

# Genconnex Generator Warranty

These products are warranted for 3 years or 1000hrs hours, whichever comes first, from defects in material and workmanship for its intended use. The Warranty starts from your shipment arrival date from us or one of our approved resellers, and is transferable to subsequent purchasers only in California. We reserve the right to deny warranty claims when, in our sole but reasonable determination conclude that the cause of the primary failure was due to misuse and neglect (including but not limited to flood, sand & debris filled, impact with vehicle or heavy object, etc). This warranty is applicable only to the items purchased.

We disclaim any responsibility for loss of time or use of the product, transportation, commercial loss, or any other incidental or consequential damage. Any implied warranties are limited to the duration of this written limited warranty. We will either repair or replace with like-kind unit, or issue a refund based on the pro-rata remaining term of the warranty period, within 30 days of receipt of the unit or goods. We will pay shipping costs within the continental 48 states to and back from our repair facility if you call first to get a pre-paid shipping label sent to you by us.

## Consumer Service Information

We offer out-of-warranty repair service for any units we modify or manufacture at our main factory and at additional authorized dealers provided parts are still available from the original OEM. Please call for details, email us at [support@genconnexdirect.net](mailto:support@genconnexdirect.net) or go to [www.genconnexdirect.net](http://www.genconnexdirect.net) to locate a service center near you.

[sales@genconnexdirect.net](mailto:sales@genconnexdirect.net)

**1-800-341-0792**

**Parts, Service and Support**

*Factory and Warranty*  
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## Tri-Fuel EFI (Gasoline, Propane & Natural Gas) Modified EU7000is

by Genconnex

### Supplement to Honda EU7000is OEM Owner's Manual



Model number  
GXG LPNGG-EU7000is-WSA-EC5

*NEW 5th-Gen features include Tri-fuel capability with propane, natural gas & gasoline computerized electronic fuel control, for optimum performance and cleaner emissions.*

**Genconnex®**

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## How to start your generator and STOP your generator

To **START your generator** from propane BBQ tanks, connect the supplied regulator hose to both the propane tank and generator. Slowly turn on the propane tank. If you hear a “ting” sound as you turn on the BBQ valve you may have actuated the tank’s excess flow valve. If this happens, either wait a moment for it to automatically reset or you will have to turn off tank valve and repeat this step slower. To connect to larger propane tanks with regulators already on them or natural gas connect the straight-through hose to both the generator and supply line quick disconnects.

Note that your generator has a secondary propane & natural gas fuel lock-off solenoid inside. Because of this, you can only pull start this generator when operating from gasoline.

Also, note that it may take several successive attempts to start your generator by any means based on your fuel hose length. This is because there will be air trapped in the hose when first connected that will have to work through before the generator receives pure fuel.

To **STOP your generator**, we recommend that you turn off what you are powering (generator load), then turn off the gas supply, then turn off the key. This is a best practice when possible to minimize potential accidents and removes the smell of fuel from your hose when disconnecting it.

## Troubleshooting

### Generator won’t start

1. Make sure the generator’s fuel selection switch matches the fuel you are using
2. Check that your battery is charged. If the display turns off or you hear just a “clunk” sound but it does not turn over, your battery is either bad or not charged enough. If needed, you can either jump start the battery or use a battery charger to charge it.
3. Check that propane tank hose connection is fully screwed onto tank tightly.
4. Turn your propane tank off then back on slowly to check/reset tank excess flow valve.
5. Check that your air cleaner element is not flooded with oil. This can happen if your generator tips over. If it is, squeeze filter between paper towels, then properly dispose of oily paper towels. (oily rags can spontaneously combust in garbage or in pile - hang until dry, then soak with water and detergent before discarding)
6. Check that your tank isn’t empty, or near empty or has tipped over. If your propane tank tipped over, the tank valve may freeze up. Return tank to upright position and let it sit for a while without use to let valve thaw and/or drain.
7. Check the status lights on Genconnex EFI control box located at the bottom of the oil fill side door. The green power light should be on when the start button is pressed. There are two lights to show which fuel the EFI controller senses you have selected, a light that lights if the O2 sensor signal is poor or too low, and a light that lights up if the altitude sensor is above 10,000feet or damaged.

### Generator runs rough

1. Make sure both side doors are latched close.
2. Make sure the battery door is installed and screwed close. Note there is a cutout in the top of the door for remotes and external battery leads.
3. Do not start your generator in ECO mode. Let it warm up 5 minutes first.

## Safety Information

### NOTICE:

This section is intended to augment safety information in the original Honda OEM manual. **Read the Honda Owner’s Manual** before operating this generator.

### DANGER:

**Failure to follow instructions may result in explosion or fire causing property damage, serious injury or death.**

- DO NOT** attempt to use damaged (including but not limited to kinked, cut, chewed or plugged) equipment and hoses. See your local LP or Natural Gas dealer for repairs.
- DO NOT** operate a generator inside your home, garage, or place of business. It must be used outdoors at all times with all nearby doors and windows closed. The National Fire Code requires the generator be a minimum of 5 feet from any structure and highly recommends a minimum distance of 10 feet to any openings including windows and doors.

