

## TROUBLESHOOTING

Problem	Cause	Solution
Generator will not start.	No fuel.	Add fuel.
	Faulty spark plug.	Replace spark plug.
	Unit loaded during start up.	Remove load from unit.
	Low oil level.	Fill crankcase to the proper level. Place generator on a flat, level surface.
Generator will not start; Generator starts but runs roughly.	Choke in the wrong position.	Adjust choke.
	Spark plug wire loose.	Attach wire to spark plug.
Generator shuts down during operation.	Out of fuel.	Fill fuel tank.
	Low oil level.	Fill crankcase to the proper level. Place generator on a flat, level surface.
	Overload condition	Remove load, press reset button
	Overheat condition	Let generator cool down
Generator cannot supply enough power or overheating.	Generator is overloaded.	Review load and adjust. See "Connecting Electrical Loads."
	Insufficient ventilation.	Check for air restriction. Move to a well ventilated area.
No AC output.	Cable not properly connected.	Check all connections.
	Connected device is defective.	Replace defective device.
	Circuit breaker is open.	Reset circuit breaker
	Loose wiring.	Inspect and tighten wiring connections.
	Other.	Contact the help line.
Generator gallops.	Engine governor defective.	Contact the help line.
Repeated circuit breaker tripping.	Overload.	Review load and adjust. See "Connecting Electrical Loads."
	Faulty cords or device.	Check for damaged, bare or frayed wires. Replace defective device.

### For further technical support:

Technical Support Team  
 Mon-Fri 8:30 AM-5:00 PM (PST/PDT)  
 Toll Free 1-877-338-0999  
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