Understanding Generator Error Codes

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How do I shut down my generator when it's powering my house?

To avoid equipment damage, follow these steps during utility outages.

To turn the generator OFF:
1. Set the main utility disconnect to OFF (OPEN.)
2. Set the generator MLCB (generator disconnect) to OFF (OPEN.)
3. Allow the generator to run for a cool-down period of approximately one minute. At the controller, set the generator to OFF. Remove the 7.5A fuse from the controller.

To turn the generator back ON:
1. Install 7.5A fuse in controller. Confirm the generator MLCB (generator disconnect) is OFF (OPEN.)
2. At the controller, set the generator to AUTO mode. Generator will start and run.
3. Allow generator to run and warm up for a few minutes. Set the MLCB (generator disconnect) to ON (CLOSED.) Set the main utility disconnect to ON (CLOSED.)
4. Make sure adjustments to your settings in the control panel and reconnect your WIFI if needed.

IMPORTANT
• Remove the load from the generator prior to shutting down.
• When running the unit during a long-term outage, it is vital that you shut the unit down every 24 hours to do a visual inspection of the unit and add any fluids it might need.

How Do I Perform a Hard Reset?

1. Switch controller to OFF - press OFF button.

2. Remove service end of generator for access to battery compartment. Disconnect negative (black) battery terminal. Disconnect T1 connector (2-pin white plug with one black and one white wire.)

3. Wait 15 seconds, reconnect T1 connector and then reconnect & tighten negative battery terminal.

4. Re-install generator side panel. Controller will need to be set up again – time/date, exercise settings. Enter AUTO mode.

GENERAC®

Troubleshooting a problem with your home generator can be as simple as understanding and correcting the error code displayed.

Code 1100
Overcrank

Reset the controller and restart the generator. If the generator does not start after two automatic attempts, please check to ensure the gas to your generator is turned on. If the handle is lined up with the pipe, your gas is on. If your handle is lined across the pipe, the gas is turned off. If the generator is still not working or is running rough, contact an authorized service dealer.

Code 1200/1205
Overspeed

The generator has detected a high RPM. High RPM's can be caused by defective ignition coils. Please contact an authorized service dealer.

Code 1300
Low Oil Pressure

Check your oil level. If oil is needed, add oil per recommendations in your owner's manual. Be careful not to overfill the engine. If the oil level is accurate and the generator is still not working, a service call is needed.

Code 1501/1505/1511/1515
RPM Sense Loss

If the generator was running and shut down: Try to restart, clear the alarm by pressing the ENTER button twice, and press AUTO. Next, remove some of the loads. Put the generator in AUTO and restart. If the generator does not start you will need to contact an authorized service dealer.

If the unit will not start in AUTO when there is utility loss: Clear the alarm by pressing the ENTER button twice, then press AUTO. Check the battery in the main menu option. Replace the battery if needed or contact an authorized service dealer.

Code 1600
Underspeed

The generator is detecting an incorrect RPMI. Please contact an authorized service dealer.

Code 1900
Undervoltage

A sudden drop in voltage can set off this error code. For this code, a service call is needed.

Code 2100
Overload

The generator is detecting an overload condition. Remove the load to prevent this from happening in the future. If the problem persists, a service call is needed.

Low Battery

Check the VDC on the battery as well as the controller to make sure they are the same. If the voltage is less than 12.5 VDC, recharge the battery. If the voltage is over 12.5 VDC, check the charge circuit for operation.

EnergyUnited is here to help!

Please call 1-800-522-3793 to set up a service call.

Warranty issues and all associated fees will be covered by EnergyUnited and Generac. For non-warranty service, a trip fee + a one hour diagnostics fee of $90 will apply. A $50 per hour labor fee + parts fee apply thereafter.

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