**DO NOT** attempt to make repairs yourself

**DO NOT** connect to non-approved tanks or systems

**DO NOT** use an open flame to check for gas leaks

**DO NOT** perform your own gas pipe installation or repair without a proper license

**DO NOT** let fuel hose/regulator or tank come in direct contact with exhaust pipe

**DO NOT** make any alterations or modifications to any natural gas or propane supply. You must use a licensed gas fitter/plumber and follow all state and local codes.

**DO NOT** store propane tanks in your home or garage etc.

**INSPECT** all hoses and connections prior to use

## PROPANE TANK SIZING GUIDELINES

Propane tanks vaporize the fuel inside at a rate based on the rate of heat absorbed from the tanks steel shell. The colder the temperature the slower the propane vaporizes until at some point the generator is requiring more vapor per minute than the tank can produce. This will cause the generator to turn off or run very poorly.

per generator output rating (assuming 1/2-3/4 average rated load)		
> 10 Deg F	10 to -10 Deg F	-10 to -20 Deg F
2kW 20lb tank,	2kW 30lb tank	2kW 40lb tank
3kW 30lb tank,	3kW 40lb tank	3kW 60lb tank
7kW 60lb tank	7kW 100lb tank	7kW 100lb tanks

## Tips before starting

1. **DO NOT START YOUR GENERATOR IN ECO 'ON'!** Turn it off before every start until 2 minutes. We also recommend ECO mode only if your load will not be fluctuating greatly or running motors. This prevents a brown-out and possible damage to your equipment as the generator tries to quickly increase RPM's to handle the sudden changes.
2. **Make sure your generator's battery is fully charged.** This generator requires a charged battery to open the internal fuel lock-off solenoid to start. The pull starter can only start the generator with gasoline selected. We suggest leaving your generator's battery plugged into a smart-charger/trickle charger when not in use so it remains in a fully charged state, or to start it and run it for a few hours every 2-3 months.
3. **Side doors and battery compartment door must be latched shut.** The EU7000is engine draws in a combination of air for combustion through the battery compartment door vents and from the pressurized enclosure based on the battery door's design. If the battery door is removed or one or both side doors are open the generator will not operate correctly or cool correctly and the turbulent air inside the enclosure may lead to EFI over-control, especially in ECO mode. Note in Honda Manual where a cutout is, in the top of the door, for remote control and battery extension cable access to enable the door to stay closed.
4. **Do not attempt to cold start loads greater than 75% of full load de-rated for altitude.** You can damage the engine and or load. Let the generator warm up for 5 minutes before applying full load on any fuel.
5. **Do not replace your generator's battery with a different brand or rating.** Lesser batteries have been found to have a much lower cold cranking ability.
6. **You may need to add a secondary battery in parallel with the Honda battery for cold starting below 15Deg F.** The OEM battery may not have enough cold cranking amps to turn over a cold soaked engine below approx. 15degF. Store the generator indoors where its warmer or we recommend our "GXA EU7000is Battery Extend Kit" that enables you to connect an additional car battery for starting. 0W-30 fully synthetic motor oil must be used for extreme low temperatures along with Honda's cold weather breather tube kit.
7. This is a fully EFI controlled generator that learns and adapts to start correctly. If your generator starts too rich the first few starts in a row it will keep track and correct this on all subsequent starts. To erase the memory move the fuel switch quickly through all 3 fuels while its running. The generator will erase what it's learned while shutting down.
8. When possible, turn the generator off by turning off the propane tank or natural gas supply valve. This is a best practice for being safe with all propane/natural gas outdoor appliances.
9. It is recommend to always put the caps back over the quick-disconnects immediately after use to prevent contamination or water from entering the unit.

## Use & Maintenance

### The proper fuel pressure for your generator

Your generator comes pre-set from the factory to run from low pressure natural gas and propane at 7-11" w.c. equivalent to max 1/2psi (also referred to as standard household pressure). DO NOT connect your generator directly to a propane tank without the proper regulator or to an intermediate 10-15psi regulator often found on large tanks.

### How to set the generator's fuel selector switch



Your generator has a simple 3 position rocker switch located just inside the propane and natural gas inlet pocket. Always turn off the generator before changing between propane and natural gas! Note Propane is selected in picture.

#### Switch Position

- I Natural Gas
- 0 Gasoline
- II Propane

**NOTE:** The generator can be started on gasoline then switched to either propane or natural gas while running but not both. Once a choice is made the 3rd fuel is locked out until the generator is turned off and back on.

### How to connect your generator to a propane tank

- 1) Set up your generator outdoors on a hard level surface such as a driveway or concrete patio at least 5' from any opening in a dwelling (window, door vent etc) but preferably 10 feet.



- 2) Take your propane tank and place it next to the generator making sure it is secured from tipping over and close enough for the hose/regulator to reach with a slight slack in the hose (not pulling on fittings). A milk crate is ideal for 20 and 30lb tanks, but taller tanks will need additional securing.
- 3) Close the valve on the propane tank then attach the regulator with integral hose onto the tank. Connection should be snug but do not tighten with a wrench.
- 4) Attach the other end of hose with the female quick-disconnect onto the male quick-disconnect found on the side of the generator. To do this, fully pull back on the safety shroud of the female quick-disconnect to expose the ring of bearings, insert fully over male fitting on generator, then release the shroud to lock in place. See "Safety Information" section of this supplement for more details.