



Titanium Dealer



**1388 U.S. Route 202, PO Box 147
Winthrop, ME 04364
207-395-8066**

IMPORTANT! Please keep this document!

Congratulations on your new generator. This letter is to inform you about your responsibilities when it comes to taking care of your new generator. These simple tasks are crucial to assure that you have done everything in your power to make sure you are never left in the dark.

You should check the engine oil every 24 straight hours of run time. This generator will burn oil when used for prolonged outages (24 hours straight plus). The generator only holds around 2 quarts when completely full. If you checked the oil (the manuals show the steps involved if you are not familiar with checking/adding oil) and you noticed it was below the full line you should add oil a little at a time to get it back up to the F. You want to make sure you do not over fill the oil, as it is almost as bad as not having enough. The brand of oil does not matter but you do want to use 5w-30 full synthetic oil for this generator. If you run the generator out of oil and it does engine damage it will not be covered under Kohler's warranty. The control panel in this generator records every time the generator was started and stopped so Kohler will be able to tell if you shut the generator down to check/add oil during a prolonged outage.

Your generator will run a weekly test for 20 minutes automatically. We call this event the weekly exercise. The generator will go through diagnostic testing and make sure everything is working properly as well as clean components and lubricate the engine. The time and date your generator is set to perform its weekly exercise is on _____@_____. Please note that your generator clock does not have daylight savings time built in so when the time changes it will be an hour off. If a problem occurs the generator will shut down and lock the generator out on a fault code. This fault will prohibit the generator from running (both exercise and if the power went out) until cleared by someone. It is crucial to make sure the generator is always performing its weekly exercise, or you could experience a no power no generator start situation. If you did not hear your generator run during its normal exercise time or you have not been home at that time for a couple of weeks you should go out and check the generator.

Once the lid is opened you should check the controller. You should always have a green light above the AUTO button. This symbolizes the generator is in Automatic mode and is ready to go if the power goes out. If you have a green light above auto you are good to go. In most cases, if you see the green light above AUTO and you didn't notice the generator running, you probably just didn't hear it, the generator is pretty quiet. If you ever have no lights or a red light flashing you should write down the

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fault code listed in the window above the buttons and call our office 207 395-8066. Feel free to leave a message or if your power is on and your generator did not do its weekly exercise waiting until Monday morning after 7am is fine. **The emergency line is for generator failure during an outage for service agreement customers only.** We will walk you through some simple steps to see if we can correct any issue over the phone and this will inform us if we need to schedule a visit to your house.

We offer annual service agreements to customers at a set rate. This service agreement will cover the cost of your annual service, give you priority service, as well as night and weekend coverage if a break down were to occur. If your repair is not covered under warranty the service agreement will give you a 20% labor discount and we will not charge you time and a half at any time of day or night. We have found that most of our break downs occur from customers who don't regularly have their generator serviced and/or don't follow the simple steps listed in this letter to help prevent generator failure. For that reason, we offer the discounted labor rates and priority service to customers who do partake in annual service. A service agreement should be in the manual bag with this letter. If for some reason you do not have a letter that says annual service agreement on the front of it, please call the office and we will send you one. You will need to fill out the back page and send just back just the back page to the office. No money is needed (upfront); we will bill you after we service the generator. The agreement self-renews every 12 months so there is no need to re-sign every year. As long as you pay the service bill, you will continue to reap the benefits of being a service agreement customer. Service agreements are non-binding and can be cancelled at any time with no penalty. **If you do not send the service agreement back we will not automatically service your generator, you will need to call and schedule an appointment.**

You should have your generator serviced once a year, or after the generator has run over 100 hours since its last service. **Please keep in mind that we do not know how many hours your generator has run so it is your responsibility to call if your generator has run over 100 hours.** If you have a service agreement we will automatically come out around your start up date anniversary. We try to group services in the area and make a route (this helps keep cost down for the customers and avoids travel charges). We will give you a call the morning of and let you know that we are coming. You do not need to be home for us to do the service.

To recap the customer responsibilities: make sure you check your oil if the generator runs for 24 hours, listen for your weekly exercise and if you find out the generator didn't run, or you have no power at the generator controller please call. Make sure you have the generator serviced yearly, and don't forget to keep fuel in your tank. If you have any questions or think that your generator is not operating properly please feel free to call our office. We are staffed Monday through Friday 7am to 5pm except for some holidays. Congrats again and don't get left in the dark!

Thank You!

How to Check and Add Oil while generator is powering your home

(MUST CHECK OIL EVERY 24 HOURS OF STRAIGHT RUNTIME)

- 1 The generator cannot be running while checking/ adding oil. You must shut unit off before checking oil if running.
 - a. Turn off the circuit breaker on the generator (Kohler generators the breaker is located below the controller)
 - b. Push the “Off” button (if equipped with a switch rock switch to off position) on the generator
- 2 Let the generator sit for a minute (this way oil can work its way back into the oil pan for an accurate reading)
- 3 Pull the dip stick, wipe clean with a rag, reinsert dipstick, pull back out and check the oil level (oil level should be as close to the F/Top Line/ or Top Hole whatever your dipstick has for markings as possible.)
- 4 Add oil if needed (small amounts at a time) 5w-30 Synthetic for propane units. Check manual for detailed location if you cannot locate the valve cover location for the oil cap/plug
- 5 Reinstall oil cap/ plug and make sure it is secure
- 6 Put generator back into automatic mode.
 - a. Push the “Auto” button (or rock switch back into auto)
 - b. Turn on the circuit breaker (after the generator is running if during an outage, if not during an outage make sure you turn breaker back on before you close generator back up)