

TROUBLESHOOTING

Problem	Cause	Solution	
Engine will not start.	No fuel.	Add fuel.	
	Faulty spark plug.	Clean and adjust spark plug or replace.	
	Low oil level.		Fill crankcase to the proper level.
			Place generator on a flat, level surface.
	Spark plug wire loose.	Attach wire to spark plug.	
	Fuel valve is closed.	Turn fuel select dial to proper fuel.	
	Old fuel or water in fuel.	Drain fuel and replace with fresh fuel.	
Flooded with fuel.	Let unit stand for 10 mins.		
Engine starts but runs roughly.	Choke in the wrong position.	Move choke until it stops under RUN position or push in completely.	
	Dirty air filter.	Clean or replace air filter.	
	Dirty fuel valve.	Clean the fuel valve.	
	Clogged spark arrestor.	Clean spark arrestor.	
Engine will not start electrically.	Generator battery is dead.	Recharge generator battery.	
Engine shuts down during operation.	Out of fuel.	Fill fuel tank or replace LPG cylinder	
	Low oil level.	Fill crankcase to the proper level. Place generator on a flat, level surface.	
	Clogged spark arrestor.	Clean spark arrestor.	
Generator cannot supply enough power or overheating.	Generator is overloaded.	Review load and adjust. See "Connecting Electrical Loads."	
	Dirty air filter.	Clean or replace air filter.	
	Choke in wrong position.	Move choke until it stops under RUN position or push in completely.	
Engine is running but no AC output.	Poor cord connection.	Check all connections.	
	Circuit breaker is open.	Reset circuit breaker.	
	Faulty brush assembly.	Replace brush assembly (Service Center).	
	Faulty AVR (auto voltage regulator).	Replace AVR (Service Center).	
	Loose wiring.	Inspect and tighten wiring connections.	
	GFCI tripped.	Reset GFCI receptacle breakers by first pushing the TEST button then the RESET button until green LED illuminates. Contact the help line.	
	Other.	Contact the help line.	
Engine hunts or falters.	Engine governor defective.	Contact the help line.	
	Dirty fuel valve.	Clean the fuel valve.	
	Carburetor is dirty and running lean.	Contact the help line.	
	Choke in wrong position.	Move choke until it stops under RUN position or push in completely.	
Repeated circuit breaker tripping.	Overload.	Review load and adjust. See "Connecting Electrical Loads."	
	Faulty power cords or device.	Check for damaged, bare or frayed wires. Replace defective device.	
	Circuit breaker still too hot.	Let unit sit for 5 mins.	

For other issues and technical support:

Technical Support Team
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