



# XP9500iH

U S E R M A N U A L



This manual provides information regarding the operation and maintenance of these products. We have made every effort to ensure the accuracy of the information in this manual. We reserve the right to change this product at any time without prior notice.

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Call our Customer Care Team Toll Free 8-5 PM PST Mon-Fri

**844-DUROMAX**



# CONTENTS

<b>1.</b>	<b>Introduction</b>	
	Introduction .....	6
	General Safety Procedures .....	8
	Carbon Monoxide Safety .....	14
	Unit and Purchase Information .....	16
<b>2.</b>	<b>Generator Components</b>	
	Generator Components .....	18
	Package Contents .....	20
<b>3.</b>	<b>Generator Setup</b>	
	Connect the Battery .....	22
	Adding Oil .....	23
	Adding Gasoline .....	24
	Grounding the Generator .....	25
	High Altitude Operation .....	25
<b>4.</b>	<b>Starting the Generator</b>	
	Check the Oil .....	28
	Check the Gas Level .....	29
	Starting the Generator Using Gasoline .....	30
	Starting the Generator Using Propane.....	32
	Starting the Generator Using Recoil Start.....	36
	Starting the Generator Using Remote Start .....	38
<b>5.</b>	<b>Using the Generator</b>	
	AC Usage .....	42
	Connecting the Generator to a Home.....	45
	Connecting a Load to the Generator .....	46
	Choosing the Right Power Cord .....	47
	Using the Digital Multimeter .....	48
	Low Idle Usage .....	49
	Using the Battery Tender .....	51

<b>6.</b>	<b>Stopping the Generator</b>	
	Shutting Down the Generator On Gasoline.....	54
	Shutting Down the Generator On Propane.....	55
	Shutting Down the Generator With the Remote.....	56
<b>7.</b>	<b>Maintenance and Care</b>	
	Maintenance Schedule.....	58
	Break-In Period .....	59
	Maintenance Log .....	59
	Checking the Oil .....	61
	Changing the Oil.....	62
	Cleaning the Air Filter .....	64
	Spark Plug Maintenance .....	66
	Emptying the Gas Tank .....	68
	Transporting the Generator .....	70
	Storing the Generator for Use Within 30 Days.....	71
	Storing the Generator for Longer than 30 Days .....	72
	Specifications.....	74
<b>8.</b>	<b>Troubleshooting</b>	
	Basic Troubleshooting .....	77
<b>9.</b>	<b>Warranty</b> .....	78
<b>10.</b>	<b>Contact Information</b> .....	83

**For more information and resources on this model scan the QR code below to link to our website product information page.**





POWERING EVERYONE...  
***ANYWHERE!***



## THE DUROMAX WAY

The DuroMax Way is more than just a brand, it is our understanding and appreciation of just how important power can be to someone without it...



### DUROMAX FOR HOME

Electricity in our home not only provides comfort but safety as well. From keeping the heat or A/C on to keeping our food cold, power is essential to our daily lives. Inevitably when disaster strikes and we are left without power for a prolonged period of time, our way of life is put at risk. This is by far the most critical time for reliable portable power.



### DUROMAX FOR WORK

On the job site, portable power allows you the ability to get work done in remote locations when traditional power sources are usually unavailable. Equipment like table saws, sanders, and work lights are a necessity and portable power can play a critical role in getting a job done successfully and efficiently.



### DUROMAX FOR PLAY

Camping outdoors in a remote location can get one in touch with nature and allow them to forget the stress of the day to day grind. Here portable power can provide comfort as well as safety. With portable power, you can keep your cell phone charged, light up your campsite, or even brew a cup of coffee, all while being miles from civilization.

**The DuroMax Way is a commitment to excellence.** This vision is focused on the quality, reliability, and durability of our products combined with outstanding customer service. We understand that having dependable power whenever and wherever you need it provides comfort, safety, and peace of mind. It is through this philosophy that DuroMax achieves our vision of...

# POWERING EVERYONE... ANYWHERE!

# INTRODUCTION

DuroMax Power Equipment is headquartered in Ontario, California and is the industry's leader in Dual Fuel portable generator technology. In addition to a full assortment of portable generators ranging from digital inverters to large 15,000-watt portable standby units, their product line includes pressure washers, engines, pumps, and accessories.

The foundation of our company is built on quality, reliability, durability, and customer service. At DuroMax our vision is simple, we are committed to Powering Everyone... Anywhere!



## Notice Regarding Emissions

Engines that are certified to comply with U.S. EPA emission regulations for SORE (Small Off-Road Equipment), are certified to operate on regular unleaded gasoline and may include the following emission control systems: (EM) Engine Modifications and (TWC) Three-Way Catalyst (if so equipped).

# GENERAL SAFETY PROCEDURES



## SAFETY ALERT SYMBOL

The safety alert symbol is used with one of the safety words (**DANGER**, **WARNING**, or **CAUTION**) to alert you of hazards. Please pay attention to these hazard notices both in this manual and on the engine.

### Please familiarize yourself with the following safety symbols and words:

- **DANGER**: Indicates a hazard that will result in serious injury or death if instructions are not followed.
- **WARNING**: Indicates a strong possibility of causing serious injury or death if instructions are not followed.
- **CAUTION**: Indicates a possibility of personal injury or equipment damage if instructions are not followed.



**DANGER**: This generator produces poisonous carbon monoxide gas when running. This gas is both odorless and colorless. Even if you do not see or smell gas, carbon monoxide may still be present. Breathing this poison can lead to headaches, dizziness, drowsiness, and eventually death.

- Use outdoors **ONLY** in non-confined areas.
- Keep several feet of clearance on all sides to allow proper ventilation of the generator.



**WARNING**: The exhaust from this product contains chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm.



**WARNING**: This generator produces heat when running. Temperatures near exhaust can exceed 150°F (65°C).

- Do not touch hot surfaces. Pay attention to warning labels on the generator denoting hot parts of the machine.
- Allow generator to cool several minutes after use before touching engine or areas which heat during use.





**WARNING:** This generator may emit highly flammable and explosive gasoline vapors, which can cause severe burns or even death. A nearby open flame can lead to an explosion even if not directly in contact with gasoline.

- Do not operate near an open flame.
- Do not smoke near the generator.
- Always operate on a firm, level surface.
- Always turn the generator off before refueling.
- Allow generator to cool for at least 2 minutes before removing the fuel cap. Loosen cap slowly to relieve pressure in the tank.
- Do not overfill the gas tank. Gas may expand during operation. Do not fill to the top of the tank.
- Always check for spilled gas before operating.
- Empty the gasoline tank before storing or transporting the generator.
- Before transporting, turn the fuel valve to the off position and disconnect the spark plug.



**WARNING:** This generator produces a powerful voltage, which can result in electrocution.

- ALWAYS ground the generator before using it (see the “Grounding the Generator” portion of the “PREPARING THE GENERATOR FOR USE section).
- The generator should only be plugged into electrical devices, either directly or with an extension cord. NEVER connect to a building electrical system without a qualified electrician. Such connections must comply with local electrical laws and codes. Failure to comply can create a back-flow of power, which may result in serious injury or death to utility workers.
- Use a ground fault circuit interrupter (GFCI) in highly conductive areas such as metal decking or steelwork. GFCIs are available in-line with some extension cords.
- Do not use uncovered in rainy or wet conditions.
- Do not touch bare wires or receptacles (outlets).
- Do not allow children or non-qualified persons to operate.



POWERING EVERYONE...  
***ANYWHERE!***

## Button/Coin Battery Warnings

---

### **WARNING**

#### **INGESTION HAZARD**

This product contain a button cell or coin battery

**MODEL:**  
**3V CR2032**



**This symbol means:**

**INGESTION HAZARD:**

This product contains a button cell or coin battery.




1. Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
2. Even used batteries may cause severe injury or death.
3. Call a local poison control center for treatment information.
4. Non-rechargeable batteries are not to be recharged.
5. Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
6. Ensure the batteries are installed correctly according to polarity (+ and -).
7. Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
8. Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
9. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

# GENERAL SAFETY PROCEDURES (CONTINUED)

In addition to the above safety notices, please familiarize yourself with the safety and hazard markings on the generator.

**⚠ DANGER**

Using a generator indoors CAN KILL YOU IN MINUTES. Generator exhaust contains carbon monoxide. This is a poison you cannot see or smell.

		
NEVER use inside a home or garage, EVEN IF doors and windows are open.		Only use OUTSIDE and far away from windows, doors, and vents.

Avoid other generator hazards.  
READ MANUAL BEFORE USE


**AUTOMATIC SHUTOFF**


**CO ALERT**

If your generator has shut off/shutoff and the CO Alert RED indicator light appears on the front panel, the unit has detected an excessive amount of carbon monoxide in the air. Follow the following directions IMMEDIATELY attempting to restart your generator.

Please consult your owner's manual for additional information.

**ONLY** OPERATE GENERATOR IN AN OPEN, OUTDOOR AREA AT LEAST 5 FEET AWAY FROM ANY FLAMMABLE MATERIAL. POINT EXHAUST AWAY FROM STRUCTURES. DON'T RUN GENERATORS IN ENCLOSED AREAS (I.E. NOT IN HOUSE OR GARAGE).



**+**  MOVE TO FRESH AIR AND GET MEDICAL HELP IF SICK, DIZZY, OR WEAK.

**⚠ WARNING** TAMPERING WITH THE CO-ALERT SENSOR WILL DISABLE THE GENERATOR.



**CAUTION**

**HOT SURFACE**  **DON'T TOUCH** 



# CARBON MONOXIDE SAFETY

## Carbon Monoxide



Generators are convenient, but they can also be dangerous. All fuel-burning appliances and equipment release a poisonous gas called carbon monoxide.

Carbon monoxide (also known as CO) can be dangerous for humans and pets, even in small amounts, because it blocks oxygen from getting into your body. Carbon monoxide poisoning can lead to death in a very short time. It is odorless, tasteless and invisible, so you may be exposed without knowing it. That is why carbon monoxide is sometimes called “the silent killer.”

## CO ALERT



### Description

The DuroMax CO ALERT system was created to protect our customers and their families from dangerous carbon monoxide. Just like the detector for your home the CO-ALERT tests the air for to keep you safe and healthy.



