

SERVICE INFORMATION BULLETIN

DATE: January 2010

SUBJECT: Maintenance Alerts on Air-Cooled Home Standby.

MODEL AFFECTED: Air Cooled Home standby generators utilizing the LCD display (16 through 20kW models).

CONCERN: Service calls are being generated when maintenance alerts are appearing and being confused with an alarm condition. **A maintenance alert condition will not be covered under our warranty policies and procedures.**

CORRECTIVE ACTION:

When a maintenance period expires, a warning message will be displayed. (16 through 20kW models include an external yellow LED which will illuminate.) The alert can be reset by pressing the Enter key, which will cause the user to be prompted to confirm the action. Resetting will clear the alert and reset the maintenance counters for all conditions annunciated. The history log will record the alert. The maintenance counter will not accumulate without battery power. Once battery power is restored, the set time prompt will be displayed. The maintenance counters will be adjusted to the new time and date.

NOTE: Since most maintenance alerts will occur at the same time (most have two (2) year intervals), only one will appear on the display at any one time. Once the first alert is cleared, the next active alert will be displayed.

Maintenance alerts that will be displayed.

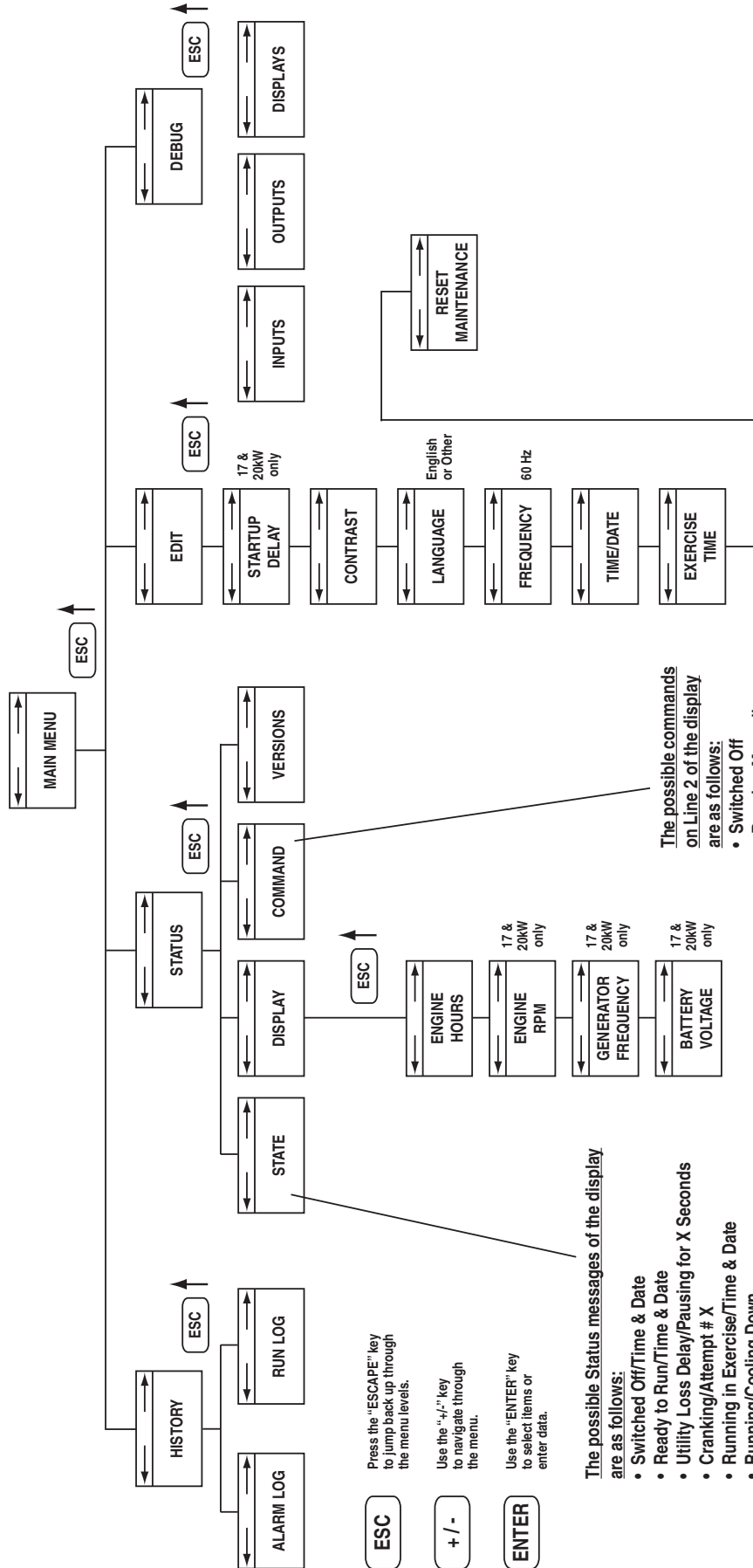
<u>Message:</u>	<u>Interval</u>
“Inspect Battery”	1 Year
“Change Oil & Filter”	200 hours or 2 years, 100 hours or 2 years on 20kW models
“Inspect Air Filter”	220 Hours or 2 years
“Change Air Filter”	200 Hours Or 2 years
“Inspect Spark Plugs”	220 Hours or 2 years
“Change spark Plugs”	400 hours or 10 years

WARRANTY: Informative Only.



LCD Display Screen Menu:

MENU SYSTEM



Press the "ESCAPE" key to jump back up through the menu levels.

Use the "+ / -" key to navigate through the menu.

Use the "ENTER" key to select items or enter data.

The possible Status messages of the display are as follows:

- Switched Off/Time & Date
- Ready to Run/Time & Date
- Utility Loss Delay/Pausing for X Seconds
- Cranking/Attempt # X
- Running in Exercise/Time & Date
- Running/Cooling Down
- Running - Warning/Warning Message
- Running - Alarm/Alarm Message
- Stopped - Alarm/Alarm Message
- Stopped - Warning/Warning Message
- Cranking/Pausing for X Seconds
- Running/Time & Date
- Running/Warming Up
- Cranking - Warning/Warning Message
- Cranking - Alarm/Alarm Message

The possible commands on Line 2 of the display are as follows:

- Switched Off
- Running Manually
- Stopped in Auto Mode
- Running - Utility Lost
- Running in Exercise
- Running from Radio