

GENERAC[®]

POWER SYSTEMS, INC.

PRODUCT INFORMATION BULLETIN

DATE: March 2000

SUBJECT: Gaseous fuel hose on 4.3 Liter

MODELS AFFECTED: All 35 through 45 kW Natural Gas and LP Vapor Gas 2000 Series Generators shipped prior to February 11, 2000.
NOTE: This does not apply to the gear driven or Guardian style 4.3 Liter Units.

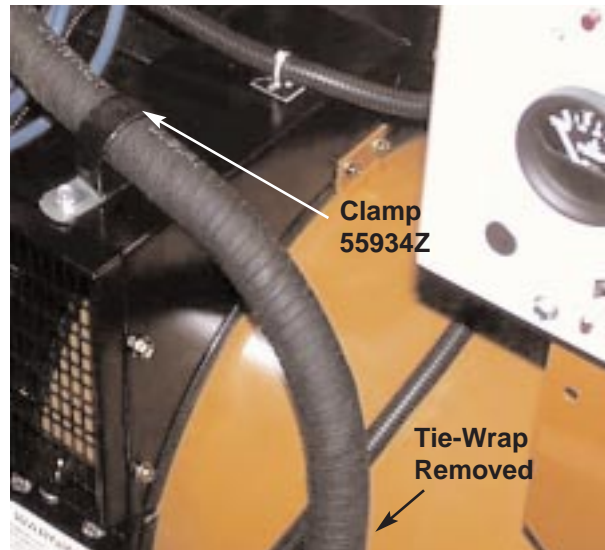
PROBLEM: Fuel line too close to exhaust crossover pipe.

CORRECTIVE ACTION: Re-position fuel line by installing a clamp on the blower shroud.

PROCEDURE: Order the 55934Z clamp from your normal source of Generac parts. Remove and discard the tie-wrap that retains the fuel line to the stator can. Add clamp on the blower shroud, facing it to the right of the generator. Use the existing hardware on the top of the shroud to hold down the clamp. This will move the fuel line away from the exhaust crossover tube. The minimum clearance **MUST** be two inches below the exhaust crossover tube.



Before Change



After Change

WARRANTY: .3 hours will be allowed for this procedure, plus travel as posted in the Warranty Policies & Procedures Manual.

Reference PIB00-1-S on the warranty claim form.

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PRODUCT INFORMATION BULLETIN

DATE: April 2000

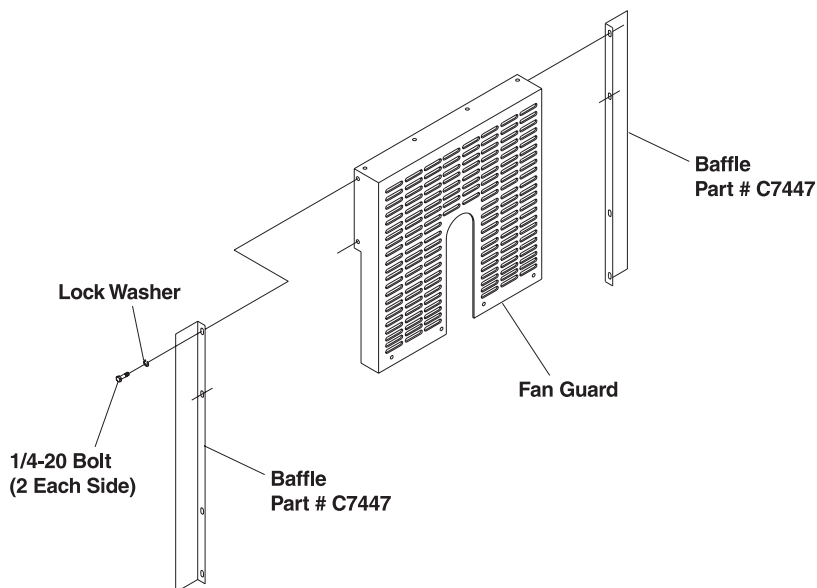
SUBJECT: GR Series Radiator Side Baffles

MODELS AFFECTED: GR160 - Model #4064-0; GR190 - Model #4065-0; GR210 - Model #4066-0

PROBLEM: Side baffles may be missing on some units. Without baffles, unit may overheat under full load condition.