### CO Detected

If dangerous carbon monoxide levels are detected:

- The indicator will light red.
- The engine will shutdown.
- The engine will not restart for 5 minutes.



### Maintenance Required

If an error in the CO ALERT system is detected the indicator will light yellow. Please contact DuroMax service at 844-DUROMAX for assistance.



**ALWAYS READ THE OWNER'S MANUAL FIRST**

## KNOW THE SYMPTOMS

- HEADACHE
- NAUSEA
- SHORTNESS OF BREATH
- DIZZINESS
- FATIGUE

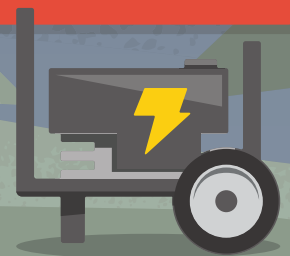


**IF YOU FEEL SYMPTOMS, LEAVE RIGHT AWAY**

**STAY ALERT WITH CARBON MONOXIDE DETECTORS**

**POINT FUMES AWAY FROM NEARBY PEOPLE**

**KEEP IT OUTSIDE AND AWAY FROM DOORS AND WINDOWS**



**PGMA**  
Portable Generator Manufacturers Association

As the only safe way to use a portable generator, taking your generator outside is absolutely mandatory to keep your family safe from carbon monoxide. But there's even more you can do. By educating yourself about all carbon monoxide risks, you'll be better prepared to protect your family from this colorless, odorless threat. Visit [takeyourgeneratoroutside.com](http://takeyourgeneratoroutside.com) for more information.

**TAKE IT OUTSIDE™**



**CARBON MONOXIDE KILLS**

# UNIT AND PURCHASE INFORMATION

## Serial Number



### Serial number

The serial number is located on the back of the generator and next to the wheel.



### Serial number format

The serial number will be shown in two parts. The engine model, followed by the serial number.

Engine Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

## STAPLE RECEIPT HERE

A purchase receipt may be necessary for warranty parts or service in the future. If you have a paper receipt, staple it here for easy reference.

If you purchased the unit online, save the email receipt where you can access it, and record your details here for convenience in the future.

Purchase Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

Retailer Name: \_\_\_\_\_





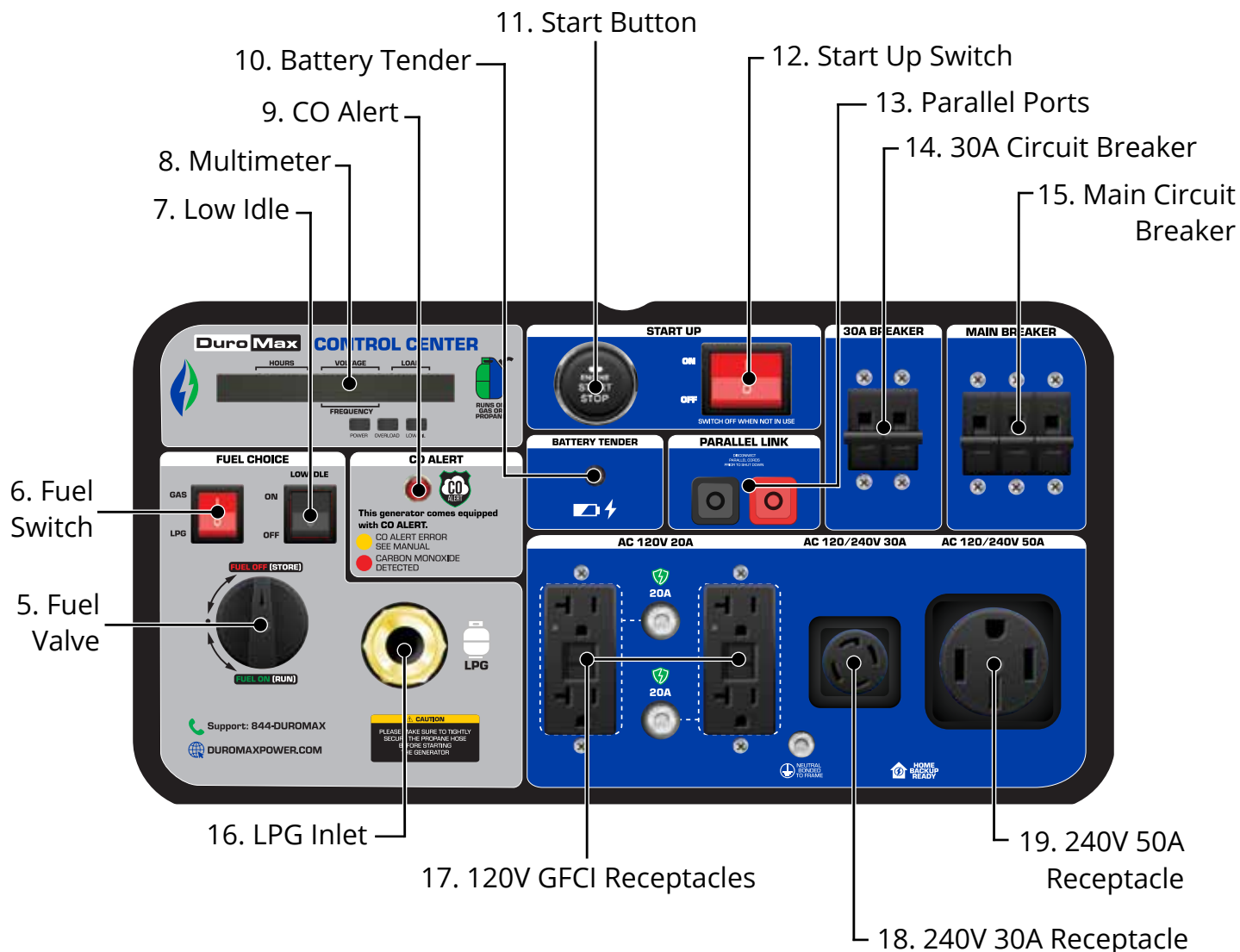
# GENERATOR COMPONENTS

To help you get familiar with your new DuroMax generator, please see this component section for easy reference on all the generator's individual features.

# GENERATOR COMPONENTS



1. **Handles** - Allow for easy steering during transportation.
2. **Fuel Tank and Gauge** - Indicates the amount of fuel in the gasoline tank.
3. **Power Panel** - Contains the start switch, plugs, meters, and circuit breakers.
4. **Wheels** - Solid wheels allow for easy transportation over any terrain.
5. **Fuel Valve** - ON/OFF valve that allows gasoline into the engine.
6. **Fuel Switch** - GAS/LPG valve that changes the fuel into the engine.
7. **Low Idle** - Lowers the engine speed to match the load to save on fuel and reduce noise levels.
8. **Multimeter** - Provides information of Hours Run, Voltage, Hertz, and Current Load on the generator measured in kW.
9. **CO Alert** - Shuts down the engine in the event of CO buildup.
10. **Battery Tender** - Easily keep your battery charge when the generator is in storage by using the included battery tender.



11. **Start Button** - Starts and shuts down the generator.
12. **Start Up Switch** - Allows power to the starter and panel. Prevents accidental starting.
13. **Parallel Ports** - Allow you to combine the output of two generators for maximum power.
14. **30A Circuit Breaker** - Protects the 30A outlet from an overload or short circuit.
15. **Main Breaker** - Protects the full panel from an overload or short circuit.
16. **LPG Inlet** - Connects the LPG inlet to the LPG hose/regulator.
17. **120V GFCI Receptacles** - Use to connect electrical devices that run 120 Volt, 60 Hz, single-phase, AC current (NEMA 5-20).
18. **240V 30A Receptacle** - Use to connect electrical devices that run 120 or 240 Volt, 60 Hz, single-phase, AC current (NEMA L14-30).
19. **240V 50A Receptacle** - Use to connect electrical devices that run 120 or 240 Volt, 60 Hz, single-phase, AC current (NEMA 14-50).

# PACKAGE CONTENTS

Your generator comes with the items listed below. Please check to see that all of the following items are included with your generator.



## Double Sided Screw Driver

Phillips and slot blade screwdriver used for generator maintenance.



## Socket Wrench

An 8mm/10mm/12mm socket wrench used for generator maintenance.



## Spark Plug Wrench

Used in spark plug maintenance, inspection, and installation.



## Oil Funnel w/ Hose

Used to add oil to the generator without messy spills.



## Battery Tender

Used to charge the battery when in storage



## Plug Ends

Plug heads for the receptacles found on the generator are included to make or rewire your own cords.



## Propane Regulator w/ Hose

Used to provide a regulated propane supply to the propane inlet.



## Remote Control

Used to remotely start the generator.

- Note: Actual tools may differ in appearance or design from image shown.



# GENERATOR SETUP

Proper setup of your generator will get you going as soon as possible while making sure you and your equipment are safe and cared for.

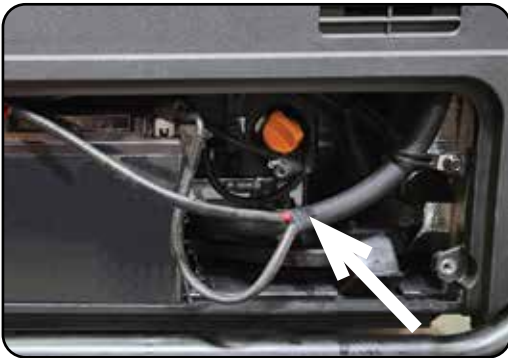
# GENERATOR SETUP (CONTINUED)

## Step 1 - Connect the Battery



### 1. Remove service end cover

- a. Remove the maintenance end cover that's opposite the handle end with an 8 mm socket wrench.



### 2. Locate the battery cables

- a. Locate the battery cables above and behind the battery. One side is connected to the housing and the other end is attached to the battery terminals.
- b. Route both battery ends forward to clip together.



### 3. Connect battery cables

- a. Match the positive and negative cable ends, then clip both ends together.



### 4. Reinstall service end cover

- a. Reinstall the service end cover with an 8 mm socket wrench.



