

## SERVICE ADVISORY # 16-273

### Voltage Hour Meter

It has been determined that on some 2017 Voltage models the generator hour meter will not turn off due to the wires being connected incorrectly on the backside of the hour meter. This advisory explains how to correct the problem if it exists.

**Models Included:** 2017 Voltage: 3005, 3305, 3605, 3655, 3805, 3815, 3975, 3995, 4005

**Serial Number Ranges:** HZ990747 – HZ990937

**Parts Required:** Miscellaneous electrical connectors purchased locally  
(1) KRV # 536443 Monitor Panel - Hour Meter/Fuel Gauge –  
(Only if hour meter is over 15 hours)

**Tools Required:** - Wire crimps/cutter - Screw gun or screw driver - #2 Square bit

**Note – Check serial number on Key Express to verify the campaign is open.**

### REPAIR INSTRUCTIONS

#### Step 1

Locate GEN START panel just inside of the entry door, Figure 1.

#### Step 2

Inspect amount of hours on meter. If the hours are over 15 replace meter, part # 536433, Figure 2. If hours on meter are less than 15, do not replace meter and proceed with next step. Whether or not the meter is replaced, the wiring must be corrected as follows.

#### Step 3

With a screw gun or screwdriver, remove the GEN START panel. The following 3 actions will need to be taken:

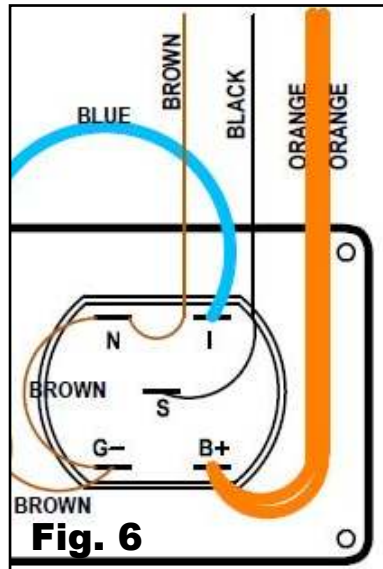
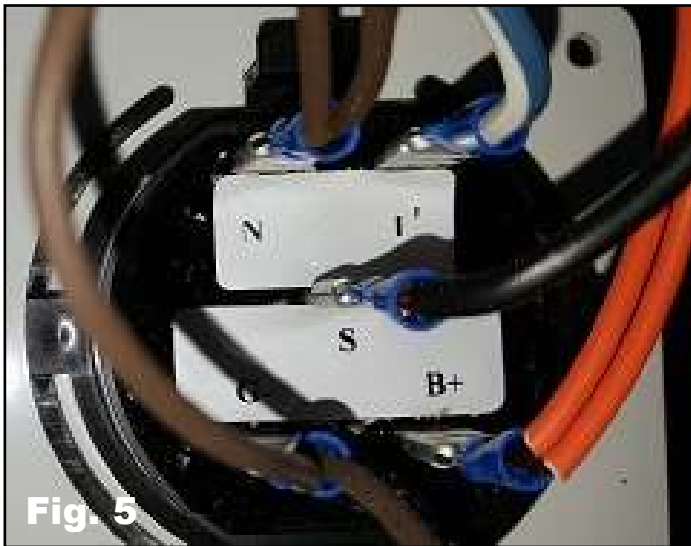
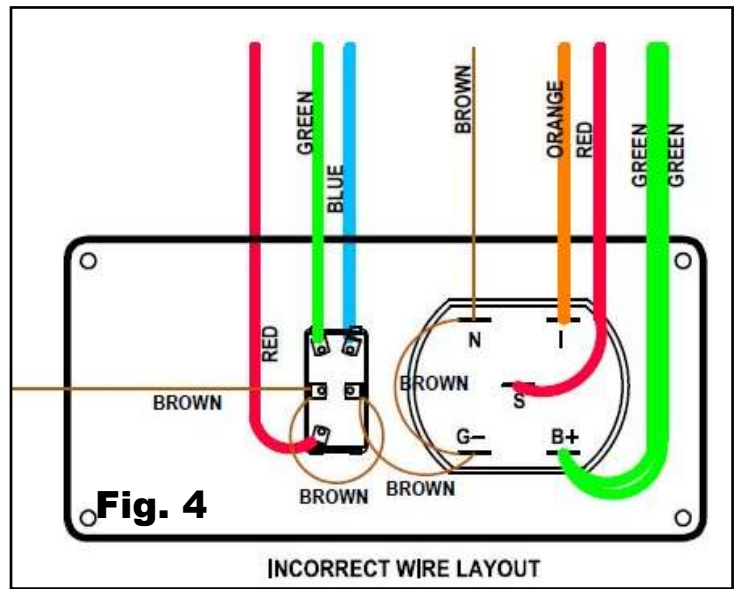
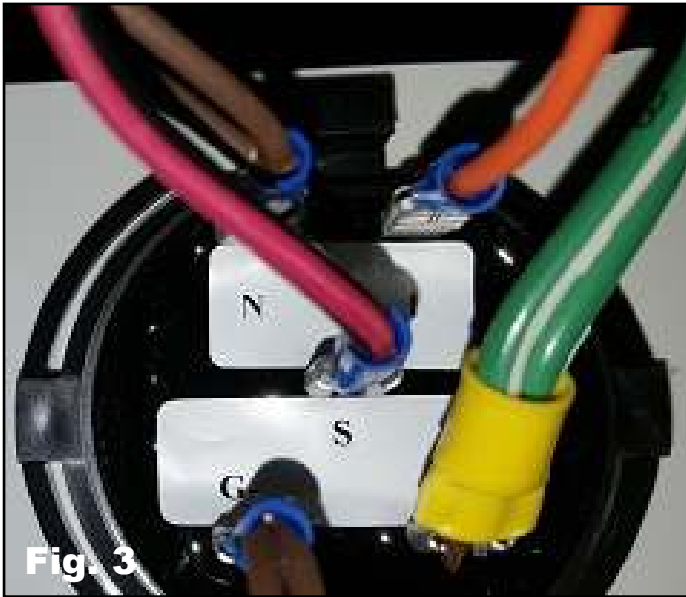
1. Remove **green** wire from terminal “B+” and cap
2. Move **orange** wire from terminal “I” to “B+”
3. Add jumper from terminal “6” to “I”

