



## New Solution Categories Report

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	Solution Number	Solution Title	Solution Details	Author	Created Date	Last Modified Date	Public
1	00000005	GC3000 Series Propane Generator Ignition	The GC3000 series propane generators need to be started up using the following process if the ignition fails at the first try: 1) Disengage the fuel source. 2) Use the vacuum pump provided to suck out the air above the fuel source. 3) Reengage the fuel source. 4) Try the startup again.	JERALD S	2/8/2023	2/8/2023	<input checked="" type="checkbox"/>
2	00000006	Starting generator after electrical failure	After an electrical failure, the generator has to be manually turned off before establishing the connection again. If the generator is turned on while the switch is still in the "On" position, the generator will not start. This has been built into the design for security and safety reasons.	JERALD S	2/8/2023	2/8/2023	<input type="checkbox"/>
3	00000001	GC1020 Portable Generator Switch Malfunctioning	If the generator switch is not working, remove the switch and re-assemble it. Often the switch gets displaced by a fraction of an inch preventing it from engaging with the internal generator mechanism.	JERALD S	2/8/2023	2/8/2023	<input checked="" type="checkbox"/>
4	00000002	Generator assembly instructions unclear	The Maintenance Manuals for the GC1020 are currently in review and will be shortly updated and distributed to all customers. We have received a fair number of complaints about the clarity of this manual and are working to resolve this problem at the earliest.	JERALD S	2/8/2023	2/8/2023	<input type="checkbox"/>