
FREQUENTLY ASKED QUESTIONS

Q. Do I need a generator in order to use GenerLink?

A. Yes. GenerLink is an interconnection device that enables you to connect your portable generator directly to your home's wiring system. During a power outage, your generator becomes your source of emergency back-up power. GenerLink is designed as an alternative to expensive transfer switches and hazardous extension cords.

Q. How quickly can I get GenerLink installed after I order it?

A. In most cases, GenerLink will be installed within two weeks of your placing an order. Contact your electric utility for installation schedules.

Q. Is there any potential for damage to my appliances?

A. GenerLink is designed to function as an interconnection device and serves to connect your generator to your home. There is no risk of damage to your appliances created by the GenerLink device. You should exercise care when selecting your generator to ensure you are buying a high quality generator.

Q. I want surge protection for my home and appliances, can I still use GenerLink?

A. Yes, GenerLink with surge protection will protect your home and wired appliances from surges over 600 volts.

Q. I have meter-based surge protection, but want GenerLink. Should I get the hard-wired surge protection?

A. GenerLink is available with optional whole house surge protection. If your GenerLink unit is equipped with whole house surge protection it will eliminate the need for meter based or hard wired surge protection.

Q. Why can't I run my whole house from a portable generator?

A. The appliances in the average home consume relatively low amounts of electricity to operate once they are started. However, many of them require a significant amount of electricity to start up the appliances. Please review the appliance guide to determine the start-up wattage required for individual appliances.

Q. What happens when the utility power is restored and my generator is operating through GenerLink?

A. Your generator continues to power your home until you turn it off. Once you turn off your generator, GenerLink will automatically switch your home back to utility power. GenerLink has a built-in safety feature that prevents back feeding the generator's power into the utility lines, eliminating hazardous conditions for you and for utility service personnel.

Q. What maintenance is required for GenerLink?

A. There is no regular maintenance required for GenerLink.

Q. Does my utility meter continue to run when using GenerLink with my generator?

A. No, your utility meter will only run when the utility is providing electric power to your home. When using GenerLink, with your portable generator, you are automatically disconnected from the utility power supply and will not reconnect until you turn off your generator.

Q. How can I tell when the utility power is restored?

A. There are four indicator lights on GenerLink, one blue, one yellow, one green and one red. When the blue light is illuminated, this represents generator power to the cord set. When the yellow light is illuminated, this represents, you have reached your maximum potential generator power and should turn off breakers until this light is out. If the green light is illuminated, this represents a normal condition where utility power is present. When your utility has restored power you can de-energize and disconnect your generator from GenerLink. And, if the red light is illuminated at any time or in conjunction with a green light, there is a potential problem and you should call your utility immediately.

Q. Can I use GenerLink during inclement weather?

A. GenerLink is completely sealed inside the meter socket and does not represent a hazard. However, generators should not be operated during rain or snow unless they are protected from the elements. Please consult your generator manufacturer, distributor and/or owner's manual for instructions on the safe operation of your generator.

Q. What happens if the generator gets overloaded?

A. Your generator should have a circuit breaker that will activate in the event of an overload. If it does not have this feature, it is not suitable for use with GenerLink. If you trip the circuit breaker on your generator, turn off all the household circuit breakers in your breaker panel, reset the circuit breaker on the generator, and restart the generator. Please refer to your generator owner's manual for complete instructions on the safe operation of your generator.

Q. Where should the generator be placed?

A. Remember, generator exhaust gases contain deadly carbon monoxide. The generator should never be operated inside; this includes basements, crawl spaces and/or attached garages. Please consult your generator owner's manual for complete instructions on the safe location for and operation of your generator.

Q. What is a power cord?

A. A power cord consists of a standard GenerLok connector that will attach to GenerLink, a four wire, 8 or 10 gauge, heavy duty, outdoor rated, water-resistant wire and an appropriate NEMA connector for your generator. Your generator may have a 20-amp, 30-amp, or 50-amp 120/240-volt output that will require a 20-amp, 30-amp, or 50-amp NEMA connector. The length of the power cord should be as close to the actual measured distance from the meter to the generator as possible in order to maintain your generator's power quality.

- Q. What is GenerLok?**
A. GenerLok is a unique fitted connector, exclusively available for GenerLink. GenerLok allows you to plug your Generator directly into GenerLink without needing a separate interconnection box. GenerLok easily connects to GenerLink and locks the power cord safely in place when GenerLink is being used.
- Q. Why do I need a power cord?**
A. A power cord is required in order to connect your generator to GenerLink. A 20' foot GenerLoc cord set is supplied with each GenerLink™.
- Q. What gauge wire is used to make the cord?**
A. 8 or 10 gauge wire is used. The cord is heavy duty, outdoor rated fire and water-resistant and is appropriate for cords up to 60 feet for a 30-amp circuit.
- Q. What if my generator connector does not have a locking 14-20 or 14-30, or 50 amp connector?**
A. Some generators are fitted with connectors that are not 14-20, 14-30, or 14-50. You may still be able to use GenerLink with your generator. Contact GenerLink
- Q. What happens if I want GenerLink removed from my home?**
A. You **must** contact your utility to remove, replace or repair the GenerLink unit. Whether purchased, or leased under a rental/service agreement, GenerLink remains Utility Control Equipment and falls under the jurisdiction of the National Electric Safety Code. Only authorized utility service representatives may have access to GenerLink.