# TROUBLESHOOTING

| Problem | Cause | Solution |
|---|---|---|
| Engine will not start. | No fuel. | Add fuel. |
| | Faulty spark plug. | Clean and adjust spark plug or replace. |
| | Low oil level. | Fill crankcase to the proper level. |
| | | Place generator on a flat, level surface. |
| | Spark plug wire loose. | Attach wire to spark plug. |
| | Fuel valve is closed. | Open fuel valve. |
| | EZ Start dial OFF. | Turn EZ Start dial ON. |
| | Old fuel or water in fuel. | Drain fuel and replace with fresh fuel. |
| | Flooded with fuel. | Let unit stand for 10 mins. |
| | CO Shield® module has been removed or tampered with. | Re-install module or contact technical support. |
| Engine starts but runs roughly. | Choke in the wrong position. | Move EZ Start Dial to the RUN position. |
| | Dirty air filter. | Clean or replace air filter. |
| | Dirty fuel valve. | Clean the fuel valve. |
| | Clogged spark arrestor. | Clean spark arrestor. |
| Engine shuts down during operation. | Out of fuel. | Fill fuel tank. |
| | Low oil level. | Fill crankcase to the proper level. Place generator on a flat, level surface. |
| | If equipped, when CO Shield® shutoffs occur due to accumulating carbon monoxide (CO) and if the red LED light blinks on the panel. | Move generator to an open, outdoor area. Point exhaust away from people and buildings. Move to fresh air and get medical help if sick, dizzy, or weak.<br>Make sure there are no objects creating obstructions within 5 feet of the generator. Obstructions in the vicinity of the generator may trap carbon monoxide emissions near the generator and cause the engine to shutoff.<br>If the generator's exhaust is facing into the wind, the exhaust may be blown back into the generator's operating area, creating an accumulation of CO emissions and triggering an engine shutoff. To avoid an engine shutoff, turn the generator 45° in either direction to allow the exhaust emissions to blow away from the generator. If engine shutoff events continue, readjust and align the exhaust with the wind direction to blow away from the generator. |
| | If equipped, when CO Shield® shutoffs occur due to system fault and if the yellow LED light blinks on the panel. | Start by confirming yellow LED light blinks when/if generator shuts off. If CO Shield continues to sense the fault and shuts off, contact technical support. |
| | Clogged spark arrestor. | Clean spark arrestor. |

| Problem | Cause | Solution |
|---|---|---|
| Engine starts and shuts off right away. | If equipped, when CO Shield® shutoffs occur due to accumulating carbon monoxide (CO) and if the red LED light blinks on the panel. | Move generator to an open, outdoor area. Point exhaust away from people and buildings. Move to fresh air and get medical help if sick, dizzy, or weak.<br>Make sure there are no objects creating obstructions within 5 feet of the generator. Obstructions in the vicinity of the generator may trap carbon monoxide emissions near the generator and cause the engine to shutoff.<br>If the generator's exhaust is facing into the wind, the exhaust may be blown back into the generator's operating area, creating an accumulation of CO emissions and triggering an engine shutoff. To avoid an engine shutoff, turn the generator 45° in either direction to allow the exhaust emissions to blow away from the generator. If engine shutoff events continue, readjust and align the exhaust with the wind direction to blow away from the generator. |
| | If equipped, when CO Shield® shutoffs occur due to system fault and if the yellow LED light blinks on the panel. | Start by confirming yellow LED light blinks when/ if generator shuts off. If CO Shield® continues to sense the fault and shuts off, contact technical support. |
| Both CO Shield® LEDs not blinking 10 times upon start up. | Starting the generator within 1 minute after being manually shutoff, not a CO shutoff event. | Wait 1 minute before trying to restart the generator. The LEDs should then blink ten (10) times. |
| Generator cannot supply enough power or overheating. | Generator is overloaded. | Review load and adjust. See "Connecting Electrical Loads." |
| | Dirty air filter. | Clean or replace air filter. |
| | Choke in wrong position. | Move EZ Start Dial to the RUN position. |
| Engine is running but no AC output. | Poor cord connection. | Check all connections. |
| | Circuit breaker is open. | Reset circuit breaker. Check all circuit breakers. |
| | Loose wiring. | Inspect and tighten wiring connections. |
| | AC Overload: Button illuminated red | Reduce AC load and press Overload Reset Button until illuminated green. |
| | Other. | Contact the help line. |

| Problem | Cause | Solution |
|---|---|---|
| Engine hunts or falters. | Engine governor defective. | Contact the help line. |
| | Dirty fuel valve. | Clean the fuel valve. |
| | Carburetor is dirty and running lean. | Contact the help line. |
| | Choke in wrong position. | Move EZ Start Dial to the RUN position. |
| Repeated circuit breaker tripping. | Overload. | Review load and adjust. See “Connecting Electrical Loads.” |
| | Faulty power cords or device. | Check for damaged, bare or frayed wires. Replace defective device. |
| | Circuit breaker still too hot. | Let unit sit for 5 mins. |

**For other issues and technical support:**

Technical Support Team
Toll Free 1-877-338-0999
support@championpowerequipment.com