[*Add Company Logo Here*]  
[*Date*]

[*Generator Owner Name*],

In our ongoing service and monitoring of your generator, we have noticed that your generator is currently not communicating on your Wi-Fi network. As a result, it cannot be seen in our service system and is also unavailable through your Mobile Link account. This means Mobile Link cannot update to show your generator’s current status or deliver text message or email notifications if you have them enabled.

Reconnecting your generator is an effortless process you can easily perform in a matter of a few minutes. Please click [here](https://support.mobilelinkgen.com/hc/en-us/articles/4416626744077-How-do-I-re-connect-my-generator-to-a-WI-FI-network-if-it-has-become-disconnected-) to learn how to reconnect your generator and get Mobile Link communicating again by following a few simple steps. If you are having any difficulty attempting these instructions, we are always here to help. If assistance is required, call us at [*Phone #*] to schedule a time for a service technician to come and assist you (*fees may apply*).

To ensure that your generator will run without issue in response to a power outage please reconnect your generator as soon as possible.

Thank you,

[*Company Contact or Closing*]

[*Company Logo*]  
[*Contact Phone #]*  
[*Contact Email Address*]