CORRECTIVE ACTION: Order and install side baffles.

PROCEDURE: Order 2 baffles, Part Number C7447, from your normal source of Generac Parts. Install the baffles on the right and left sides of the fan guard using the existing 1/4-20 screws already in place on the fan guard. (Two on each side.)



WARRANTY: .5 hours will be allowed for this procedure, plus travel as posted in the Warranty Policies & Procedures Manual.

Reference PIB00-2-S on warranty claim form.

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POWER SYSTEMS, INC.

WARRANTY INFORMATION BULLETIN

DATE: April 2000
SUBJECT: Liquid Cooled Guardian PCB, Part #76009A Test Procedure

Due to the fact that 76009A boards are being tested upon warranty return, Generac is finding that over 60% of the boards returned as "failed" are actually testing good and working on units in practical application testing. Please ensure that these simple tests are performed before replacement of the 76009A board. It will be necessary to record your measurements, and **include these findings on the Warranty Repair Report** in the Details of Correction section of the report submitted for payment.

Procedure for Checking Control Board Number 76009A

With the Auto/Off/Manual switch in either the Auto or Manual Position, perform the following:

- Check for battery voltage from wire #15A (J1-10) to wire #0 (J1-13) this is battery voltage to the control board and should be the same as the voltage at the battery, 12-14 VDC.

IF STARTER DOES NOT CRANK

When unit cranks, the PCB applies battery voltage to the #56 wire (J1-5).

- Measure and record on #56 wire (J1-5) to ground #0 wire (J1-13) within 5 seconds of placing unit to manual; should measure greater than 10 VDC.
- If it measures less than 10 VDC, remove the #56 wire (J1-5) from J1 housing, this isolates the board from the rest of the starter solenoid circuit.
- With the #56 wire removed, place the switch in manual and re-measure voltage across the pins J1-5 to J1-13 (#0 wire). If it is still less than 10 VDC, replace the board.
- Also check for a short to ground on wire #56, a short on wire #56 could cause damage to the board.

IF STARTER CRANKS BUT UNIT DOES NOT COME UP TO SPEED

When unit is starting and running the board puts battery voltage on the #14 wire (J1-7) run circuit.

- Measure and record #14 wire (J1-7) to ground (J1-13) while engine is cranking; should read greater than 10 VDC.
- If voltage on #14 (J1-7) to ground measure less than 10 VDC remove the #14 wire (J1-7) from J1 housing, this isolates the board from the rest of the run circuit.
- With the #14 wire removed, re-measure voltage across pins J1-7 to J1-13 (#0 wire). If the voltage is still less than 10 VDC, replace the board.
- If the board measures greater than 10 VDC, check for a short to ground on the #14 wire, this may be the problem.

IN AUTO- UNIT DOES NOT TRANSFER AFTER UTILITY LOSS & 20 SECOND WARM-UP DELAY

- Measure voltage across #23 wire (J1-3) and #194 wire (J1-4); should be greater than 10 VDC.
- If not, remove #23 wire and #194 wire from housing and re-measure voltage across J1-3 and J1-4.
- If this measurement is less than 10 VDC replace the board.
- Be sure to check for a short to ground on #194 wire. If there is a short to ground on this wire it will stop the unit from transferring and possibly be causing damage to the board.

