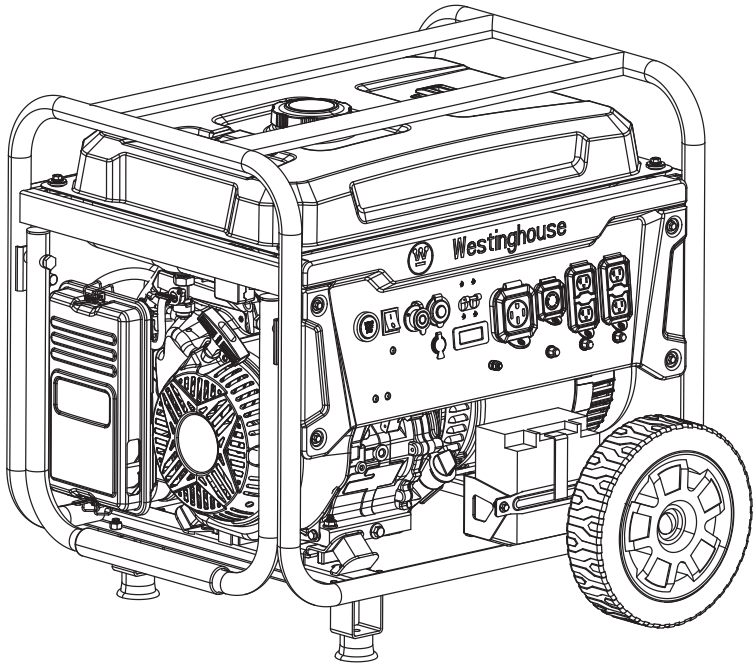
# User Manual

## WGen9500
## WGen9500c
Portable Generator




**DO NOT RETURN THIS PRODUCT TO THE STORE**

If you have questions or need assistance, please call customer service at 855-944-3571.

# TABLE OF CONTENTS



# INTRODUCTION

**⚠ WARNING** Operating, servicing, and maintaining this equipment can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, and wear gloves or wash your hands frequently when servicing this equipment. For more information go to *www.P65warnings.ca.gov*.

## DISCLAIMERS

All information, illustrations, and specifications in this manual were in effect at the time of publishing. The illustrations used in this manual are intended as representative reference views only. We reserve the right to make any specification or design change without notice.

## ALL RIGHTS RESERVED



**⚠ DANGER** Read this manual before using or performing maintenance on this product. Failure to follow the instructions and safety precautions in this manual can result in serious injury or death.

## UPDATES

The latest User Manual for your Westinghouse products can be found under our support tab. ***wpowereq.com/pages/manuals***

Or scan the following QR code with your smartphone camera to be directed to the link.

## PRODUCT REGISTRATION

For trouble-free warranty coverage, it is important to register your Westinghouse product.

You can register by:

- Completing and mailing the product registration card included in the carton.
- Registering your product on-line at: ***wpowereq.com/pages/warranty-registration***
- Scanning the above QR code with your smartphone camera to be directed to the mobile registration link.

**For Your Records**

Date of Purchase: _____

Model Number: _____

Serial Number: _____

Place of Purchase: _____

- Sending the following product information to:

  **Westinghouse Outdoor Power**
  Warranty registration
  777 Manor Park Drive
  Columbus, OH 43228

**IMPORTANT:** Keep your purchase receipt for trouble-free warranty coverage.

# INTRODUCTION

## SPECIFICATIONS

| | |
|---|---|
| AC Voltage | 120V |
| Power (Running) | 9,500W |
| Power (Peak) | 12,500W |
| Rated Voltage | 120/240V |
| Frequency | 60 Hz |
| Phase | Single |
| RPM | 3,600 |
| Power Factor | 1.0 |
| Insulation Class | H |
| Maximum Ambient Temperature | 104°F (40°C) |
| Fuel Type | Unleaded gasoline (87–93 Octane) **Do not use E15 or E85 fuel in this product.** |
| Fuel Capacity | 6.6 gallons (25.0 liters) |
| Oil Capacity | 1.16 quarts (1.1 liters) |
| Oil Type | SAE 10W-30 |
| Spark Plug | F7TC |
| Spark Plug Gap | 0.024–0.032 in. (0.60–0.80 mm) |
| Valve Intake Clearance | 0.0031 – 0.0047 in. (0.08 – 0.12 mm) |
| Valve Exhaust Clearance | 0.0051 – 0.0067 in. (0.13 – 0.17 mm) |
| AC Grounding System | Bonded to frame |

**NOTICE** This product is designed and rated for continuous operation at ambient temperatures betweem 23°F (–5°C) and 104°F (40°C). If needed, this product can be operated in extremely hot or extremely cold temperatures for short periods. If the product is exposed to extreme temperatures during storage, it should be brought back within the optimal temperature range before operation. This product must always be operated outdoors in a well-ventilated area and far away from doors, windows, and other vents.

