



## Waukesha Upgrade Website

# CM&U Product Catalog FAQ

### ***I have several engines that I want to upgrade, is there a way to check them all at once?***

Upgrades can be filtered by model in the initial release of the Waukesha\* gas engines upgrade website. Future site enhancements will include an option to check for upgrades on multiple engines at once. If you have several engines that you would like us to review, please email us at [waukeshaupgrades@ge.com](mailto:waukeshaupgrades@ge.com) and we will be happy to work with you.

### ***My engine model isn't available in the drop-down menu, or I don't see any upgrade options when I select my engine. Can I still upgrade my engine?***

We have upgrade options for our most popular models. But there are some models produced over our 100+ years manufacturing engines that do not have upgrades available. If you don't see upgrades for your model, please email us at [waukeshaupgrades@ge.com](mailto:waukeshaupgrades@ge.com) and we will be happy to work with you on potential options.

### ***My engine has been upgraded since the original build, how do I know if an upgrade will be compatible?***

The upgrade recommendations on our website assume that your unit is in the same configuration today as it was the day it shipped from our factory. However, it is common for units to be modified in the field during their useful life. Please let us know whether your engine has been modified and a Waukesha gas engines expert will confirm upgrade compatibility during the quote process.

### ***Why does my engine show an upgrade on the website that doesn't appear in the Waukesha gas engines CM&U Product Catalog?***

The CM&U Product Catalog uses model and ship year to determine upgrade compatibility and scope. Upgrade compatibility is linked to the engine bill of material, which is checked upon receipt of a quote request. Future site enhancements will allow for more specific upgrade selection. In the meantime, a Waukesha gas engines expert will confirm upgrade compatibility using your serial number and current configuration.

### ***What happens when I use "Request A Quote"?***

It is best to provide as much information as possible when you request a quote through the website. Upon receipt of the information a Waukesha gas engines expert will confirm the scope of the upgrade for your specific engine(s). We will work with the service provider you prefer to provide details on pricing, scope and timing for your upgrade. Please expect 1 business day for our initial response, and we will work closely with you and your preferred service provider throughout the quote process.

### ***My Waukesha gas engines service provider is not listed in the "Request A Quote" form.***

You must select your region and country to view available service providers. If you still don't see your preferred service provider, please select "Other" from the drop-down menu and write in your preferred service provider.

### ***How long will it take to receive my quote?***

Please expect 1 business day for an initial response from a Waukesha gas engines expert. We will work closely with you and your preferred service provider throughout the quote process and keep you updated on timing.

### ***Where can I view pricing information?***

Pricing will be available when you receive a quote. We will work with your preferred Waukesha gas engines service provider to determine scope, pricing and timing for your specific engine configuration.

### ***How do I place an order?***

Orders are placed through your preferred Waukesha gas engines service provider using their standard process. If you do not have an existing relationship with a Waukesha service provider, please email us at [waukeshaupgrades@ge.com](mailto:waukeshaupgrades@ge.com) and we can provide a list of service providers in your region.

### ***Something on the site isn't working properly – who should I contact?***

We appreciate your feedback – please email us at [waukeshaupgrades@ge.com](mailto:waukeshaupgrades@ge.com) and we will listen to your recommendations and make necessary changes.