IN AUTO- UNIT DOES NOT TRANSFER BACK TO UTILITY WHEN UTILITY VOLTAGE IS RESTORED

- Check voltage between J1-14 (red wire) and J1-15 (#225A wire); should be greater than 12 VAC. This voltage is from the secondary winding of the Utility sensing transformer.
- If utility is close to rated (i.e. 208 VAC or 240 VAC) and is still less than 12 VAC on the secondary, check transformer wiring.
- If voltage across J1-14 (red wire) to J1-15 (#225A wire) is greater than 12 VAC and the system still does not return to utility, replace the board.

NOTE: The Warranty Claim will be **REJECTED** and the board **RETURNED** to the Servicing Dealer along with any shipping charges incurred if the 76009A passes the test and the findings to the tests described above are not included with the warranty claim.

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POWER SYSTEMS, INC.

WARRANTY INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Policy Change — Grainger/Dayton Start-up

NOTIFICATION DATE: January 1, 2000

EFFECTIVE DATE: March 1, 2000

This is a reminder that Generac Power Systems, Inc., has made a policy change with regard to Grainger/Dayton Product Start-up program.

Generac Power Systems, Inc. will no longer reimburse Dealers for the procedure of start-up on any and all Grainger/Dayton product as it has in the past.

It is no longer necessary to have a star-up inspection performed by an authorized Generac Servicing Dealer. However, it is still highly recommended. A start-up is still required; however, an electrician or construction contractor or the installer can perform it. However, Generac will not warranty or be responsible for any incidental or consequential damages from improper installations performed.

The warranty start date of the genset will be from the customer/end user date of purchase of said genset and be for a period of One Year or 1500 hours whichever occurs first. The customer/end user must supply a proof-of-purchase in order to obtain warranty consideration, a copy of which must accompany the warranty repair report when submitted.

Amended warranty start dates from the original date of purchase, to the actual date of start-up use, can only be performed by an Authorized Generac Dealer. The customer/end user must hire and directly pay an Authorized Generac Dealer to perform a complete star-up inspection, in accordance with the recommended installation of the genset by Generac Power Systems, Inc.. The Authorized Dealer will then completely fill out and submit the necessary forms to the Warranty Department of Generac Power Systems, Inc. to amend the date.

GENERAC[®]

POWER SYSTEMS, INC.

PRODUCT INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Policy Change — Guardian Product Start-up

NOTIFICATION DATE: January 1, 2000

EFFECTIVE DATE: January 1, 2000

This is a reminder that Generac Power Systems, Inc., has made a policy change with regard to Guardian Product Start-up program.

It is no longer necessary to have a start-up inspection performed by an authorized Generac Servicing Dealer. However, it is still highly recommended. A start-up is still required; however, an electrician or construction contractor or the installer can perform it. However, Generac will not warranty or be responsible for any incidental or consequential damages from improper installations performed.

The warranty start date of the genset will be from the customer/end user date of purchase of said genset and be for a period of One Year or 1500 hours whichever occurs first. The customer/end user must supply a proof-of-purchase in order to obtain warranty consideration, a copy of which must accompany the warranty repair report when submitted.

Amended warranty start dates from the original date of purchase, to the actual date of start-up for use, can only be performed by an Authorized Generac Dealer. The customer/end user must hire a directly pay an Authorized Generac Dealer to perform a complete start-up inspection, in accordance with the recommend installation of the genset by Generac Power Systems, Inc.. The Authorized Dealer will then completely fill out and submit the necessary forms to the Warranty Department of Generac Power Systems, Inc. to amend the date.

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POWER SYSTEMS, INC.

WARRANTY INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Control Numbers/All Water Cooled Product & PTO

EFFECTIVE DATE: Immediate (has been in effect since January, 1994)

This is a reminder to all Generac Power Systems, Inc. Servicing Dealers about the importance of obtaining "Control Numbers" before certain unusual or expensive warranty repairs are performed. As an Authorized Dealer, you are aware that Generac's "Bench Mark" for Control Numbers is any of the following:

- Repairs that exceed \$1000.
- Unusual amounts of repair time.
- Multiple trips required to complete repair.
- Cost of parts needed for repair exceeding \$1000.

