and generator products. Technicians must earn an 80% or higher to pass.

Prerequisite: MPS Update, Engine (certification must be active), and the Master Eligibility Test
Certification Duration: 5 Years

Master Quarterly Update⁴

Successful completion of this 5-hour online Live-Stream training is required once every year between Master recertification periods. To maintain the Master certification, technicians must attend one session in each of the four years following a Master hands-on course per the Master Service Training Path. Sessions are held once every quarter.

Prerequisite: Master

Large Industrial Diesel Service Training

This 5-day hands-on course allows a technician that is assigned to an appropriate service to perform warranty repairs on SDMD200 to SDMD3000 (66L and 88L) Large Industrial Diesel engines.

Prerequisite: Master
Certification Duration: 2 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.

Certification Duration: 2 Years

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.

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.

Certification Duration: 2 Years

Telecom Level II Advanced⁵

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.

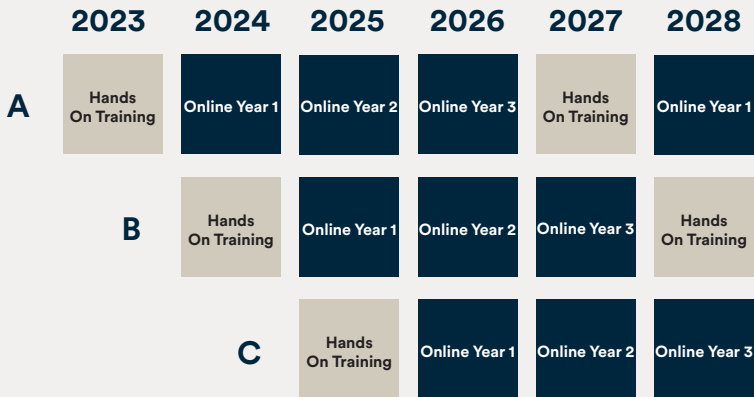
Prerequisite: Protector Series or Protector Series LST and GenService Telecom Pre-work
Certification Duration: 2 Years

⁴ See the Generac Master Service Training Path on page 9.

⁵ See the Generac Telecom Service Training Path on page 8.

Generac Air-Cooled & Protector Series Service Training Path

- 1 Answer the questions below to identify the year you last completed either Air-Cooled or Protector Series hands-on training.
- 2 Follow the path designated with that year to understand your ongoing training path:
 - A. Did you complete hands-on training in 2023?
 - B. Did you complete hands-on training in 2024?
 - C. Did you complete hands-on training in 2025?



Generac Protector Plus Service Training Path

1 Answer the questions below to identify when your Protector Plus certification expires.

2 Follow the path designated for the year your certification expires to understand your training path.

- A. Are you taking Protector Plus for the first time or is your certification currently expired?
- B. Is your certification expiring in 2026?
- C. Is your certification expiring in 2027?

	2026	2027	2028	2029	2030
A	Hands On Training	No Training	Online Recert.	No Training	Hands On Training
B	Online Recert.	No Training	Hands On Training	No Training	Online Recert.
C	No Training	Online Recert.	No Training	Hands On Training	No Training

Generac Industrial Service Training Path

- 1 Answer the questions below to identify the year you last completed Industrial hands-on training.
- 2 Follow the path designated with that year to understand your ongoing training path:
 - A. Did you complete hands-on training in 2025?
 - B. Is your hands-on training expiring in 2026 (hands-on training was last completed in 2023), is your hands-on training expired, or are you completing Industrial for the first time?



Generac Telecom Service Training Path

- 1 Complete Protector Series training.
- 2 Follow the path below to understand your ongoing training path.



Generac Master Service Training Path

Pre-Requisites

Industrial	Engine	MPS	MPS Update	Online Eligibility Test*
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Master Training Path

Hands On Training	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update
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Identify which group you belong to; A, B, or C. Then follow the corresponding path to determine the requirements to gain or maintain your Master certification.

- A. I'm an MPS Certified technician who has completed the Online Eligibility Test.
- B. My Master certification is expiring in 2025.
- C. My Master certification is expiring in 2026.

	2026	2027	2028	2029	2030
A	Hands On Training	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update
B	Hands On Training	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update
C	Online Quarterly Update	Hands On Training	Online Quarterly Update	Online Quarterly Update	Online Quarterly Update

*New Master technicians are required to pass the Master Eligibility Test prior to being able to enroll in the Master course.

Service Training Overview

Course Name	Type	Number of Days/Hours	Certification Duration
Introduction to PWRcell Installation	Online	4 Hours	2 Years
Generator Integration with PWRcell	Online	2.5 Hours	2 Years
Introduction to PWRcell Service	Online	3 Hours	2 Years
Installation Efficiencies	Online	2 Hours	–
Air-Cooled HSB Installation	Online	5 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	3 Days	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 ⁵	Hands-on	4 Days	2 Years
Protector Plus Online Recertification ⁵	Online	2.5 Hours	2 Years
Industrial ²	Hands-on	5 Days	1 Year
Industrial Update ²	Hands-on	4 Days	1 Year
Industrial Recertification Test ²	Online	2 Hours	1 Year
Engine	Hands-on	5 Days	5 Years
MPS	Hands-on	5 Days	2 Years
MPS Update	Hands-on	5 Days	2 Years
Master ³	Hands-on	5 Days	5 Years
Master Quarterly Update ³	Hands-on	5 Hours	–
Large Industrial Diesel Service	Hands-on	5 Days	2 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 II Advanced ⁴	Hands-on	4 Days	2 Years

¹ See the Generac Air-Cooled and Protector Series Service Training Path on page 6. | ² See the Generac Industrial Service Training Path on page 8. | ³ See the Generac Master Service Training Path on page 9. | ⁴ See the Generac Telecom Service Training Path on page 8. | ⁵ See the Generac Protector Plus Service Training Path on page 7.

For a list of available dates, locations and costs visit the Generac University at, [generac.com/university](https://www.generac.com/university). Visit GenService, our service website at, [service.generac.com](https://www.service.generac.com), for the most current company news and announcements. Questions? Contact Service Training at, service.training@generac.com, or 1-888-GENERAC (1-888-436-3722).

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