

PORTABLE GENERATOR FAQs

Where is the engine made?

The engines used on the Generac XP and XG Series of portables are manufactured at our Generac Power Systems, Inc. factory in Whitewater, WI. Generac engines are industrial grade engines designed to provide the ultra-quiet, longer-lasting performance required of portable generators. They also run

What is the difference between rated watts and maximum (surge) watts?

Rated watts describe the amount of power the portable generator can produce continuously. Maximum wattage is the power that the generator can produce for short periods of time. Motor

Where do I go to have warranty repairs performed?

Any Authorized Generac dealer can perform warranty service. To locate a dealer near you, please refer to our Dealer Locator section on this Web site or call our Automated Dealer Locator at 1-800-333-1322, 24/7/365. Our Authorized Service Centers provide parts, service and information on Generac equipment, regardless of where it was purchased. Authorized Service Centers are staffed with trained

Where can I find a GENERAC dealer in the U.S. or Canada?

To locate a dealer near you, please refer to our Dealer Locator section on this Web site or call our Automated Dealer Locator (for U.S. locations only) at 1-800-333-1322.

I can't locate my original owner's manual. How can I get another copy?

For our customers' convenience, we now offer technical information, diagnostic repair, installation and owner's manuals online. Please refer to the Manuals section on this Web site for this information.

Where can I purchase parts?

Parts can be purchased through any Authorized Generac Dealer. See our Dealer Locator to find a dealer near you. You can buy parts online or by calling (877) 500-7499. Part numbers are located in the

Can the generator be used during inclement weather?

Generators can be used during a wide variety of weather temperatures, but should be protected from the elements when not in use to prevent shorting and rusting. NEVER run a generator indoors.

Can I vent the exhaust out of an enclosed area?

outside where there is plenty of ventilation.

Should the fuel be drained when storing the portable generator for more than 30 days?

Yes. It is highly recommended that you drain the fuel from the tank and run the carburetor dry. OHVI engines meet EPA and CARB regulations and are less tolerant of stale fuel.

Does the portable generator need to be grounded?

Yes. For safety, the generator must be properly grounded. If it's not grounded, you run the risk of electrocution. We strongly recommend that you check and adhere to all applicable federal, state and

How often should I perform routine maintenance?

The maintenance schedule for your portable generator is in the owner's manual and some models are equipped with built-in maintenance reminders on the control panel.

What type of gasoline is recommended?

Use clean, fresh unleaded gasoline with a minimum 85 octane rating.

What type of oil is recommended? How often should it be changed?

Above 40°F, use SAE 30. Below 40°F and down to 10°F, use 10W-30. Below 10°F, use synthetic 5W-30. Oil should be changed after the first 8 hours of operation and every 200 hours of run time thereafter.