

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.	Open fuel valve.
	Old fuel or water in fuel.	Drain fuel and replace with fresh fuel.
Engine starts but runs roughly.	Flooded with fuel.	Let unit stand for 10 mins.
	Choke in the wrong position.	Move EZ Start Dial to the RUN position.
	Dirty air filter.	Clean or replace air filter.
	Dirty fuel valve.	Clean the fuel valve.
Engine will not start electrically.	Clogged spark arrestor.	Clean spark arrestor.
	Generator battery is dead.	Recharge generator battery.
Engine shuts down during operation.	Battery switch is in the OFF position.	Turn battery switch to ON position.
	Out of fuel.	Fill fuel tank.
	Low oil level.	Fill crankcase to the proper level. Place generator on a flat, level surface.
Generator cannot supply enough power or overheating.	Clogged spark arrestor.	Clean spark arrestor.
	Generator is overloaded.	Review load and adjust. See "Connecting Electrical Loads."
	Dirty air filter.	Clean or replace air filter.
Engine is running but no AC output.	Choke in wrong position.	Move EZ Start Dial to the RUN position.
	Poor cord connection.	Check all connections.
	Circuit breaker is open.	Reset circuit breaker.
	Loose wiring.	Inspect and tighten wiring connections.
	AC Overload: Button illuminated red	Reduce AC load and press Overload Reset Button until illuminated green.
Engine hunts or falters.	Other.	Contact the help line.
	Engine governor defective.	Contact the help line.
	Dirty fuel valve.	Clean the fuel valve.
	Carburetor is dirty and running lean.	Contact the help line.
DUAL FUEL MODELS ONLY: Engine will not stop.	Choke in wrong position.	Move EZ Start Dial to the RUN position.
	Propane valve is still open.	Turn the propane valve to the CLOSED position on the tank.
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

Toll Free 1-877-338-0999

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