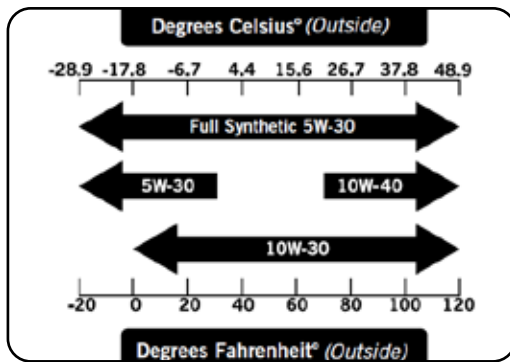
## Step 2 - Adding Oil

The generator requires engine oil to operate properly. The generator, when new from the package, contains no oil in the crankcase\*. You must add the proper amount of oil before operating the generator for the first time. This amount is equal to the oil capacity of the engine crankcase:

<b>Model Number</b>	XP9500iH
<b>Engine Oil Capacity</b>	40.6 fl. oz. (1.2 L)



**WARNING:** Do not apply engine oils with additives or 2-stroke gasoline engine oils; they don't have enough lubrication and may shorten the engine's service life.



### Engine oil recommended: SAE 10W-30.

Viscosity varies with regions and temperatures. Choose your oil viscosity using the chart to the left.

\* A small amount of oil from factory testing may be present on arrival.

\* Synthetic oil may be used after the 8 hour initial break-in period. Using synthetic oil does not increase the recommended oil change interval. Full synthetic 5W-30 oil will aid in starting in cold temperatures <5°C (41°F).



## Add oil

- Make sure the generator is on a level surface.
- Remove the right hand maintenance cover.
- Unscrew the oil filler/dipstick cap from the engine.
- Using a funnel, add the appropriate amount of oil into the crankcase. You will know the crankcase is full when the oil level has reached the lower lip of the opening you have just poured the oil into.
- Replace the oil filler cap.



**WARNING:** DO NOT overfill the crankcase. This may damage the motor and shorten the overall life of your generator.

# GENERATOR SETUP (CONTINUED)

## Step 3 - Adding Gasoline (Optional)



### Add gasoline

- Make sure the generator is on a level surface.
- Unscrew gas cap and set aside (NOTE: the gas cap may be tight and hard to unscrew).
- Slowly add unleaded gasoline to the fuel tank. Be careful not to overfill. The fuel gauge on the top of the gas tank indicates how much gasoline is in the generator gas tank.
- Replace fuel cap and wipe up any spilled gasoline with a dry cloth.

<b>Model Number</b>	XP9500iH
<b>Gas Tank Capacity</b>	7.1 US Gal. (27 L)



**WARNING:** Gas can expand. Do not fill the gas tank to the very top. Leave a minimum of 1.5 in open space. Gasoline and gas fumes are highly flammable. Do not fill the tank near an open flame. Always check for fuel spills.

### IMPORTANT:

- To ensure that the generator runs smoothly use only FRESH, UNLEADED GAS WITH AN OCTANE RATING OF 87 OR HIGHER.
- Never use an oil/gasoline mixture. Never use old gas.
- Avoid getting dirt or water in the fuel tank.
- Gas can age in the tank and make it hard to start up the generator in the future.
- Never store generator for extended periods of time with fuel in the tank.



## Step 4 - Grounding the Generator



### Attach grounding wire

- a. Ground the generator by tightening the grounding nut against a grounding wire.
- b. Connect the other end to a copper or brass grounding rod that's driven into the earth.

A generally acceptable grounding wire is a No. 12 AWG (American Wire Gauge) stranded copper wire.

Grounding codes can vary by location. Please contact a local electrician to check the grounding regulations for your area.

**Note: If the generator is connected to a home, then it won't be necessary to attach the separate grounding wire and you can opt to use your home ground instead. Please see a certified electrician for further options with grounding your generator.**



**WARNING:** Failure to properly ground the generator can result in electrocution.

### High Altitude Operation

At high altitudes, the standard carburetor air/fuel mixture will be too rich. The performance will decrease, and fuel consumption will increase. A very rich mixture will also foul the spark plug and cause hard starting. Operation at an altitude that differs from that at which this engine was certified, for extended periods of time, may increase emissions. High altitude performance can be improved by specific modifications to the carburetor. If you always operate your generator at altitudes above 3,000 feet (900 meters), have a dealer perform this carburetor modification. This engine, when operated at high altitude with the carburetor modifications for high altitude use, will meet each emission standard throughout its useful life. Even with carburetor modification, engine horsepower will decrease by about 3.5% for each 1,000-foot (300-meter) increase in altitude. The effect of altitude on horsepower will be greater than this if no carburetor modification is made.

When the carburetor has been modified for high altitude operation, the air/fuel mixture will be too lean for low altitude use. Operation at altitudes below 3,000 feet (900 meters) with a modified carburetor may cause the engine to overheat and result in serious engine damage.



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***ANYWHERE!***



# STARTING THE GENERATOR

If this is not your first time using the generator there are still steps you should take to prepare it for operation each time you use it.

**IMPORTANT:** At this point, you should be familiar with the procedures described in the first portion of this section entitled “GENERATOR SETUP” If you have not yet read this section, go back and read it now.

# BEFORE YOU START YOUR GENERATOR

## Step 1 - Check the Oil



### Check the oil

The generator is equipped with an automatic shutoff to protect it from damage due to low oil. Nonetheless, you should check the oil level of the engine before each use to ensure that the engine crankcase has a sufficient amount.

To check the oil level:

- a. Make sure the generator is on a level surface.
- b. Remove the oil cover.
- c. Unscrew the oil filler/dipstick cap.
- d. With a dry cloth, wipe the oil off of the stick on the inside of the cap.
- e. Insert the dipstick as if you were replacing the cap and then remove it again. There should now be oil on the stick. If there is no oil on the stick, or oil only at the very end of the stick, you should add oil until the engine crankcase is filled (see “Adding Oil” portion of the “Maintenance” section).
- f. Be sure to replace the cap when finished checking oil.



<b>Model Number</b>	XP9500iH
<b>Engine Oil Capacity</b>	40.6 fl. oz. (1.2 L)

## Step 2 - Check the Gas Level (Optional)



### Check fuel level

If running the engine on gasoline, check to see that there is sufficient gasoline in the fuel tank. The fuel gauge on top of the tank will give a rough estimate of the gasoline level. The gauge will appear white then fill red as the tank is filled.

**Note: Fuel gauge may not register with less than 1/3 fuel tank full.**

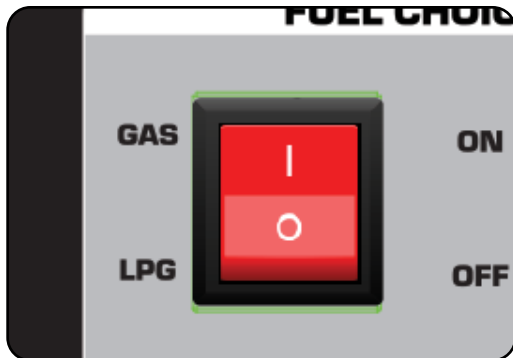


**WARNING:** Gasoline and gasoline fumes are highly flammable.

- Do not fill the tank near an open flame.
- Always allow the engine to cool for several minutes before refueling.
- DO NOT overfill the fuel tank. Fuel expands when shaken or heated. ALWAYS leave 1½" space or more at the top of the tank.
- ALWAYS use fresh fuel or stabilized fuel. Old gasoline (older than 30 days) can cause permanent damage to the fuel system.
- Always check for fuel spills.

# STARTING THE GENERATOR

## Starting the Generator Using Gasoline



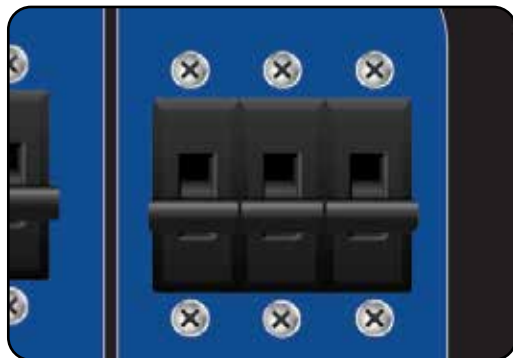
### 1. Select gasoline fuel

The fuel selector is located on the left side of the front power panel. Flip the switch up to select gasoline as a fuel source.



### 2. Turn gas valve ON

The gas valve is located the left hand side of the panel. Rotate the valve counter-clockwise to the FUEL ON (RUN) position to turn on the gasoline supply.



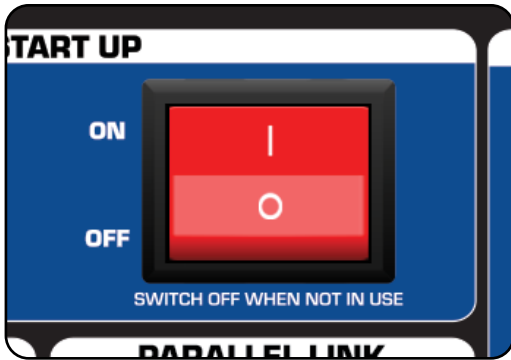
### 3. Shut main breaker OFF

The breaker is located on the top right of the front power panel. Flip the breaker down to prevent accidental load when starting the generator.



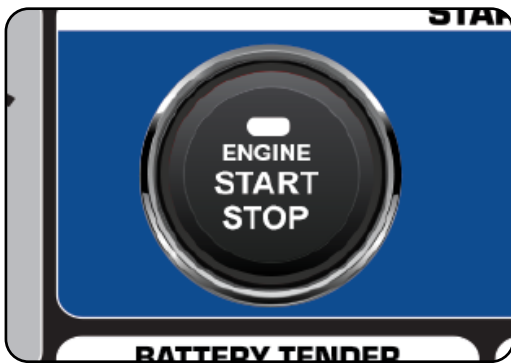
### 4. Turn low idle OFF

The low idle is located on the left side of the front power panel, next to the fuel selection switch. Flip the switch down to disable low idle when starting the generator.



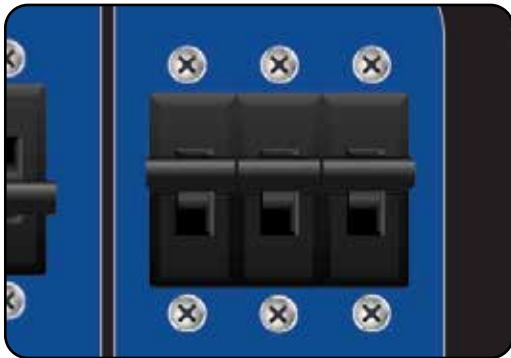
## 5. Turn start switch ON

The start switch is located on the top center of the front power panel next to the START button. Press the switch up to the ON position to allow the generator to start.



