

# SERVICE INFORMATION BULLETIN

**DATE:** August 2011

**SUBJECT:** Home Standby Power Down Procedure

**MODELS AFFECTED:** All Air Cooled Home Standby Product

**PROBLEM:** During an extended power outage it may be necessary or desirable to shut a Home Standby generator down while under load. Reasons for doing this include checking the oil level or turning the generator off for a period of time to conserve fuel. Stopping or starting any generator with load applied can damage both the generator and the connected loads.

## CORRECTIVE ACTION:

### Shutting the Generator Down while Under Load

To safely stop and start a loaded generator follow these steps:

- **Isolate the Main Service Distribution Panel**
  1. At the main service distribution panel, open (turn off) the main service entrance breaker.
- **Stopping the Generator**
  1. Turn the Main Circuit Breaker off (Figure 1).
  2. If generator has a GFCI Outlet and it is being used, turn off the 15 Amp Outlet Breaker (Figure 1).
  3. Allow the generator to run for 1 minute without load to cool down.
  4. Turn the Auto/Off/Manual switch to the Off position (Figure 2).
  5. If the generator will be left off for longer than 1 hour without utility present remove the 7.5 Amp Main Fuse from the control panel (Figure 2). This will prevent the control panel from running down the battery.
- **Starting the Generator**
  1. If the Main Fuse was removed, replace the fuse. The startup wizard will be displayed, allowing the correct time and date to be entered. It will not be necessary to re-enter the activation code. **NOTE:** On models produced 2008 through mid-2010 the Installation Assistant will display "Utility Not Present" after the fuse has been installed. It will be necessary to press the Escape key several times to skip the utility wiring test portion of the Installation Assistant.
  2. Turn the Auto/Off/Manual switch to the Auto position. After a short delay the generator will start.
  3. Allow the generator to run for 15 seconds to allow the engine to warm up.
  4. Turn on the Main Circuit Breaker.
  5. Turn on the Outlet Breaker if necessary.
- **Repower the Main Service Distribution Panel**
  1. At the main service distribution panel, close (turn on) the main service entrance breaker.

This method will ensure proper transfer between generator and utility in the event that utility returns while the generator is shut off.

**WARRANTY:** Not applicable

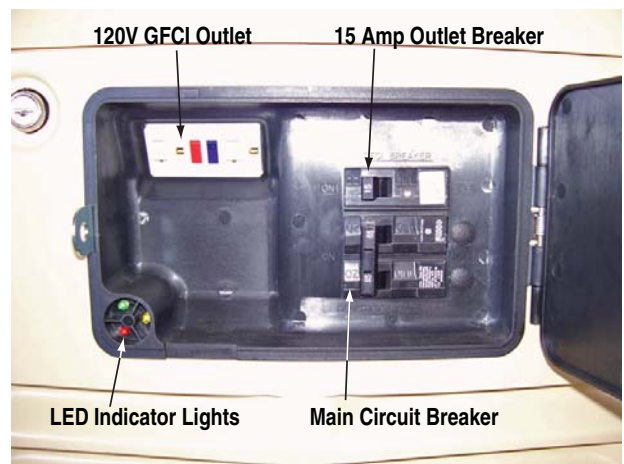


Figure 1

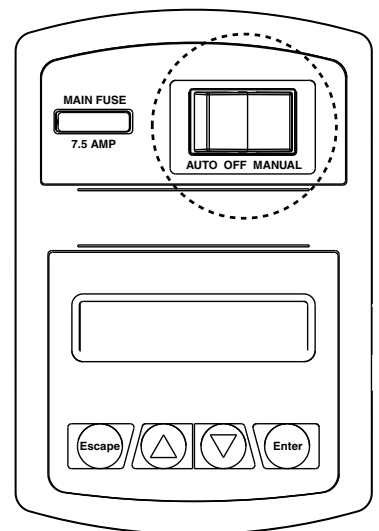


Figure 2