Maximum wattage and current are subject to and limited by such factors as fuel BTU content, ambient temperature, altitude, engine conditions, etc. Maximum power decreases about 3.5% for each 1,000 feet above sea level, and will also decrease about 1% for each 10°F (6°C) above 60°F (16°C) ambient temperature.

**NOTICE** The effect of altitude on horsepower will be greater if no carburetor modification is made. A decrease in engine horsepower will decrease the power output of the generator. Contact our service team to order altitude kits.

**NOTICE** Thank you for choosing Westinghouse! PLEASE READ BEFORE RETURNING THIS PRODUCT FOR ANY REASON.

If you have a question or experience a problem with your Westinghouse purchase, call us at 1-855-944-3571 to speak with an agent.

SAVE THIS MANUAL FOR FUTURE REFERENCE.

# HAVE QUESTIONS?

## Email us at service@wpowereq.com or call 1-855-944-3571

# SAFETY

## SAFETY DEFINITIONS

The words DANGER, WARNING, CAUTION, and NOTICE are used throughout this manual to highlight important information. Make sure that the meanings of this safety information is known to all who operate, perform maintenance on, or are near the generator.

**This safety alert symbol appears with most safety statements. It means attention, become alert, your safety is involved! Please read and abide by the message that follows the safety alerts symbol.**

**⚠ DANGER** Indicates a hazardous situation which, if not avoided, will result in death or serious injury.

**⚠ WARNING** Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**⚠ CAUTION** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**NOTICE** Indicates a situation which can cause damage to the generator, personal property, and/or the environment, or cause the equipment to operate improperly.

**NOTE:** Indicates a procedure, practice or condition that should be followed for the generator to function in the manner intended.

## SAFETY SYMBOLS

Follow all safety information contained in this user's manual as well as the information on the product labeling.

| Symbol | Description |
|---|---|
|  | Safety Alert Symbol |
|  | Fire Hazard |
|  | Electrical Shock Hazard |
|  | Burn Hazard. Do not touch hot surfaces. |
|  | Asphyxiation Hazard |
|  | Do Not Operate in Wet Conditions |
|  | Read Manufacturer's Instructions |
|  | Maintain Safe Distance |
|  | Ground. Consult with electrician to determine grounding requirements before operation. |
|  | Carbon Monoxide |

## IMPORTANT SAFETY INSTRUCTIONS

**⚠ DANGER** Generator exhaust contains high levels of carbon monoxide (CO), an invisible, odorless, and extremely poisonous gas. If you smell exhaust fumes, you are breathing carbon monoxide. But, even if you do not smell exhaust fumes you may be inhaling CO.

ONLY operate generators outside, in a well-ventilated area. NEVER operate generators indoors, doing so CAN KILL YOU IN MINUTES.

- **Correct Use –** Only use generators outside and downwind, far away from windows, doors and vents. Always direct exhaust away from occupied spaces. Always install battery-powered carbon monoxide detectors or plug-in carbon monoxide detectors with battery back-up in living areas. ***See Figure 1.***
- **Incorrect Use –** NEVER use a generator in your home, garage, basement, attic, crawl space or any other fully or partially enclosed area. Areas such as these can allow dangerous levels of carbon monoxide to accumulate. An open door or a running fan WILL NOT provide adequate ventilation. ***See Figure 2.***

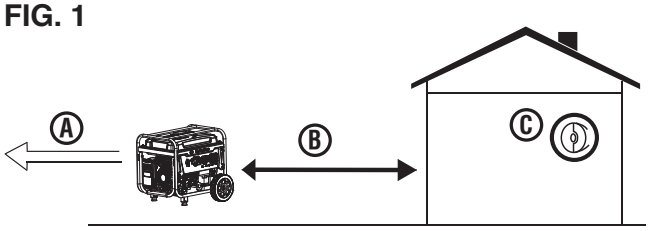
If you start feeling dizzy, weak, or sick while using the generator, move to fresh air immediately. Contact a doctor. You may be experiencing carbon monoxide poisoning.

**⚠ DANGER** Fire and electrocution hazard. Do not connect to a building's electrical system unless the generator and a transfer switch have been properly installed and the electrical output has been verified by a qualified electrician. The connection must isolate the generator power from utility power and must comply with all applicable laws and electrical codes. Failure to properly isolate the generator power could cause property damage and create a dangerous backfeed of electricity which could kill or seriously injure utility workers.

**⚠ DANGER** Electrocution hazard. **NEVER** use the generator in a location that is wet or damp. **NEVER** expose the generator to rain, snow, water spray, or standing water while in use. Protect the generator from all hazardous weather conditions. Moisture or ice can cause a short circuit or other malfunction in the electrical circuit.