## 6. Press the START button

The START button is located on the top center of the power panel. Press the button down for 1-3 seconds to start the generator.



## 7. Turn main breaker ON/Connect

The breaker is located in the top right of the front power panel. Flip the breaker up to allow the power to flow to the receptacles. Connect your devices to the receptacles on the front panel. Start with the largest loads first.



**CAUTION:** Disconnect all electrical loads from the generator before attempting to start!

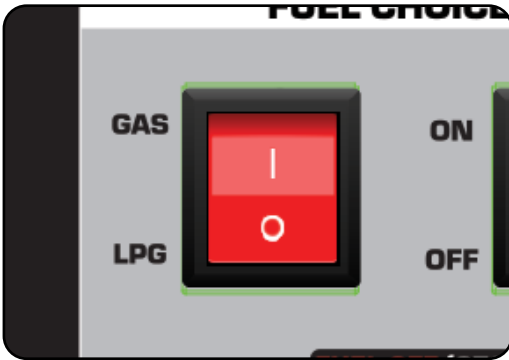
# STARTING THE GENERATOR (CONTINUED)

## Starting the Generator Using Propane



### 1. Connect propane hose

The LPG inlet is located on the bottom left of the front panel. Connect the propane hose to both the inlet and the propane tank. Open the propane tank.



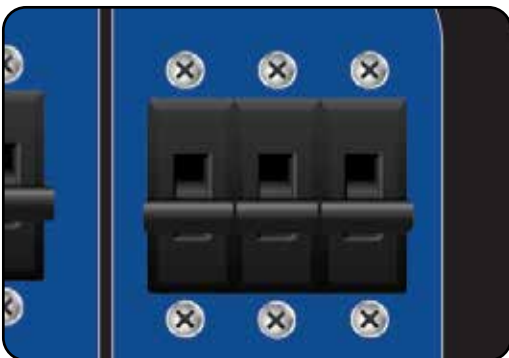
### 2. Select LPG fuel

The fuel selector is located on the left side of the front power panel. Flip the switch down to select LPG as a fuel source.



### 3. Turn gas valve OFF

The gas valve is located the left hand side of the panel. Rotate the valve clockwise to the FUEL OFF (STORE) position to turn off the gasoline supply.



### 4. Turn main breaker OFF

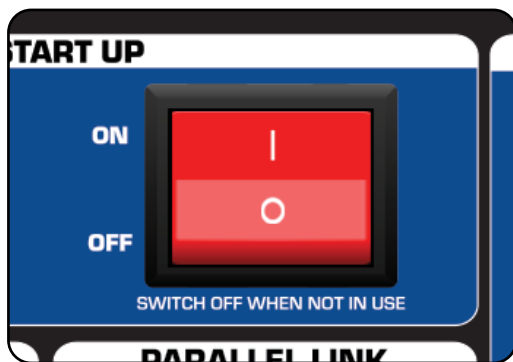
The breaker is located in the top right of the front power panel. Flip the breaker down to prevent accidental load when starting the generator.





## 5. Turn low idle OFF

The low Idle is located on the left side of the front power panel, next to the fuel selection switch. Flip the switch down to disable low idle when starting the generator.



## 6. Turn start switch ON

The start switch is located on the top center of the front power panel next to the START button. Press the switch up to the ON position to allow the generator to start.



## 7. Press the START button

The START button is located on the top center of the power panel. Press the button down for 1-3 seconds to start the generator.



## 8. Turn main breaker ON/Connect

The breaker is located in the top right of the front power panel. Flip the breaker up to allow the power to flow to the receptacles. Connect your devices to the receptacles on the front panel. Start with the largest loads first.

# STARTING THE GENERATOR (CONTINUED)

## Starting the Generator Using Propane



**WARNING:** WHEN USING THE GENERATOR WITH LPG, MAKE SURE THERE IS NO POSSIBLE IGNITION SOURCE CLOSE TO THE GENERATOR.

1. Before using, make sure all of the LPG connectors and hoses are well connected and sealed.
2. Connect electrical devices to the generator ONLY after the engine runs smoothly. (There may be remnant gasoline in the carburetor; this can cause unsteady engine performance for several minutes)
3. If the propane gas leaks, shut off the LPG supply first and then quickly unplug or turn off any electrical devices powered by the unit.
4. When stopping the engine, unplug or turn off any electrical devices, turn off the Main Circuit Breaker and then turn off the LPG Supply. After the engine has stopped turn the Battery Switch to the "OFF" position.



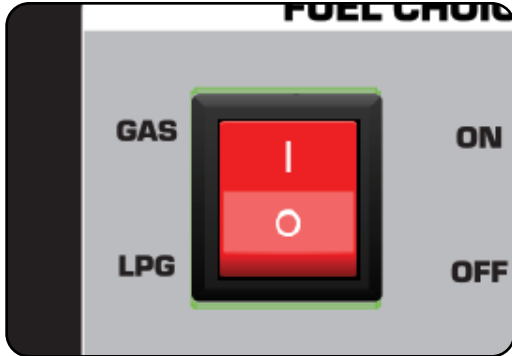
**CAUTION:** Disconnect all electrical loads from the generator before attempting to start!



POWERING EVERYONE...  
***ANYWHERE!***

# STARTING THE GENERATOR (CONTINUED)

## Starting the Generator Using Recoil Start



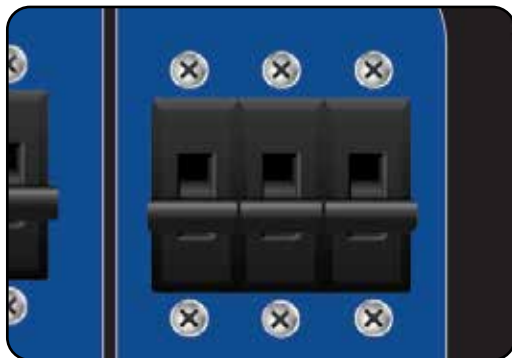
### 1. Select fuel

The fuel selector is located on the left side of the front power panel. Flip the switch down to select LPG as a fuel source or up to select GAS.



### 2. Turn gas valve OFF/ON

The gas valve is located the left hand side of the panel. Rotate the valve clockwise to the FUEL OFF (STORE) position to turn off the gasoline for LPG or counter-clockwise to FUEL ON (RUN) for gasoline.



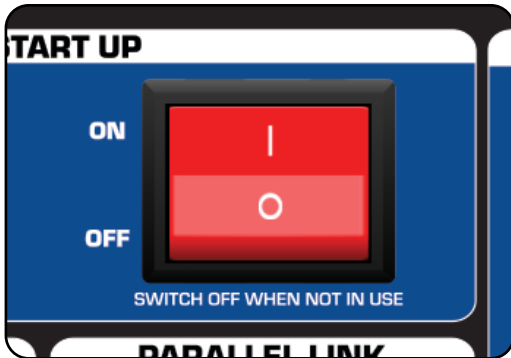
### 3. Shut main breaker OFF

The breaker is located on the top right of the front power panel. Flip the breaker down to prevent accidental load when starting the generator.



### 4. Turn low idle OFF

The low idle is located on the left side of the front power panel, next to the fuel selection switch. Flip the switch down to disable low idle when starting the generator.



## 5. Turn start switch ON

The start switch is located on the top center of the front power panel next to the low idle. Press the switch up to the ON position to allow the generator to start.

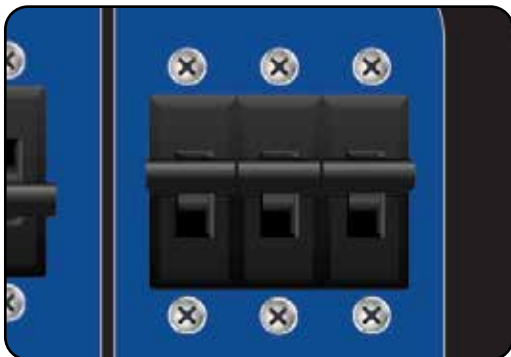


## 6. Pull the recoil start

The recoil start is located to the left of the muffler tailpipe. Pull the recoil handle slowly until resistance is felt, then quickly pull the recoil handle until fully extended.



**CAUTION:** Release the recoil handle only after the cord has retracted. Releasing the recoil handle while extended may cause harm to yourself or your equipment.

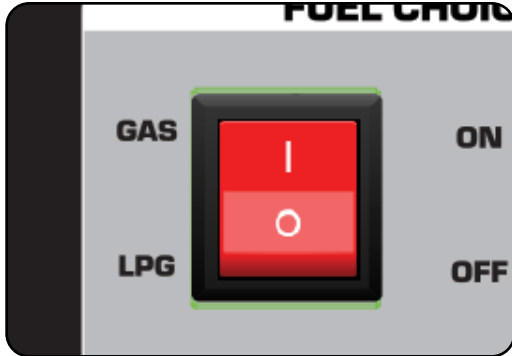


## 7. Turn main breaker ON/Connect

The breaker is located in the top right of the front power panel. Flip the breaker up to allow the power to flow to the receptacles. Connect your devices to the receptacles on the front panel. Start with the largest loads first.

# STARTING THE GENERATOR (CONTINUED)

## Starting the Generator Using Remote Start



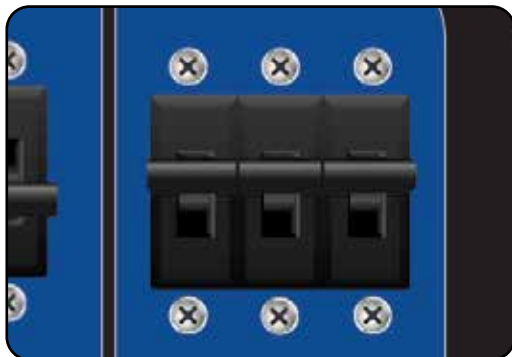
### 1. Select fuel

The fuel selector is located on the left side of the front power panel. Flip the switch down to select LPG as a fuel source or up to select GAS.



