



FREQUENTLY ASKED QUESTIONS

What is an automatic standby generator?

An automatic standby generator is a back up electrical system that operates whether you are home or away. Within seconds of an outage, it automatically supplies power directly to your home's electrical circuit breaker box. After utility power returns, the generator shuts itself off and waits for the next outage. It operates on natural gas or liquid propane gas and sits outside just like a central air conditioning unit.

How do I correctly size a generator for my home?

For an idea of the coverage you may need you can visit our website at www.KGE.com and visit the residential section. In that section you will find a Generator sizing tool. This tool will help you to see about what you will need, although not 100% accurate. You should contact your preferred ECs or us here at KGE where we can recommend on to you and from there your EC will conduct a site visit at your home to determine the actual size needed for the coverage you want.

Can I install the generator myself?

For safety reasons and to ensure adherence to all local, state and national electrical codes, particularly for non pre-wired or larger systems, KGE recommends you use an authorized licensed contractor and we will be more than happy to refer one to you in your area if needed.

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Do they have to be maintained?

Yes, simple maintenance is required. All generators require periodic oil and filter changes to ensure maximum performance for years of reliable service. Preventative maintenance kits are available in our parts department and we offer annual planned maintenance contracts (PM Contract) for a worry-free ownership experience. Refer to the owner's manual for routine maintenance procedures and schedules.

What type of oil should I use?

An SAE rated high detergent oil that meets API Service Class SF requirements for gasoline engines, similar to your car. Refer to your owner's manual for details.

What happens if the generator gets overloaded?

Generac generators are equipped with overload protection. In the rare event of an overload, the generator's circuit breaker will trip, disconnecting the unit from the load. Simply correct the overload and reset the breaker in the generator.

I no longer have my Owner's Manual, how can I get another copy?

Owner's manuals and other technical / repair information can be downloaded from our [Manual Search](#) or call 1-888-GENERAC.

If I have a problem with my generator where do I go for help?

Call KGE at (800) 677-3815 for 24/7 year round emergency service. With a PM contract you will become priority in high call volume situations.

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