It is a requirement for Authorized Dealers to call and obtain a "Control Number" after inspection but PRIOR to any repairs being made, for any one or more of the above listed reasons.

To obtain a "Control Number" the Authorized Dealer must contact the Technical Service Department at Generac Power Systems, Inc., the telephone number is 262-544-4811 ext. 4345. Control Numbers are not a blank check - the Authorized Dealer must have the following information ready when calling the Generac Technical Service Department.

- Dealer Number.
- Model Number and Serial Number of the genset in question.
- Start-up date.
- Details and cause of problem.
- Details of corrective action required.
- Part Number(s) and cost of necessary part(s) needed to correct failure.
- Cost of necessary flat rate labor hours needed to correct failure.
- Travel time and mileage necessary (if applicable) (Warranty travel limits for standby repairs, 300 miles maximum at \$0.35 per mile, and 7.5 hours maximum at \$39.00 per hour.)
- Total dollar amount of repair to be covered.

All of the information listed above is required after the unit is inspected but PRIOR to any warrantable repair work is performed.

A copy of the "Control Number" report will be faxed to you by the Technical Service Representative. A copy must be attached to the Warranty Repair Report when submitted for payment.

Failure to obtain a "Control Number" will result in either the warranty repair report being reduced to the scheduled flat rate minimums, or rejected per the terms and conditions of the Generac Power Systems Warranty Policies, Procedures and Flat Rate Manual.

FOR ALL WARRANTY REPAIR REPORTS

Submittal period of Warranty Repair Reports has always been within 30 days of completion of repair. If Warranty Repair Reports are received anywhere between 31 to 60 days after the repair completion date, they are subject to and will be reduced by the application of a 15% late filing charge.

Warranty Repair Reports received after 60 days following the completion of repairs will not be honored. They will be rejected/denied and returned to the Servicing Dealer.

PAYMENT OF WARRANTY REPAIR REPORTS

Payment of a Warranty Repair Report is in the form a a Credit Memo/Check (if applicable). If you believe that more credit is due to you, respond immediately to the Generac Power Systems Warranty Department.

Failure to respond within 30 days of the issued date of the Credit Memo/Check will be considered acceptance of the Credit Memo/Check as full and final payment of the warranty claim.

Credit Memos/Checks that are found to be in error of over payment to Dealers will be invoiced the difference of the amount of overage, anytime the error is discovered and will be notified in writing.

NOTICE: The Warranty Department of Generac Power Systems, Inc. will no longer reconcile Dealer accounts. It is the responsibility of the Dealer to keep track of their own individual records. It is the responsibility of the Dealer to adjust amounts received on their Credit Memos/Checks. It is the responsibility of the Dealer to contact the Warranty Department with any discrepancies within 30 days of Credit Memo/Check issued date. The Warranty Department will not go back any farther than 30 days of that date.

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POWER SYSTEMS, INC.

WARRANTY INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Required Parts List

EFFECTIVE DATE: January 1, 2000

Generac Power Systems, Inc., has made a policy change with regard to the Required Parts List for Liquid Cooled Generac Power Systems. The following list of parts, is REQUIRED field stock for servicing of the Generac Power Systems. Additional travel to obtain a replacement part listed below, in not covered under the Warranty guidelines.

