

SERVICE BULLETIN

GENERATOR #20

REVISED AUGUST 2003

Whole-Generator GFCI Trips when used with Transfer Switch

SYMPTOM

The affected generator is connected to a transfer switch which is used to supply power to a home or building. When the generator is running and its main circuit breaker is switched ON, the main circuit breaker immediately trips OFF and the yellow GFCI reset button extends.

AFFECTED UNITS

MODEL	Beginning VIN number
EB3500XK1	3123018
EB5000XK1	3122758
EB6500SX	1009282
EB11000K1	1000001
EB12D	1003887

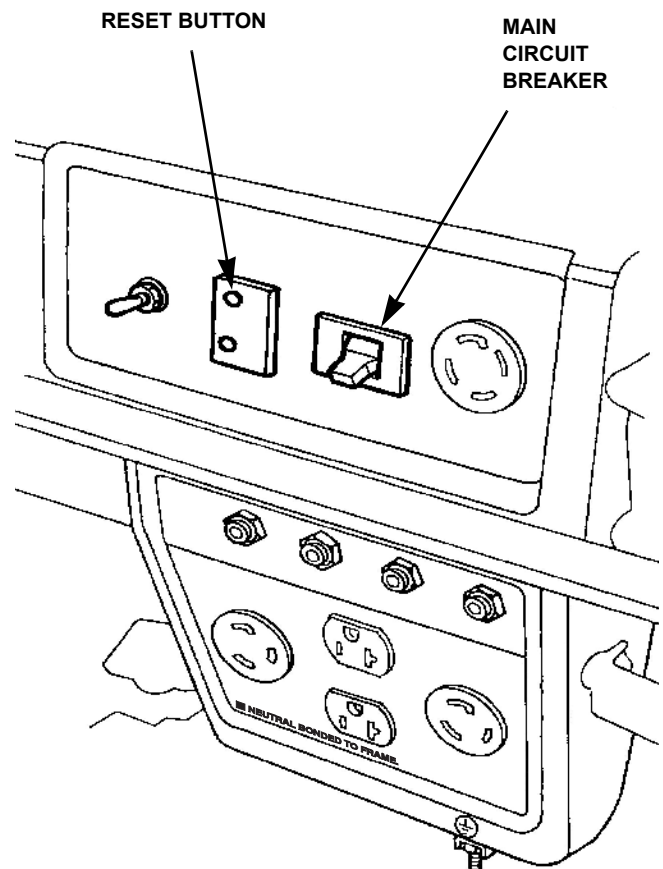
NEW

CAUSE

The affected generators have neutral bonded to ground to pass OSHA inspection on jobsites. Home or building main breaker boxes also have neutral bonded to ground. When an affected unit is connected to a home or building, the GFCI relay trips the generator's main circuit breaker.

CORRECTIVE ACTION

The neutral bond wire must be removed when using these generators to power a house or building. Also, the "NEUTRAL BONDED TO FRAME" label must be covered with a new Neutral Unbonded Label. After this action, the generator will no longer pass OSHA inspection on jobsites. Consult a qualified electrician to confirm that this modification is permitted by local electrical codes.



(EB5000XK1 shown)

CONSUMER INFORMATION: The information in this service bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely service and repair your Honda power equipment. These procedures should not be attempted by "do-it-yourselfers", and you should not assume that this bulletin applies to your equipment, or that your equipment has the condition described. To determine whether this information applies, contact an authorized Honda Power Equipment dealer.

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PROCEDURE

1. Remove the generator end cover (refer to the appropriate shop manual).
2. Remove the nut and washer from the top terminal of the AC output terminal (where the yellow wire from the generator end and the white wire from the control box attach). Remove the neutral bond wire from the terminal (refer to the appropriate shop manual for correct location).
3. Reinstall the nut and washer.
4. Remove the screw that holds the green ground wire and the other end of the neutral bond wire.
5. Completely remove the white neutral bond wire.
6. Reinstall the ground screw with the green wire and then the generator end cover.
7. Apply a new Neutral Unbonded Label over the "NEUTRAL BONDED TO FRAME" label on the front of the control box.

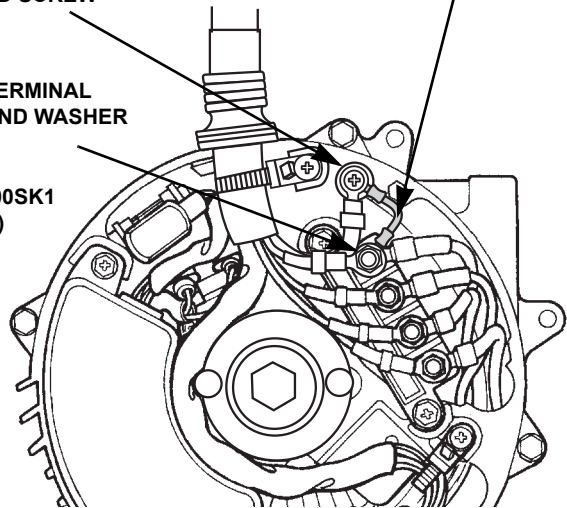
WHITE NEUTRAL BOND WIRE

Completely remove the wire. Refer to appropriate shop manual for correct wire location.

GROUND SCREW

TOP TERMINAL NUT AND WASHER

(EB5000SK1 shown)



(EB5000XK1 shown)

NEUTRAL UNBONDED LABEL

THIS GENERATOR IS NO LONGER NEUTRAL BONDED TO THE FRAME
IT DOES NOT MEET OSHA REQUIREMENTS

NEW

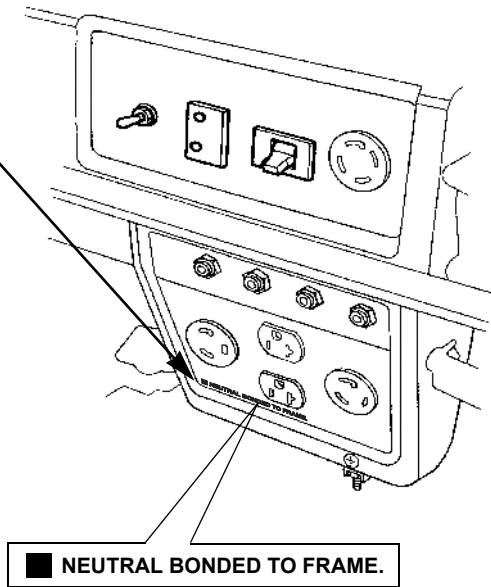
USING AN UNBONDED GENERATOR ON AN OSHA JOBSITE MAY RESULT IN FINES OR OTHER OSHA ACTION. DO NOT USE AN UNBONDED GENERATOR ON AN OSHA JOBSITE.

PARTS INFORMATION

Description	Qty	Part Number	Honda Code
Neutral Unbonded Label	1	87124-ZC2-999AH	5668488

WARRANTY INFORMATION

The cost of this modification is not covered by warranty.



NEUTRAL BONDED TO FRAME.