
Section 5

Troubleshooting

Problem	Cause	Correction
The engine will not crank.	<ol style="list-style-type: none">1. Fuse blown.2. Loose, corroded or defective battery cables.3. Defective starter contact.4. Defective starter motor.5. Dead Battery.	<ol style="list-style-type: none">1. Correct short circuit condition by replacing 7.5 Amp fuse in generator control panel.2. Tighten, clean or replace as necessary.*3. *See #2.4. *See #2.5. Charge or replace battery.
The engine cranks but will not start.	<ol style="list-style-type: none">1. Out of fuel.2. Defective fuel solenoid (FS).3. Open #14 wire from engine control board.4. Defective spark plug(s).5. Valve lash out of adjustment.	<ol style="list-style-type: none">1. Replenish fuel/Turn on fuel valve.2. *3. Repair wiring.4. Clean, re-gap or replace plug(s).5. Reset valve lash.
The engine starts hard and runs rough.	<ol style="list-style-type: none">1. Air cleaner plugged or damaged.2. Defective spark plug(s).3. Fuel regulator not set.4. Fuel pressure incorrect.5. Fuel selector in wrong position.6. Choke remains closed.	<ol style="list-style-type: none">1. Check/replace air cleaner.2. Clean, re-gap or replace plug(s).3. Set fuel regulator.4. Confirm fuel pressure to regulator is 10-12" water column (19-22mm mercury) for LP, and 5-7" water column (9-13mm mercury) for natural gas.5. Move selector to correct position.6. Verify choke plate moves freely.
The generator is set to OFF, but the engine continues to run.	<ol style="list-style-type: none">1. Defective button.2. Buttons wired incorrectly.3. Defective control board.	<ol style="list-style-type: none">1. *2. Repair wiring or replace switch.3. *
There is no AC output from the generator.	<ol style="list-style-type: none">1. Main line circuit breaker is in the OFF (or OPEN) position.2. Generator internal failure.	<ol style="list-style-type: none">1. Reset circuit breaker to ON (or CLOSED).2. *
There is no transfer to standby after utility source failure.	<ol style="list-style-type: none">1. Defective transfer switch coil.2. Defective transfer relay.3. Transfer relay circuit open.4. Defective control logic board.	<ol style="list-style-type: none">1. *2. *3. *4. *
Unit consumes large amounts of oil.	<ol style="list-style-type: none">1. Engine over filled with oil.2. Engine breather defective.3. Improper type or viscosity of oil.4. Damaged gasket, seal or hose.	<ol style="list-style-type: none">1. Adjust oil to proper level.2. *3. See "Engine Oil Recommendations".4. Check for oil leaks.

***Contact an Authorized Service Dealer for assistance.**

Problem	LED	Things to Check	Active Alarm	Solution
Unit running in AUTO but no power in house.	GREEN	Check MLCB.	NONE	Check MLCB. Contact servicing dealer if MLCB is in the ON position.
Unit shuts down during operation.	RED	Check the LEDs/Screen for alarms.	HIGH TEMPERATURE	Check ventilation around the intake, exhaust and rear of generator. Contact servicing dealer if no obstruction is found.
Unit shuts down during operation.	RED	Check the LEDs/Screen for alarms.	OVERLOAD REMOVE LOAD	Clear alarm and remove household loads from the generator. Put back in AUTO and restart.
Unit was running and shuts down, attempts to restart.	RED	Check the LEDs/Screen for alarms.	RPM SENSE LOSS	Clear alarm and remove household loads from the generator. Put back in AUTO and restart. If problem returns, contact servicing dealer to investigate possible fuel issue.
Unit will not start in AUTO with utility loss.	NONE	See if screen says unit not activated.	NOT ACTIVATED	Refer to activation section in Owner's Manual.
Unit will not start in AUTO with utility loss.	GREEN	Check screen for start delay countdown.	None	If the start up delay is greater than expected, contact servicing dealer to adjust from 2 to 1500 seconds.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	LOW OIL PRESSURE	Check oil level. Add oil per Owner's Manual. Contact servicing dealer if oil level is correct.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	RPM SENSE LOSS	Clear alarm. From the MAIN menu on the control panel, navigate to the BATTERY MENU. Contact servicing dealer if battery is GOOD. Replace battery If CHECK BATTERY is displayed.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	OVERCRANK	Check fuel line shutoff valve is in the ON position. Clear alarm. Attempt to start the unit in MANUAL. If it does not start or starts and runs rough, contact servicing dealer.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	LOW VOLTS REMOVE LOAD	Clear alarm and remove household loads from the generator. Put back in AUTO and restart.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	FUSE PROBLEM	Check ATO 7.5 amp fuse. Replace with same type fuse if bad. Contact servicing dealer if fuse is good.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	OVERSPEED	Contact servicing dealer.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	UNDER VOLTAGE	Contact servicing dealer.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	UNDERSPEED	Contact servicing dealer.

Problem	LED	Things to Check	Active Alarm	Solution
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	STEPPER OVERCURRENT	Contact servicing dealer.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	MISWIRE	Contact servicing dealer.
Unit will not start in AUTO with utility loss.	RED	Check the LEDs/Screen for alarms.	OVERVOLTAGE	Contact servicing dealer.
Yellow LED illuminated in any state.	YELLOW	Check screen for additional information.	LOW BATTERY	Clear alarm. From the MAIN menu on the control panel, navigate to the BATTERY MENU. Contact servicing dealer if battery is GOOD. Replace battery If CHECK BATTERY is displayed.
Yellow LED illuminated in any state.	YELLOW	Check screen for additional information.	BATTERY PROBLEM	Contact servicing dealer.
Yellow LED illuminated in any state.	YELLOW	Check screen for additional information.	CHARGER WARNING	Contact servicing dealer
Yellow LED illuminated in any state.	YELLOW	Check screen for additional information.	SERVICE A	Perform SERVICE A maintenance; press ENTER to clear.
Yellow LED illuminated in any state.	YELLOW	Check screen for additional information.	SERVICE B	Perform SERVICE B maintenance; press ENTER to clear.
Yellow LED illuminated in any state.	YELLOW	Check screen for additional information.	Inspect Battery	Inspect battery; press ENTER to clear.