



230 Long Hill Cross Rd, Shelton, CT 06484
203-929-3203 ~ 203 929 0713 (f)

34 E. Dudley Town Rd, Bloomfield, CT 06002
860-289-8790 ~ 860-282-0472 (f)

68 Enter Ln, Islandia, NY 11749
631-563-4943 ~ 631-563-6057 (f)

Things to do before calling for Service:

- If possible go out to generator and see what color the indicator light on the outside of the generator is? Red, Green or Amber.
- You can also lift the cover and see what the digital display reads. For instance, “RPM Sense Loss”, “OverCrank” etc.
- If you are not a customer of ours you can look at the inside side of the generator and find a label with the serial number. Note this number.
- If the generator is down, had the generator started the week before during exercise? Has an electrician, plumber or other tradesman been working around the generator? Could the gas have been accidentally left off or a circuit breaker been turned off or tripped? Has anything changed and if so, when?
- If running on Propane or Diesel, verify that the fuel tank has fuel.
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How to check and add oil during a power outage:

- Turn the generator Off in a proper sequence
 - Turn off large circuit breaker which is located on the generator.
 - Allow generator to run with the breaker off for at least 60 seconds.
 - On the generator push or move selector switch which is labeled Auto/Manual/Off to the Off position.
 - Allow generator to sit for at least two minutes in the off position to allow the oil to settle.
- Check the oil
 - Pull out orange handled dipstick. Wipe it clean and reinsert it all the way down the tube. Pull dipstick back out and look at the oil level indicator at the bottom of the dip stick.
 - If the oil is below the low level limit you will need to add oil. Your Owner’s Manual will indicate the proper oil to use. Many residential generators use 5W-30 Synthetic Oil. It is good to have this oil already on hand.

- Open oil cap and add oil slowly and sparingly. **Overfilling the oil can be very harmful to the engine.** Add ¼ of a quart, wait 2 minutes and re-measure oil level on dip stick. Continue this until the reading is in the middle of the oil level range.
- Turn the generator back On in a proper sequence
 - Using the Auto/Manual/Off switch turn the switch to Auto, and if the Utility power is still not available, the generator should start right up.
 - Allow generator to warm up for at least 60 seconds. Next turn on large circuit breaker located on the generator.
 - Close and secure the lid or door and verify generator is supplying power.

General care of your generator:

- Clean leaves and debris from around generator. Shovel snow around generator especially near the air louvers on the sides and back of the generator.
- Prevent sprinklers from spraying on generator.
- Have your pest control company spray for ants around the perimeter of the generator.
- Take a look under the generator cover monthly to see if wasps or mice are making nests.
- If you have a Liquid Propane generator you can make sure that the vent on the LP regulator is clear of wasp or spider nests on the screen of the vent. The vent is typically a gooseneck PVC pipe coming out of the ground in the proximity of the generator.