**Steps 4-7 explain in detail the proper way to accomplish these three actions.**



**Step 4**

If the meter does not need replaced: On the back of the GEN START panel, detach the **orange** wire from the "I" position of the hour meter and attach in place of the **green** wire on the "B+" position of the hour meter, Figures 3, 4, 5 and 6.



**Step 5**

The **blue** wire that is attached to position 6 on the switch needs to jump over to the "I" position on the hour meter.

This can be accomplished in one of two ways:

Option 1: Cut the **blue** wire approximately 6-7 inches from the spade connector and stripping the cut ends of the **blue** wire and adding another spade connector to connect it to the "I" position of the hour meter.

Option 2: Cut a 6-7 inch piece of the **green** wire that was attached to the "B+" position and using it as a jumper wire to the **blue** wire on the switch and the "I" position of the hour meter.

Either way the **blue** wire needs to be connected from position 6 of the GEN START switch to the "I" position of the hour meter, Figure 7 and Figure 8.

**Step 6**

If the meter does need to be replaced: Install new meter ensuring wiring is connected for Correct Wire Layout, Steps 4 through 5, Figure 8.

**Step 7**

Use a bell cap connector to cap off the **green** 12V+ source wire as this wire will no longer be used in this application.

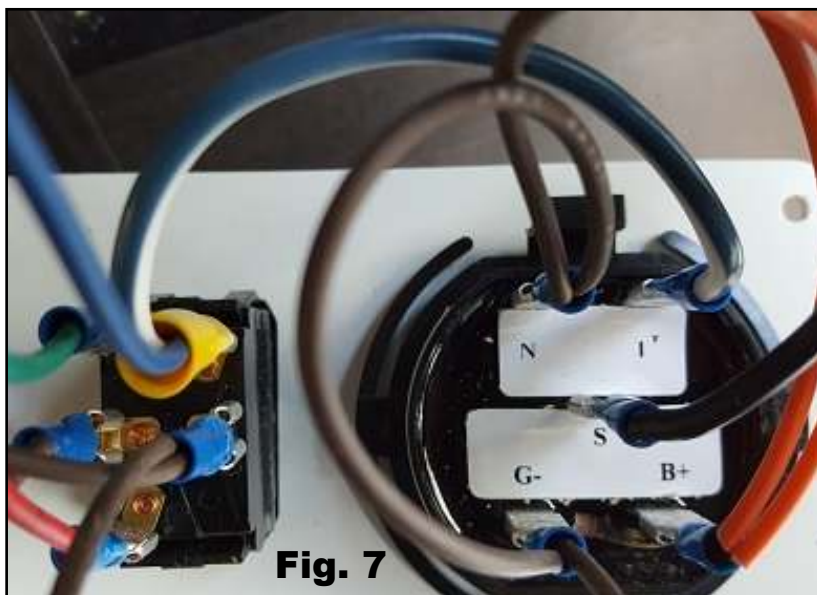
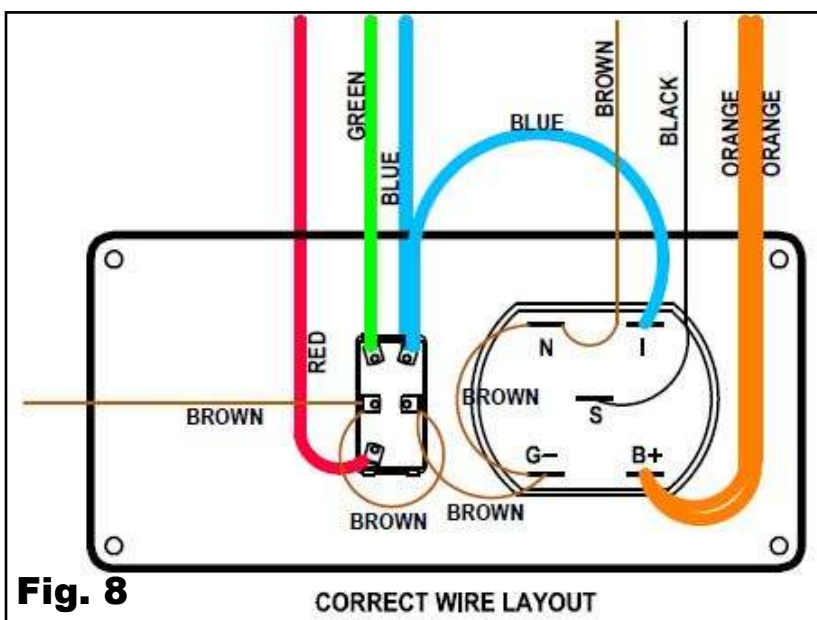
**Step 8**

Verify the hour meter functions correctly by running the generator and reinstall the control board.

**WARRANTY REIMBURSEMENT**

Submit the claim on Key Express using **Flat Rate Code # 7127342A** with **Service Advisory # 16-273** noted in the customer complaint section. The amount of time authorized for repair is **0.5 hour**.

If you have questions, please contact Customer Service: **(855) 382-4100**

**Fig. 7****Fig. 8**

CORRECT WIRE LAYOUT