### 2. Turn gas valve OFF/ON

The gas valve is located the left hand side of the panel. Rotate the valve clockwise to the FUEL OFF (STORE) position to turn off the gasoline for LPG or counter-clockwise to FUEL ON (RUN) for gasoline.



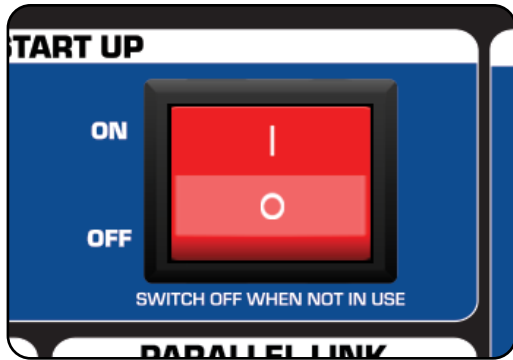
### 3. Turn main breaker ON

The breaker is located in the top right of the front power panel. Flip the breaker up to allow the power to flow to the receptacles.



### 4. Turn low idle OFF

The low idle is located on the left side of the front power panel, next to the fuel selection switch. Flip the switch down to disable low idle when starting the generator.



## 5. Turn start switch ON

The start switch is located on the top center of the front power panel next to the low idle. Press the switch up to the ON position to allow the generator to start.



## 6. Push the START button

The remote start has two buttons, START and STOP. Press the START button two times in succession to start the generator.





POWERING EVERYONE...  
***ANYWHERE!***



# USING THE GENERATOR

If this is not your first time using the generator, there are still steps you should take to prepare it for operation each time you use it.

**IMPORTANT:** At this point, you should be familiar with the procedures described in the first portion of this section entitled “GENERATOR SETUP”; if you have not yet read this section, go back and read it now.

# USING THE GENERATOR

## AC Usage

- You may connect electrical devices running on AC current according to their wattage requirements.
- The chart below shows the rated and surge wattage of your generator according to its model number.
- The rated wattage corresponds to the maximum wattage the generator can output on a continuous basis.
- The surge wattage corresponds to the maximum amount of power the generator can output for a short period of time. Many electrical devices such as refrigerators require short bursts of extra power, in addition to the rated wattage listed by the device, to stop and start their motors. The surge wattage ability of the generator covers this extra power requirement.

Fuel Source	Rated (Running) Wattage	Surge (Peak) Wattage
Gasoline	7600	9500
Propane	7200	9025

The total running wattage requirement of the electrical devices connected to the generator should not exceed the rated wattage of the generator itself. To calculate the total wattage requirement of the electrical devices you wish to connect, find the rated (or running) wattage of each device. This number should be listed somewhere on the device or in its instruction manual.

If you cannot find this wattage, you may calculate it by multiplying the Voltage requirement by the Amperage drawn:  $\text{Watts} = \text{Volts} \times \text{Amps}$ . If these specifications are not available, you may estimate the Watts required by your device by using the chart on the next page.

Once you have found the rated wattage requirement of each electrical device, add these numbers to find the total rated wattage you wish to draw from the generator. If this number exceeds the rated wattage of the generator, DO NOT connect all these devices. Select a combination of electrical devices, which has a total rated wattage lower than or equal to the rated wattage of the generator.

Tool or Appliance	Rated (Running) Watts	Additional Surge Watts
Electric water heater (40 gal)	4000	0
Hot plate	2500	0
Radial arm saw	2000	2000
Electric stove	1500	0
Circular saw	1500	1500
Air compressor (1 HP)	1500	3000
Window air conditioner	1200	1800
Miter saw	1200	1800
Microwave	1000	2000
Well water pump	1000	1500
Reciprocating saw	960	1040
Sump pump	800	1200
Refrigerator freezer	800	1200
Furnace blower	800	1300
Computer	800	0
Electric drill	600	900
Television	500	0
Deep freezer	500	800
Garage door opener	480	600
Stereo	400	0
Box fan	300	600
Clock radio	300	0
Security system	180	0
DVD player	100	0
Common light bulb	75	0



**CAUTION:** The generator can only run at its surge wattage capacity for a very short time. Connect only electrical devices requiring a rated (running) wattage equal to or less than the rated wattage of the generator. Never connect devices requiring a rated wattage equal to the surge wattage of the generator.

*NOTE: The above wattage figures are estimates only.  
Try to check the wattage listed on your electrical devices before consulting this chart.*



↑  
SURGE GUARD  
TRANSFER SWITCH  
MODEL 4-20 10000V 60 A 60 Hz

FRON

# DUAL FUEL XP13000HX

**Duro Max**  
POWER SYSTEMS

**OPERATION**

- Start/Stop
- Transfer Switch
- Control Panel
- Output Sockets
- Grounding
- Safety

**CONTROL CENTER**

START STOP

TRANSFER SWITCH

OUTPUT SOCKETS

GROUNDING

GASOLINE	PROPANE
<b>13000</b> PEAK WATTS	<b>1235</b> PEAK WATT
<b>10500</b> RUNNING WATTS	<b>9975</b> RUNNING WATTS

BATTERY POWER - ALWAYS USE TO RECHARGE BATTERY

# USING THE GENERATOR (CONTINUED)

## Connecting the Generator to a Home



### Interlock kit

- Choose what circuits you want to run.
- Requires an electrician to install, but you have the flexibility of switching up your circuits depending on your power needs.
- More hands-on, and some electrical knowledge is needed so you don't overload the generator.



### Transfer switch

- Automatically switches power over to your generator during an outage. Requires an electrician to install.
- Once you choose which circuits you want to power, you're locked into your configuration.



### Extension cords

- The most straightforward and affordable option.
- Zero commitment, no installation needed: Simply plug in your appliances and go!
- Perfect for renters, RV/camping trips, and power on the job-site.



# USING THE GENERATOR (CONTINUED)

## Connecting a Load to the Generator

**NOTE:** Be sure to attach devices to the correct receptacle (outlet).

- 120V devices can be directly connected to the 120V ONLY receptacles.
- 120V devices can be connected to the 120/240V receptacle using an appropriate adapter.
- 240V devices can ONLY be connected to the 240V receptacle.

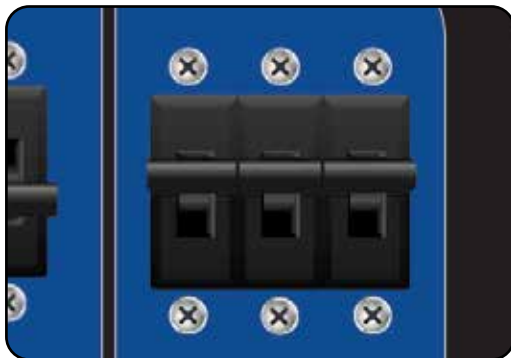


**CAUTION:** Do not connect 50 Hz or 3-phase loads to the generator.



### 1. Plug in devices

Plug in devices to the appropriate receptacle. When using the generator, balance the load as closely as possible. Placing more load on one side of the circuit will reduce the breaker trip period.



### 2. Flip main breaker ON

Flip the circuit breaker up to the ON position to allow power to the receptacles.



### 3. Turn on connected devices

Start or turn on appliances, starting with the biggest loads first.



## Choosing the Right Power Cord

Long or thin cords can drain the power provided to an electrical device by the generator. When using such cords, allow for a slightly higher rated wattage requirement for the electrical device. See the table below for recommended cords based on the power requirement of the electrical device.

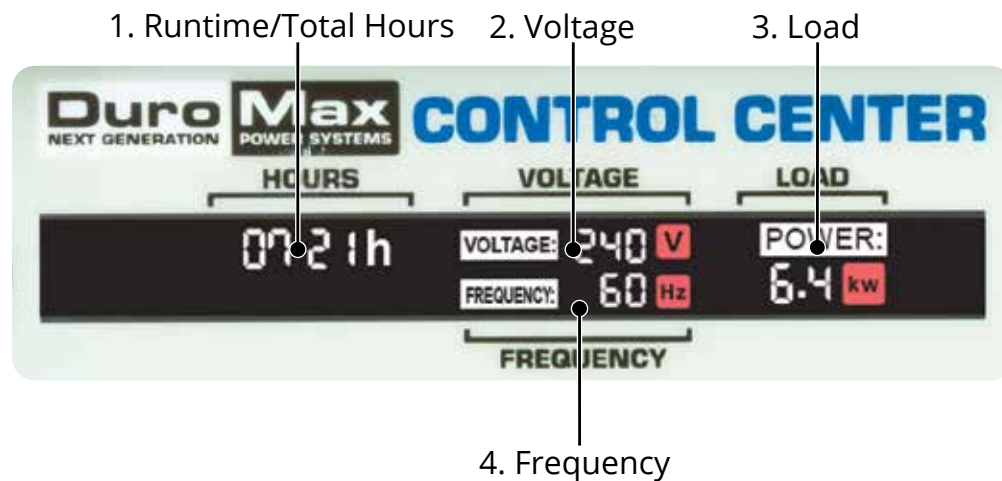
DEVICE REQUIREMENTS		WIRE GAUGE BY LENGTH (ft.)				
AMPS	WATTS (120/240V)	10	25	50	100	150
5	600/1200	18	16	14	12	10
10	1200/2400	16	14	12	12	10
15	1800/3600	14	14	12	12	10
20	2400/4800	12	12	12	10	10
25	3000/6000	12	10	10	10	8
30	3600/7200	10	10	10	8	NR
40	4800/9600	8	8	6	6	NR
50	6000/12000	6	6	6	NR	NR
<b>*NR = NOT RECOMMENDED</b>		<b>*Gauge based on twisted copper wire</b>				

From home back up to just running your electric edger and everything in-between DuroMax has the power cord for you. All DuroMax cords are 100% twisted copper wire for maximum life and reliability.