GENERAC POWER SYSTEMS FIELD SERVICE KIT PART NUMBER - PTS 78099C (are REQUIRED parts for Standby Units)

22300	Fuse AGC - 15 amp	2 - each
28578	Fuse AGC - 10 amp	2 - each
82130D	R.P.M. Sensor 72"	1 - each
82495	B - Option 12 / 24 Control PCB	1 - each
83089	C - Option 12 / 24 Control PCB	1 - each
64217	Deluxe Exerciser PCB	1 - each
67626	CPU assembly PCB	1 - each
67629	Sensing PCB Multi - volt	1 - each
92734	In - Phase Monitor PCB	1 - each
70042	Hz Meter	1 - each
*76009A	PP Logic Assembly 50 / 60 Hz	1 - each
*32300	Fuse Holder	1 - each
*73590A	Fuse 600V - 5 amp	4 - each
*63617	12V-10A DPDT Relay	1 - each
*A8584	Low Oil Pressure Switch	1 - each
*99236	Low Oil Pressure Switch	1 - each
*56739	Starter Solenoid	1 - each
*57522	Low Water Level Sensor	1 - each
*67680	Voltage Regulator	1 - each
*74100	PP Logic Assembly-Air Cooled PCB	1 - each
*83048	Voltage Regulator	1 - each
*98647K	Governor Control PCB	1 - each
*74935A	24K 240 / 12V Transformer	1 - each

TOTAL COST (for both kits): **\$6,723,30** (list) (Price subject to change without notice.)

NOTE: *These replacement parts service both the Air Cooled and Liquid Cooled Guardian Power Systems, and can be ordered as a service kit. Part Number PTS 85897B.

NOTE: FAILURE TO HAVE THE PARTS LISTED ABOVE ON HAND, WILL RESULT IN "NON" REIMBURSEMENT OF WARRANTY FOR A SECOND TRIP TO THE SITE.

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POWER SYSTEMS, INC.

WARRANTY INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Policy Change — Required Parts List

EFFECTIVE DATE: June 1, 2000

Generac Power Systems, Inc., has made a policy change with regard to the Required Parts List for Air Cooled (Guardian Style) Product. The following list of parts is required field stock for servicing the Guardian Air Cooled Product.

GENERAC POWER SYSTEMS FIELD SERVICE PARTS KIT

MODELS COVERED

04077-
04079-
04109-
04176-
04177-
04178-
04301-
04132-

PART NUMBER 0858970AIR (AIR - 85897) (required parts for air-cooled Guardian)

C1537	Guardian Logic PCB	1 - each
83048	Voltage Regulator	1 - each
99236	Oil Pressure Switch	1 - each
32300	Fuse Holder Assembly	1 - each
22676	Fuse AGC - 15 amp	2 - each
73590A	Fuse 600V - 5 amp	4 - each
86729	Contact, Starter	1 - each
63617	Relay, 12 VDC 10A DPDT	1 - each

TOTAL COST: \$471.05 (list) (Price subject to change without notice.)

NOTE: This kit does not cover the PCB found in the sound attenuated models: 00789-/00844-. The part number for the PCB is #76009A and can be found in the "Liquid Cooled" parts kit #0858970LIQ or ordered separately.

NOTE: FAILURE TO HAVE THE PARTS LISTED ABOVE ON HAND, WILL RESULT IN "NON" REIMBURSEMENT OF WARRANTY FOR A SECOND TRIP TO THE SITE.

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WARRANTY INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Policy Change — Required Parts List

EFFECTIVE DATE: June 1, 2000

Generac Power Systems, Inc., has made a policy change with regard to the Required Parts List for Liquid Cooled (Guardian Style) Product. The following list of parts, is required field stock for servicing the Guardian Liquid Cooled Product.

GENERAC POWER SYSTEMS FIELD SERVICE PARTS KIT MODELS COVERED

8 kW (Diesel)	25kW (Gaseous)
10 kW (Gaseous)	35kW (Gaseous)
10 kW (Dayton 4LM39)	40kW (Gaseous)
15 kW (Gaseous)	20kW (Dayton 4LM38)
20 kW (Gaseous)	*09067- series
*Sound Attenuated Unit 8kw	*00865- series

PART NUMBER 0858970LIQ (LIQ - 85897) (required parts for Liquid - Cooled Guardian)

