Frequently Asked Questions by KTC Dealers about Kubota Generators

How do I find out who is my Kubota generator distributor?
Visit the following page for a complete list and contact information.
https://www.kubotaengine.com/find-sales-service/find-a-distributor/

What generator models are offered?
Kubota Engine America offers several outputs, 7kW, 11kW, & 14kW. There are three versions of each Lowboy II model and one LowboyPro:
GL7000-USA & GL11000-USA - 7kW & 11kW with receptacles
GL7000-TM & GL11000-TM - 7kW & 11kW with terminals
GL7000-CAN & GL11000-CAN - 7kW & 11kW CSA certified for Canadian market
GL14000-USA – Combo Unit (receptacles and terminals)

Are the generators UL certified?
No. The Lowboy II and LowboyPro generators are not a UL certified product.

Are the generators CSA certified for the Canadian market?
Kubota Engine America offers a generator model that is CSA certified in both the 7kW and 11kW. GL7000-CAN & GL11000-CAN - 7kW & 11kW CSA certified for Canadian market. The LowboyPro GL14000 is NOT CSA certified.

Who should I contact with any questions regarding the generators?
You should reach out to your local Kubota generator distributor for any inquiries about generator pricing, availability, technical questions or any other related generator topics. You can find the distributor contact list in the following page:
https://www.kubotaengine.com/find-sales-service/find-a-distributor/

If you are not sure exactly who your authorized Kubota generator distributor is you can find them based on your zip code:
https://www.kubotaengine.com/find-sales-service/find-a-distributor/

What do I do in case of a warranty issue?
The warranty claim should be submitted to the Kubota generator distributor. If you are unsure of a service issue with a customer please make sure to consult with the Kubota generator distributor for further input and assistance.
https://www.kubotaengine.com/find-sales-service/find-a-distributor/

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What is the warranty period of the generators?
Engine and generator components for 3 years or 3,000 hours, whichever occurs first effective January 1, 2026. See warranty page for more information.
https://www.kubotaengine.com/service/warranties-all/

When selling to my customer can I use KCC to offer retail financing?
YES! Kubota Engine America and KCC are now working together to offer your customer retail financing. Special rates now available.
For details review the latest Allied Financing Bulletin in KubotaLink for more information. You can also find it on our promotion page:
https://www.kubotaengine.com/generator-promotion-ktc/

When buying from a Kubota generator distributor can I floorplan?
No. That is currently not an option.

Who do I buy Kubota generator parts from?
If you or your customer needs to buy parts for the Lowboy II or LowboyPro generators or the Kubota engine in the generator you should contact your local Kubota generator distributor. Your distributor will be able to help you with all of your needs.
https://www.kubotaengine.com/generator-promotion-ktc/

Where do I go if I need service training?
Contact your local Kubota generator distributor for more details.
https://www.kubotaengine.com/generator-promotion-ktc/

How do I find out about pricing?
In order to obtain pricing for the generators please contact your Kubota generator distributor to get further details.
https://www.kubotaengine.com/generator-promotion-ktc/