Length	120V 15A					240V 30A	240V 50A
	14 Gauge	12 Gauge		10 Gauge		L14-30P/ L14-30R	14-50P/ CS6364
	Single Outlet	Single Outlet	Triple Outlet	Single Outlet	Triple Outlet		
10 ft						XP3010GC	
15 ft							XP5015GC
25 ft	XPC14025A	XPC12025A	XPC12025C	XPC10025A	XPC10025C	XP3025GC	XP5025GC
50 ft			XPC12050C	XPC10050A	XPC10050C	XP3050GC	XP5050GC
100 ft		XPC12100A	XPC12100C	XPC10100A	XPC10100C		

# USING THE GENERATOR (CONTINUED)

## Using the Digital Multimeter



1. **Runtime/Total Hours** – This portion of the display will automatically switch between the current runtime and total runtime hours of the unit.
2. **Voltage** – This portion of the display will show the voltage output of the generator.
3. **Load** - This portion of the display shows the current load output in kW.
4. **Frequency** - This portion of the display shows the frequency output of the generator.

## Low Idle Usage



### Low Idle

The low idle feature automatically lowers the RPM of the generator based on the current load to help conserve fuel and lower the noise of the generator.

Turn on the low idle for better fuel efficiency and to make the generator quieter.



**CAUTION:** Some high surge items may not work correctly with low idle.



POWERING EVERYONE...  
***ANYWHERE!***

# USING THE GENERATOR (CONTINUED)

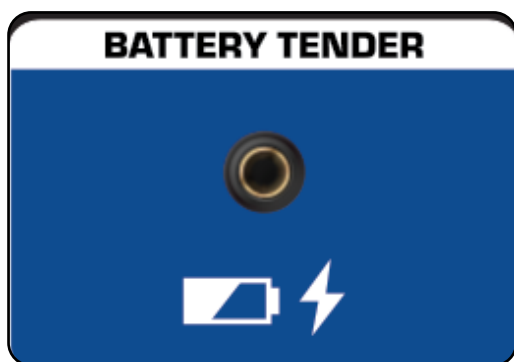
## Using the Battery Tender



The generator battery can steadily lose charge during longer periods of storage. Plug the provided trickle charger in to ensure your battery is maintained and ready for use if needed.



**CAUTION:** Avoid allowing the 12V battery to drop below 11.6V of charge, this can cause permanent damage to the battery cells.



## Connect the battery tender

- The battery tender outlet is located below the start button. Connect the battery tender cord to the battery tender outlet.
- Connect the other end of the battery tender to a standard 120V wall outlet.



POWERING EVERYONE...  
***ANYWHERE!***

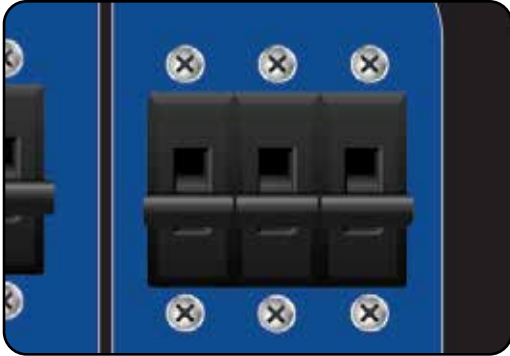


# STOPPING THE GENERATOR

This section will cover the recommended shut off procedure for stopping the generator on various fuels.

# STOPPING THE GENERATOR

## Shutting Down the Generator On Gasoline



### 1. Flip the main breaker OFF

The breaker is located on the top right of the front power panel. Flip the breaker down to the OFF position.



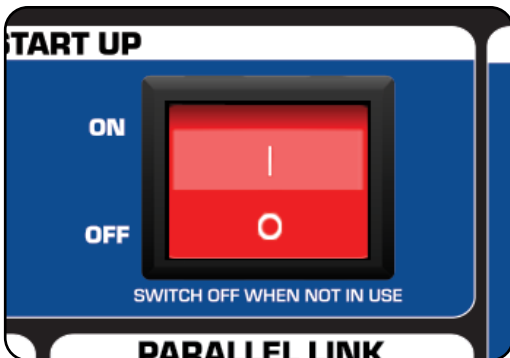
### 2. Run the generator

Allow the generator to run for 3-5 minutes.



### 3. Turn the generator OFF

Hold the start button for 3 seconds to shut off the generator.

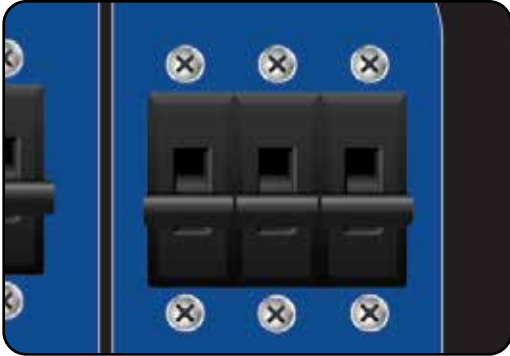


### 4. Turn start switch OFF

Turn the start switch to the OFF position.



## Shutting Down the Generator On Propane



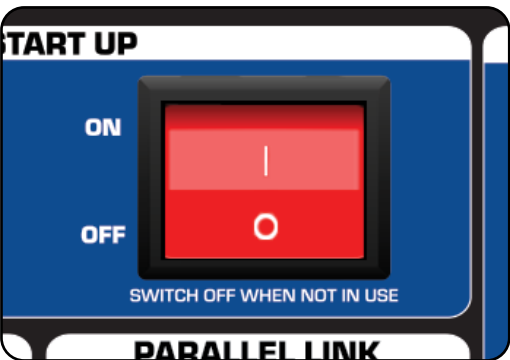
### 1. Turn OFF the main breaker

Move the main breaker to the OFF position.



### 2. Run the generator

Allow the generator to run for 3-5 minutes.



### 3. Turn start switch OFF

Turn the start switch to the OFF position.

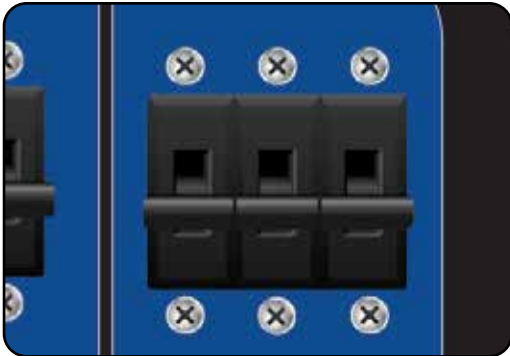


### 4. Close the propane tank valve

Turn your propane tank valve to the CLOSE position.

# STOPPING THE GENERATOR (CONTINUED)

## Shutting Down the Generator With the Remote



### 1. Turn OFF the main breaker

Move the main breaker to the OFF position.



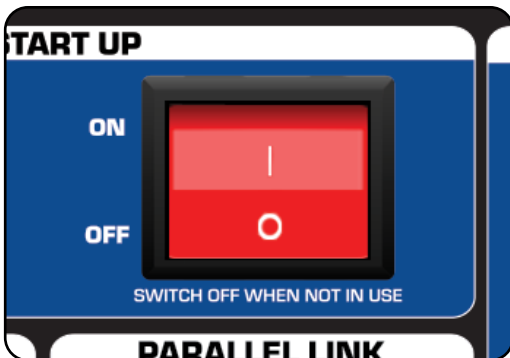
### 2. Run the generator

Allow the generator to run for 3-5 minutes.



### 3. Hold the stop button

Hold the STOP button to shut off the generator.



### 4. Turn start switch OFF

Turn the start switch to the OFF position.



# MAINTENANCE AND CARE

Proper maintenance and storage of your generator are essential to ensure trouble-free use of your generator when you need it.

By following the maintenance and care requirements, you can keep your generator running smoothly and efficiently for years to come.

# MAINTENANCE AND CARE

Proper routine maintenance of your generator is essential for safe, economical, and trouble-free operation. It will also help reduce air pollution.



**WARNING:** Improper maintenance, or failure to correct a problem before operation, can cause a malfunction in which you can be seriously injured or killed. Always follow the inspection, maintenance recommendations, and schedules in this instruction manual.

- Make sure the engine is off before you begin any maintenance or repairs.
- Let the engine and exhaust system cool before touching.
- To reduce the possibility of fire or explosion, be careful when working around gasoline. Use only a nonflammable solvent, not gasoline, to clean parts. Keep cigarettes, sparks, and flames away from all fuel-related parts.

## Maintenance Schedule

Remember that this schedule is based on the assumption that your machine will be used for its designed purpose. Sustained high-load, high-temperature operation, or use in unusually wet or dusty conditions, will require more frequent service.

SERVICE	EVERY USE	1ST MO. OR 8 HRS. (BREAK IN)	EVERY 3 MO. OR 50 HRS. OF HEAVY USE	EVERY 6 MO. OR 100 HRS. OF NORMAL USE	EVERY 12 MO. OR 300 HRS.	EVERY 3 YRS. OR 500 HRS.
ENGINE OIL	CHECK	CHANGE	CHANGE	CHANGE		
AIR CLEANER	CHECK	CHECK	CHANGE	CHANGE		
SEDIMENT CUP			CLEAN	CLEAN		
SPARK PLUG			CLEAN / ADJUST	CLEAN / ADJUST		
SPARK ARRESTOR	CHECK				CLEAN	
IDLE SPEED					CHECK / ADJUST	
VALVE CLEARANCE					CHECK / ADJUST	
FUEL TUBE	CHECK				CHECK / REPLACE	
FUEL TANK / FILTER					CLEAN	
COMBUSTION CHAMBER						CLEAN

## Break-In Period

As the best practice for any new combustion motor it's recommended to perform the break in procedure as follows:

- Run the generator for the first 6-8 hours on conventional oil, then change the oil. After the break-in period synthetic oil may be used.
- During the break in period of the first 6-8 hours keep the generator load under 50% for optimal results.
- Check and clean the air filter if necessary after the break-in period.

## Maintenance Log

As a best practice it's recommended to keep a log of the generator hours and maintenance to ensure your generator is always operating to its full potential.

Date	Generator Hours	Maintenance Performed



POWERING EVERYONE...  
***ANYWHERE!***

## Checking the Oil



### Check the oil

The generator is equipped with an automatic shutoff to protect it from damage due to low oil. Nonetheless, you should check the oil level of the engine before each use to ensure that the engine crankcase has a sufficient amount.

To check the oil level:

- a. Make sure the generator is on a level surface.
- b. Unscrew the oil filler/dipstick cap.
- c. With a dry cloth, wipe the oil off of the stick on the inside of the cap.
- d. Insert the dipstick as if you were replacing the cap and then remove it again. There should now be oil on the stick. If there is no oil on the stick, or oil only at the very end of the stick, you should add oil until the engine crankcase is filled (see “Adding Oil” portion of the “Maintenance” section).
- e. The oil will be visible in the oil fill spout when full.
- f. Be sure to replace the cap when finished checking oil.