76009A	PP Logic Assembly 50 / 60 Hz	1 - each
83048	Voltage Regulator / 1-phase	1 - each
67680	Voltage Regulator / 3-phase & (35/40kW)	1 - each
98647K	Stepper Motor Kit	1 - each
22676	Fuse AGC - 15 amp	2 - each
22668	Fuse AGC - 30 amp	2 - each
32300	Fuse Holder	1 - each
77042	Hz Meter	1 - each
73590A	Fuse 600V - 5A (Transfer Switch)	4 - each
63617	12VDC - 10A DPDT Relay	1 - each
A8584	Low Oil Pressure Switch	1 - each
99236	Low Oil Pressure Switch	1 - each
56739	Starter Solenoid	1 - each
57522	Low Coolant Level Switch	1 - each
A6751	Coolant Temp. Switch (1.5L)	1 - each
35606	Coolant Temp. Switch (4.3L)	1 - each

TOTAL COST: \$1,668.20 (list) (Price subject to change without notice.)

NOTE: *The Part Number 76009A PCB applies to the liquid cooled and sound attenuated 8kW unit. It is a direct replacement for the P/N-74100 PCB in the 09067 - series and 00865 - series.

NOTE: FAILURE TO HAVE THE PARTS LISTED ABOVE ON HAND, WILL RESULT IN "NON" REIMBURSEMENT OF WARRANTY FOR A SECOND TRIP TO THE SITE.

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WARRANTY INFORMATION BULLETIN

DATE: April 2000

SUBJECT: Policy Change — Required Parts List

EFFECTIVE DATE: June 1, 2000

Generac Power Systems, Inc. has made a policy change with regard to the Required Parts List for "Liquid Cooled" and "Air Cooled" Guardian Product.

GENERAC POWER SYSTEMS FIELD SERVICE PARTS KIT MODELS COVERED

8kW (Diesel)	*00789 - sound attenuated unit 8kW	04077-
10kW (Gaseous)	*00844 - sound attenuated unit 8kW	04779-
10kW (Dayton 4LM39)	*09067 - sound attenuated series	04708-
15kW (Gaseous)	*00865 - sound attenuated series	04176-
20kW (Gaseous)	40kW (Gaseous)	04177-
20kW (Dayton 4LM38)		04178-
25kW (Gaseous)		04301-
35kW (Gaseous)		04302-

PART NUMBER 0858970ANL (ANL-85897)

(required parts for both "Air Cooled & Liquid Cooled Guardian Products)

76009A	PP Logic Assembly 50/60 Hz	1 - each
67680	Voltage Regulator/3-Phase & 35 & 40kW	1 - each
83048	Voltage Regulator/1-Phase	1 - each
98647K	Stepper Motor Kit	1 - each
70042	Hz Meter	1 - each
32300	Fuse Holder	1 - each
22668	Fuse AGC 30A	2 - each
22676	Fuse AGC 15A	2 - each
73590A	Fuse 600V - 5A (Transfer Switch)	4 - each
63617	12VDC - 10A DPDT Relay	1 - each
A8584	Low Oil Pressure Switch	1 - each
99236	Low Oil Pressure Switch	1 - each
56739	Starter Solenoid	1 - each
57522	Low Coolant Level Sensor	1 - each
A6751	Coolant Temp. Switch (1.5L)	1 - each
35606	Coolant Temp. Switch (4.3L)	1 - each
C1537	Guardian Logic PCB (new air)	1 - each
86729	Contactora, Starter	1 - each

TOTAL COST: \$1,913.30 (list) (Price subject to change without notice.)

NOTE: *The Part Number 76009A PCB applies to the liquid cooled and sound attenuated 8kW unit. It is a direct replacement for Part Number 74100 PCB in the 09067- series and 00865- series.

NOTE: FAILURE TO HAVE THE PARTS LISTED ABOVE ON HAND, WILL RESULT IN "NON" REIMBURSEMENT OF WARRANTY FOR A SECOND TRIP TO THE SITE.