

## Additional Helpful Information & Troubleshooting

### **How to Reset the Generator Controller**

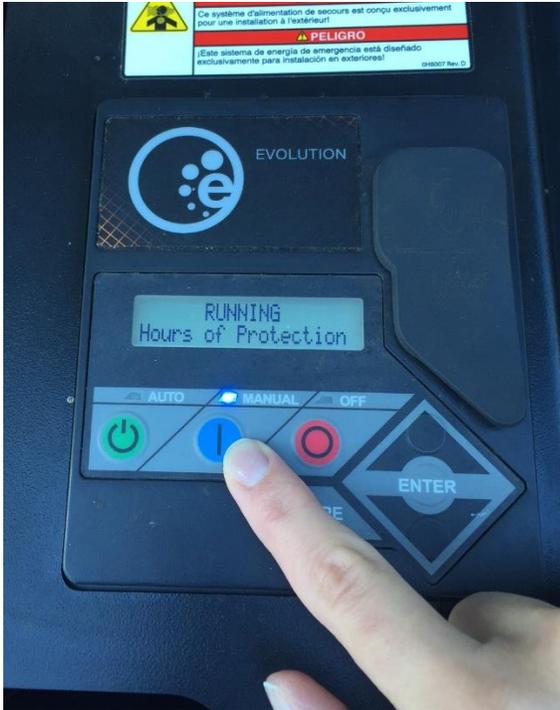
- Open the lid of your generator so you can view the controller. The controller will have a small display screen and several buttons on it.
1. Press the 'Off' Button



2. Press the 'Enter' Button



3. Try to run the generator in manual by pressing the 'Manual' Button



4. A) If generator runs in manual and error code does not reappear after running for 15-30 seconds, then press the 'Off' button and place generator back into Auto by pressing the 'Auto' Button. Your display should now read "Ready to Run" and the green light on the side of your generator should be illuminated.



- B) If error code reappears while generator is running in 'Manual', please repeat steps 1-3 to try and reproduce error code a second time. If error code reproduces itself 3 times in a row, please call the Washington Electric office at 253-200-1119 so a service call can be scheduled.

### ***What should I do if my generator's red light comes on?***

- Please see above procedure on how to reset the generator controller. An error code may be present within your generator controller. A simple reset may clear the error code and return your generator to proper operation and the light would then be lit green.
  - Before contacting Washington Electric and incurring a service call charge to have a technician diagnose your generator, we want to help save you money by seeing if a simple reset will resolve your generator's issue when the red light comes on.
- If after resetting your generator's controller and receiving the same error code after 3 attempts, please contact Washington Electric at 253-200-1119 to speak with our office staff. Please note the error code on your generator controller display to provide to the office.

***Whenever there is unusually bad weather approaching we recommend that you simulate an outage to test run your generator before a storm:***

- ***Extra peace of mind knowing your generator is working at that moment***
- ***You can address any maintenance issues proactively***

## **• How to Program Date, Time, & Exercise Cycle on Generac Generators**

- Many folks are not familiar with the new **Generac Evolution** controller and how to set up the date, time and exercise cycle on their **new generator**. This is quick and cheaper to do yourself in most cases.
- Well, I'm here to tell you that it is an extremely easy process when you have the navigation menu which can be found in your owner's manual (Page 13).
- You would start at the first screen and select the sub-menus. You do this by using the up/down arrow and then press enter when the "sub-menus" is highlighted.
- The next screen you will need to arrow up/down to get to the "Edit" prompt and then hit enter. Now you have access to the following five controls available....Language, Fuel Selection, Current Date/Time, Exercise Time and Firmware Update.
- You will arrow down until you get to "Current Date/Time" and then hit enter. This will allow you to enter the hour, minute, month, date and year and when done you would hit "enter" to get back to the previous sub-menu.
- Then you can arrow down one more time to get to the "Exercise Time" and then hit enter. This will allow you to enter the quiet test mode (only available on 17kW & 20kW models), hour, min and day and when done hit enter to get back to previous sub-menu.
- From there you can press escape until you get back to the main screen and your date, time and exercise schedule on your new **Generac generator** should now be set and ready to go.

Figure 3-3: Navigation Menu