<b>Model Number</b>	XP9500iH
<b>Engine Oil Capacity</b>	40.6 fl. oz. (1.2 L)

# MAINTENANCE AND CARE (CONTINUED)

## Changing the Oil



**CAUTION:** Worn out or dirty oil does not cool the generator properly and can lead to catastrophic engine damage.

In addition to regular oil changes, it is necessary to drain the oil from the crankcase if it has become contaminated with water or dirt.



### 1. Remove maintenance cover

Remove the maintenance end cover that's opposite the handle end of the generator with an 8 mm socket wrench.



### 2. Locate oil drain hose

The oil drain hose will be located to the left of the maintenance cover. Pull the drain hose out to prepare to drain the oil.



### 3. Pull out kickstand

Pull out the bottom kickstand located underneath the maintenance cover and place drain hose on top of extended kickstand as shown.





## 4. Tilt generator onto kickstand

Grab the generator by the handles and tilt the generator forward onto the kickstand.



## 5. Remove cap and drain oil

Place oil container under oil drain hose, then remove the oil drain hose cap and allow the generator to drain the oil into the container. Contact your local auto parts store for information on oil disposal.



## 6. Replace cap and level generator

Replace the oil drain cap and place the generator back to a level position.



## 7. Add new oil

Remove oil cap and add new oil to engine.

## Cleaning the Air Filter

### MAINTAIN AIR FILTER

Clean air filter after every 50 hours of use  
(every 10 hours in unusually dusty conditions)

Wash filter element with household detergents.  
Wipe out dust from air filter housing before  
replacing filter element.

Never clean with a brush

Routine maintenance of the air cleaner helps maintain proper airflow to the carburetor. Check that the air cleaner is free of excessive dirt after every use.



**CAUTION:** Improper maintenance may cause less air to enter the engine or dirty air to enter the engine causing overheating and engine wear.



### 1. Remove side service cover

The side service cover is located on the handle side of the generator. Remove the 2 bolts around the service cover with an 8 mm socket wrench and remove the side service cover.



### 2. Remove air filter cover clips

The air filter cover is located toward the bottom of the engine. Remove both air filter cover clips.



### 3. Remove air filter cover

Remove the air filter cover and sponge-like element from the casing.



## 4. Wash cleaner element

Wash the sponge-like elements in household dish detergent and warm water.



## 5. Dry cleaner element

Pat dry on a dry cloth and allow the elements to dry completely.



## 6. Add engine oil to elements

Soak the dry elements in a small amount of engine oil. Ring out any excess oil.



## 7. Replace elements in casing

Replace the sponge-like elements in the air cleaner casing and replace the cover.

# MAINTENANCE AND CARE (CONTINUED)

## Spark Plug Maintenance



The spark plug is important for proper engine operation. A good spark plug should be intact, free of deposits, and properly gapped.



**CAUTION:** Improper maintenance may cause reduced fuel economy, misfires, trouble starting, or damage to the spark plug threads.



### 1. Remove side service cover

The side service cover is located on the handle side of the generator. Remove the 2 bolts around the service cover with an 8 mm socket wrench and remove the side service cover.



### 2. Remove valve cover insulator

Remove the 4 bolts around the valve cover insulator with a socket wrench, then remove the valve cover insulator.



### 3. Remove spark plug cap

The spark plug cap is located above the OHV cover. Pull the spark plug cap off of the spark plug.



## 4. Remove spark plug

Unscrew the spark plug from the generator using the spark plug wrench included with this product.



## 5. Inspect spark plug and gap

Visually inspect the spark plug. If it is cracked or chipped, discard and replace it with a new spark plug. We recommend using an NGK BPR6ES spark plug. Measure the plug gap with a gauge. The gap should be 0.7-0.8 mm (0.028-0.031 in).



## 6. Clean and re-gap

If you are re-using the spark plug, use a wire brush to clean any dirt from around the spark plug base and then re-gap the spark plug.



## 7. Reassemble generator

Reinstall the spark plug, spark plug cap, valve cover insulator, and the side service cover.



## Emptying the Gas Tank



If you have been using gasoline in your generator, before storing your generator for extended periods of time you should drain your generator fuel tank of gasoline.



**CAUTION:** Do not store fuel from one season to another. Gasoline sold at the pump today contains additives such as ethanol that even when stored properly may damage the fuel system components.

### 1. Remove side service cover

The side service cover is located on the handle side of the generator. Remove the 2 bolts around the service cover with an 8 mm socket wrench and remove the side service cover.



### 2. Locate carburetor drain hose

The carburetor drain hose will be located on the left side of the carburetor next to the OHV cover. Locate the carburetor drain hose to prepare for draining the generator.



### 3. Place drain hose into container

Place the carburetor drain hose into a suitable gasoline storage container to prepare for draining the gas tank.





#### 4. Loosen carburetor drain screw

The drain screw will be located above the carburetor drain hose connection point of the carburetor. Loosen the drain screw with the provided screwdriver to allow the fuel to drain from the carburetor bowl.



#### 5. Turn fuel valve ON

Turn the fuel valve counter-clockwise to the FUEL ON position and allow the gas to fully drain from the gas tank. Once the fuel is fully drained turn the fuel valve clockwise to the FUEL OFF position.



#### 6. Tighten carburetor drain screw

Tighten the drain screw with the provided screwdriver to stop the flow of fuel from the carburetor bowl.



#### 7. Replace side service cover

Replace side service cover and install the 8 mm bolts with a socket wrench. Store the emptied gasoline in a suitable place and add fuel stabilizer to keep fuel fresh and usable.



## Transporting the Generator



### 1. Empty the gas tank

Fully drain your gas tank as shown in “Emptying the Gas Tank” on page 68-69.



### 2. Disconnect the spark plug

Pull on spark plug cap to disconnect spark plug from ignition wire as shown in “Spark Plug Maintenance” steps 1-3 on page 66.



**CAUTION:** Do not obstruct any ventilation openings and keep the generator in a cool dry area.



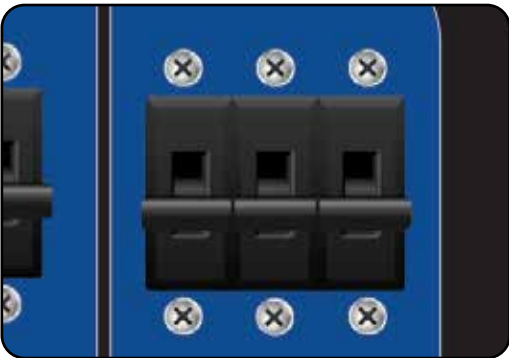
**CAUTION:** Never place any type of storage cover on the generator while it is still hot.

## Storing the Generator for Use Within 30 Days



### 1. Add fuel stabilizer to gas tank

Add fuel stabilizer to gas tank to help preserve gasoline for longer storage period.



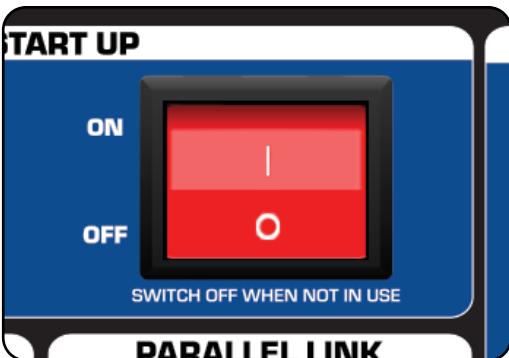
### 2. Flip main breaker OFF and run

Turn OFF the main breaker and allow the generator to run for 3-5 minutes.



### 3. Turn fuel valve OFF and run dry

Turn fuel valve to OFF position and allow unit to run until it stalls out.



### 4. Flip start switch OFF/Store

Turn the start switch to the OFF position and store the generator.



**CAUTION:** Do not obstruct any ventilation openings and keep the generator in a cool dry area.

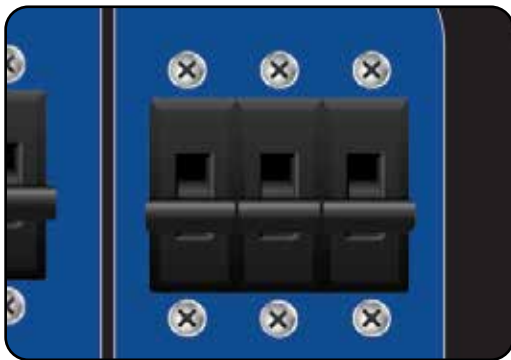
# MAINTENANCE AND CARE (CONTINUED)

## Storing the Generator for Longer Than 30 Days



### 1. Add fuel stabilizer to gas tank

Add fuel stabilizer to gas tank to help preserve gasoline for longer storage period.



### 2. Flip main breaker OFF and run

Turn OFF the main breaker and allow the generator to run for 3-5 minutes.



### 3. Turn fuel valve OFF and run dry

Turn fuel valve to OFF position and allow unit to run until it stalls out.



### 4. Empty the gas tank

Fully drain your gas tank as shown in “Emptying the Gas Tank” on page 68-69.



## 5. Remove spark plug

Remove spark plug as shown in “Spark Plug Maintenance” on page 66.



## 6. Add oil to cylinder

Add 2 tablespoons of 10W-30 motor oil directly into the spark plug hole on each side, and pull the recoil to lubricate cylinder. After lubricating cylinder reinstall the spark plug.



## 7. Connect the battery tender

Connect battery tender and leave plugged in to maintain the battery while in storage, as shown on “Using the Battery Tender” on page 51.

