

Problem

The GenerLink™ will not transfer to the generator during testing with utility power present.

Cause

The GenerLink™ unit is equipped with a lockout circuit that prevents transfer to generator power if the load on the home exceeds 50-amps. The yellow status light will be illuminated if the load exceeds 50-amps.

Solution / Testing

1. Disconnect the generator.
2. Reduce the load by turning off ALL the circuit breakers in the house
3. Confirm that the yellow status light is not illuminated
4. Reconnect and restart the generator.
5. Restore load equal to or less than the capacity of generator.
6. Operate household loads using your generator.
7. Do not, under any conditions, attempt to remove or repair GenerLink™ yourself.
8. Generators with full panel GFCI or 240-volt GFCI is non-compatible.

Problem

GenerLink™ will not continuously connect the generator to the loads or it periodically cycles the loads on and off.

Cause

GenerLink™ is equipped with load sensing capabilities. If it detects a connected load that exceeds the 50 amp continuous load rating, it will automatically disconnect the generator for a short period of time.

Solution

Reconnect GenerLink™ through a 20-amp, 30-amp or 50-amp connector.

Problem

The green indicator light on GenerLink™ is not illuminated when utility power is present.

Cause

The green status light on the bottom of the GenerLink™ must be illuminated when utility power is present. If it is not illuminated, this may indicate an abnormal condition that may require service.

Solution

1. Call for service. (Refer to the Terms and Conditions for service instructions)
2. Do not attempt to test or use the GenerLink™ with a generator until the condition is corrected.
3. Do not, under any conditions, attempt to remove and/or repair GenerLink™ yourself.

Problem After the generator is turned off and utility power is present, the house load begins to cycle on and off. **Cause** While connected to the generator, GenerLink™ may have suffered an internal failure. **Solution** 1. Reduce the load by turning off all circuit breakers in the house. 2. Reconnect and restart the generator. 3. Restore load equal to the capacity of generator. 4. Operate household loads using your generator. 5. Call for service. (Refer to the Terms and Conditions for service

instructions)

6. Do not, under any conditions, attempt to remove or repair GenerLink™ yourself.