

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.	
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 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.	
	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.	
	Loose wiring.	Inspect and tighten wiring connections.	
	AC Overload: Button illuminated red	Reduce AC load and press Overload Reset Button until illuminated green.	
	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.	
DUAL FUEL MODELS ONLY: Engine will not stop.	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
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