# SPECIFICATIONS

<b>Model Number</b>	XP9500iH
<b>AC Rated Wattage (Gasoline)</b>	7,600 W
<b>AC Rated Wattage (Propane)</b>	7,200 W
<b>AC Surge Wattage (Gasoline)</b>	9,500 W
<b>AC Surge Wattage (Propane)</b>	9,025 W
<b>AC Rated Voltage</b>	120/240V
<b>Dimensions</b>	26.2" L x 25" W x 29.6" H
<b>Weight</b>	216 lbs
<b>Recommended Oil</b>	10W-30
<b>Engine Displacement</b>	459 cc
<b>Gasoline Capacity</b>	7.1 gal. (27 L)
<b>Oil Capacity</b>	40.6 fl. oz. (1.2 L)
<b>Engine Speed</b>	3400 rpm
<b>Oil Cooling Type</b>	Splash
<b>Bearing Type</b>	NSK6307
<b>Cylinder Sleeve</b>	Boron Cast Iron
<b>Fuel Delivery System</b>	Carburetor
<b>Valve Type</b>	OHV
<b>Engine Type</b>	4-Stroke
<b>Engine Cooling Type</b>	Forced air
<b>Run Time @ 50% (Gasoline)</b>	11 hr.
<b>Run Time @ 50% (Propane)</b>	10 hr. (40 lb.)
<b>Starting Type</b>	Electric/Recoil
<b>Noise Level</b>	61 dB @ 25% load
<b>Neutral System</b>	Bonded
<b>AC Rated Frequency</b>	60 Hz
<b>AC Phase</b>	Single
<b>Winding Material</b>	100% copper windings
<b>Suggested Propane Tank Size</b>	40 lbs. minimum



# TROUBLESHOOTING

This section of the manual is to help you troubleshoot problems with your generator.



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***ANYWHERE!***



# TROUBLESHOOTING

Mode	Description	Solution
<b>Engine will not start</b>	Battery not charged	Charge battery
	Engine switch is in the "OFF" position	Turn engine switch to the "ON" position
	Stale gasoline or water in gaso- line	Drain entire system and refill with fresh fuel
	Engine is out of fuel	Add fuel
	Fuel is old or contaminated	Change fuel
	Spark plug is dirty	Clean spark plug
	Spark plug is broken	Replace spark plug
	Generator is not level	Move generator to a level surface
	Oil is low	Add/Change oil
<b>Engine runs, but there is no electrical output</b>	Circuit breaker is "OFF"	Turn "ON" circuit breaker
	Wiring connection is bad	Replace extension cord(s)
	Device connected to generator is malfunctioning	Disconnect malfunctioning device
<b>Generator runs, but does not support all electrical devices connected</b>	Generator is overloaded	Disconnect 1 or more items to reduce the load
	Device connected to generator is bad	Disconnect malfunctioning device
	Air cleaner is dirty	Clean/Replace the air filter

# WARRANTY

## 5-Year Warranty

All DuroMax Power Equipment warrant the original purchasers to a 5-year Parts Warranty (Residential Use ONLY: Unusually heavy or commercial use is covered for a period of 1-year) in the event of failure due to defects in electrical or mechanical components. Freight on any items submitted for replacement or repair under the Warranty is the responsibility of the equipment owner. This warranty is non-transferable and only valid to the original purchaser.

## Warranty Exclusions

The DuroMax Power Equipment warranty does not cover repairs or returns when the fault is: Normal Wear and Tear, Installation Use or Maintenance Services, Cosmetic defects, Accessories, Failures due to acts of God or Natural Disasters, or problems related to/from aftermarket or non-OEM parts.

## Warranty Limitations

DuroMax Power Equipment does not claim or hold any obligation to loss of time, freight charges, use of the product, or any incidental damages from the use of this product. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED.



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**ANYWHERE!**

## **U.S EPA AND CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT YOUR WARRANTY RIGHTS AND OBLIGATIONS**

The California Air Resources Board, The United States Environmental Protection Agency (US EPA) and DuroMax Power Equipment, are pleased to explain the emission control system warranty on your 2023-2024 year small off-road engine. In the United States and California, new small off-road engines must be designed built and equipped to meet the State's stringent anti-smog standards. DuroMax Power Equipment must warrant the emission control system on your small off-road engine for the periods of time listed below provided there has been no abuse neglect or improper maintenance of your small off-road engine.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, and a catalytic converter. Also included may be hoses, belts, connectors, and other emission-related assemblies.

Where a warrantable condition exists, DuroMax Power Equipment will repair your small off-road engine at no cost to you including diagnosis, parts, and labor.

### **MANUFACTURER'S WARRANTY COVERAGE:**

As the small off-road engine owner, you are responsible for the performance of the required maintenance listed in your owner's manual. DuroMax Power Equipment recommends that you retain all receipts covering maintenance on your small off-road engine, but DuroMax Power Equipment cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

As the small off-road engine owner, you should, however, be aware that DuroMax Power Equipment may deny you warranty coverage if your small off-road engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

You are responsible for presenting your small off-road engine to a DuroMax Power Equipment distribution center as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

If you have any questions regarding your warranty rights and responsibilities, contact DuroMax Power Equipment authorized warranty service facility:

TEL: 1-844-387-6629

WEBSITE: [www.DuroMaxPower.com](http://www.DuroMaxPower.com)

ADDRESS: 5800 Ontario Mills Pkwy, Ontario CA 91764

This telephone number is only for the engines which the company name "DuroMax Power Equipment" on the emission label.

# WARRANTY (CONTINUED)

## DEFECTS WARRANTY REQUIREMENTS:

- (a) The warranty period begins on the date the engine or equipment is delivered to an ultimate purchaser.
- (b) General Emissions Warranty Coverage. DuroMax Power Equipment warrants to the ultimate purchaser and each subsequent owner that the engine or equipment is:
- (1) Designed, built, and equipped so as to conform with all applicable regulations adopted by US EPA & Air Resources Board; and
  - (2) Free from defects in materials and workmanship that causes the failure of a warranted part for a period of two years.
- (c) The warranty on emissions-related parts will be interpreted as below:
- (1) Any warranted part that is not scheduled for replacement as required maintenance in the written instructions required by subsection (d) must be warranted for the warranty period defined in Subsection(b)(2). If any such part fails during the period of warranty coverage, it must be repaired or replaced by DuroMax Power Equipment according to Subsection (4) below. Any such part repaired or replaced under the warranty must be warranted for the remaining warranty period.
  - (2) Any warranted part that is scheduled only for regular inspection in the written instructions required by subsection(d) must be warranted for the warranty period defined in Subsection(b) (2). A statement in such written instructions to the effect of “repair or replace as necessary” will not reduce the period of warranty coverage. Any such part repaired or replaced under warranty must be warranted for the remaining warranty period.
  - (3) Any warranted part that is scheduled for replacement as required maintenance in the written instructions required by subsection (d) must be warranted for the period of time prior to the first scheduled replacement point for that part. If the part fails prior to the first scheduled replacement, the part must be repaired or replaced by DuroMax Power Equipment according to Subsection (4) below. Any such part repaired or replaced under warranty must be warranted for the remainder of the period prior to the first scheduled replacement point for the part.
  - (4) Repair or replacement of any warranted part under the warranty must be performed at no charge to the owner at a warranty station. (5) Notwithstanding the provisions of Subsection (4) above, warranty services or repairs must be provided at all DuroMax Power Equipment distribution centers that are franchised to service the subject engines.

- (6) The owner must not be charged for diagnostic labor that leads to the determination that a warranted part is, in fact, defective provided that such diagnostic work is performed at a warranty station. (7) DuroMax Power Equipment is liable for damages to other engine components proximately caused by a failure under warranty of any warranted part.
- (8) Throughout the emissions warranty period defined in Subsection (b)(2), DuroMax Power Equipment must maintain a supply of warranted parts sufficient to meet the expected demand for such parts.
- (9) Any replacement part may be used in the performance of any warranty maintenance or repairs and must be provided without charge to the owner such use will not reduce the warranty obligations of DuroMax Power Equipment
- (10) Add-on or modified parts that are not exempted by the Air Resources Board may not be used. The use of any non-exempted add-on or modified parts will be grounds for disallowing a warranty claim. DuroMax Power Equipment will not be liable to warrant failures of warranted parts caused by the use of a non-exempted add-on or modified part.
- (11) DuroMax Power Equipment issuing the warranty shall provide any documents that describe that manufacturer's warranty procedures or policies within five working days of a request by the US EPA & Air Resources Board.

### **Exhaust Emission Warranty Parts List.**

- (1) Fuel Metering System
  - (i) Carburetor and internal parts (and/or pressure regulator or fuel injection system).
  - (ii) Air/fuel ratio feedback and control system.
  - (iii) Cold start enrichment system.
  - (iv) Fuel tank.
- (2) Air induction system
  - (i) Controlled hot air intake system.
  - (ii) Intake manifolds.
  - (iii) Air filter.
- (3) Ignition System
  - (i) Spark Plugs.
  - (ii) Magneto or electronic ignition system.
  - (iii) Spark advance/retard system.
- (4) Exhaust Gas Recirculation (EGR) System
  - (i) EGR valve body, and carburetor spacer if applicable.
  - (ii) EGR rate feedback and control system.
- (5) Air Injection System
  - (i) An air pump or pulse valve.

## WARRANTY (CONTINUED)

- (ii) Valves affecting the distribution of flow.
  - (iii) Distribution manifold.
- (6) Catalyst or Thermal Reactor System
  - (i) Catalytic converter.
  - (ii) Thermal reactor.
  - (iii) Exhaust manifold.
  
- (7) Particulate Controls
  - (i) Traps, filters, precipitators, and any other device used to capture particulate emissions.
- (8) Miscellaneous Items Used in Above Systems
  - (i) Electronic controls
  - (ii) Vacuum, temperature, and time-sensitive valves and switches.
  - (iii) Hoses, belts, connectors, and assemblies.

DuroMax Power Equipment will furnish with each new engine written instructions for the maintenance and use of the engine by the owner

# CUSTOMER SERVICE DEPARTMENT

DuroMax Power Equipment is committed to ensuring that our products perform when they need to. Our generators are your lifeline in the event of an emergency. Should you have any problems, please contact our customer service department:

**DUROMAX POWER EQUIPMENT**  
**5800 Ontario Mills Parkway**  
**Ontario, CA 91764**

Customer Service: 844-DUROMAX  
Customer Service Hours: 8-5 pm PST Mon-Fri

Website: [www.duromaxpower.com](http://www.duromaxpower.com)  
Email: [customerservice@duromaxpower.com](mailto:customerservice@duromaxpower.com)







5800 Ontario Mills Parkway  
Ontario, CA 91764  
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844-DuroMax