

GENERATOR NOT WORKING

Troubleshooting

Follow the troubleshooting steps in this guide if your trailer is equipped with an inTech factory installed generator.

Reference Documents:

- [Motorsports Electrical Schematic](#)
- [Fiber Optic Splicing Trailer Electrical Schematic](#)
- [Troubleshooting – Battery Won't Charge](#)

Removing the generator front service panel (if needed):

1. Locate the generator and remove the front service cover by turning the large twist knobs counter-clockwise 90 degrees.
2. Pull firmly at the top of the generator panel by the large twist knobs to loosen the top. Once both sides of the top are loosened from their slots, the front service panel can be removed by lifting the panel vertically.



When your Generator will not start:

1. Error Code – If there is an error code on the remote start display at any time, please contact the OEM to determine the proper troubleshooting steps. (See: [Important Contact Info](#) on our website)
2. If the generator will not crank or cranks slowly when the remote start is pressed, check to ensure that the battery is not dead or low on charge. You can check this using a voltmeter at the battery or by removing the front service panel of the generator and checking for 12V power. If battery is low, it can be recharged directly from the tow vehicle using a VERY slow trickle charge which is not recommended to charge a “dead” battery. You may also plug into 120V shore power and letting the built-in converter (if equipped) charge the house battery. (See: [Troubleshooting – Battery Won't Charge](#))
3. If the generator cranks over, but will not start, check to ensure that there is fuel in the tank. A defective fuel gauge could read improperly, so adding fuel to the tank will help ensure that there is enough fuel to start the generator. If the trailer is parked on an incline and the fuel level is low, the fuel pickup may not be able to pull fuel to the generator. It is best to be parked on a hard level surface to run the generator.
4. Inside the front service cover is an onboard start switch for the generator. Try starting the generator at this switch location to ensure that the remote start switch and wiring are not the cause of the problem.

When your Generator starts and runs but you have no 120V power:

1. Open the breaker box cover and check to make certain that all of the breakers are in the “on” position, especially the main breaker.
2. Remove the generator front service panel and locate the main breaker located on the generator. Check to ensure that this is in the on position and has not been tripped.
3. Troubleshoot the transfer switch (See: [Transfer Switch Troubleshooting](#))

For more information on how our trailers are wired please refer to the [Motorsports Electrical Schematic](#).

For warranty claims during the OEM Supplier warranty periods, please refer to the [Important Contact Numbers](#) section on our website for the appropriate OEM Warranty Claim Process.

For replacement parts outside of OEM Supplier warranty periods (most typically 1 year), please contact inTech Trailers for pricing, lead times and availability of parts.