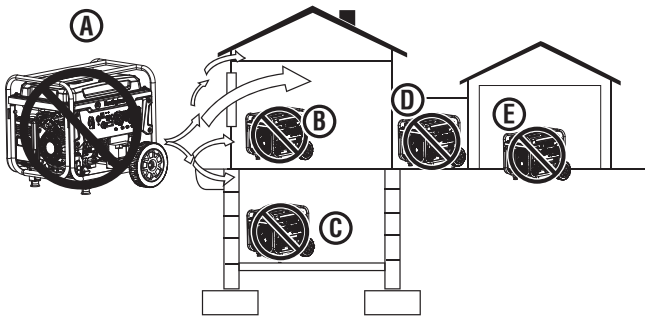
**⚠ WARNING** Familiarize yourself with all the instructions, safety warnings, illustrations, and specifications provided with this product. Failure to follow the manufacturer's instructions may result in electric shock, fire, and/or carbon monoxide poisoning that can lead to death or serious injury.

**FIG. 1**




**A** - Exhaust (CO)
**B** - Only use OUTSIDE and FAR AWAY from windows, doors, and vents
**C** - CO detectors in living areas

**FIG. 2**




**A** - Exhaust (CO)
**B** - Living area
**C** - Basement crawlspace
**D** - Entryway/Porch/Mudroom
**E** - Garage

**NOTICE** Install battery-powered carbon monoxide detectors or plug-in carbon monoxide detectors with battery back-up in living areas.

- This product should ONLY be used outdoors.
- NEVER use a generator in your home, garage, basement, attic, crawl space or any other fully or partially enclosed area. Areas such as these can allow dangerous levels of carbon monoxide to accumulate. Carbon monoxide (CO), an invisible, odorless, and extremely poisonous gas CAN KILL YOU IN MINUTES.
- Only use OUTSIDE and far away from windows, doors, and vents as recommended by the US Department of Health and Human Services Centers for Disease Control and Prevention. Your specific home and/or wind conditions may require additional distance.
- The National Electrical Code requires the use of a transfer switch or other suitable transfer equipment whenever a portable generator is connected to a building's electrical system. Transfer switches isolate generator power from utility power and prevent backfeeding of electric power into the utility system.

  **NOTE:** A transfer switch must be installed by a qualified electrician in accordance with applicable electrical codes. Some jurisdictions may require the installation to be inspected by local authorities. Keep all relevant installation, inspection, and maintenance information.

- Never use the generator to power medical support equipment.
- Never expose the generator to rain, snow, water spray, or standing water while in use. Store and operate the unit in a dry or covered (but not enclosed) location.
- Do not let children or untrained individuals operate the generator.
- Keep children, bystanders, and pets a minimum of 10 ft. away from a running generator.
- Maintain Safe Distance. While operating and storing, keep at least five feet of clearance on all sides of the generator, including overhead. Turn the unit off and allow it to cool a minimum of 30 minutes before storage. Heat created by the muffler and exhaust gases could be hot enough to cause serious burns and/or ignite combustible objects.
- Do not operate the unit in areas where combustible or hazardous materials are stored including gasoline and natural gas filling stations.
- Do not operate the generator while barefoot, with wet hands or feet, while standing in water or in wet conditions.
- Do not use this unit when you are tired or under the influence of drugs, alcohol, or medication.
- Burn Hazard. Do not touch hot surfaces.
- Do not contact the muffler or engine. They are very HOT and will cause severe burns. Do not put body parts or any flammable or combustible materials in the direct path of the exhaust.
- Keep hands, fingers, feet, and other body parts away from all moving parts of the generator.
- Do not connect worn or damaged electrical cords to the generator. NEVER touch frayed or exposed wires.
- Do not operate the generator on an incline. The unit should always be placed on a flat stable surface.
- Check the physical condition of the product prior to each use. Look for loose bolts, fluid leaks, and other signs of wear. Replace all damaged items. For replacement parts or assistance, contact our customer service team.
- For optimal performance, use the generator in temperatures between 23°F (–5°C) and 104°F (40°C) with a maximum relative humidity of 90%.
- Before starting the generator, check all fluids (oil and gasoline).
- Do not remove the oil dipstick or fuel cap when the generator is running.
- Securely tighten the oil dipstick after adding oil and the fuel cap after adding gasoline.
- Avoid skin contact with engine oil or gasoline. Wear protective clothing and equipment. Wash all exposed skin with soap and water. Prolonged skin contact with gasoline or engine oil may cause severe skin irritation and other adverse reactions.
- Generator's vibrate and bounce during normal operation. Check the generator and all of the cords connected to it for any damage that may have resulted from the vibration. Replace or repair damaged items as needed. Do not use the generator or any items that show signs of damage.
- All electrical tools and appliances operated from this generator must be properly grounded by use of a third wire or be double-insulated.
- Before transporting the generator, disconnect the spark plug boot, drain the fuel tank and properly restrain the unit.
- Fuel or oil may leak from the generator during transport. Place a towel, plastic sheet, or absorbent pad beneath the unit to protect your vehicle.
- To prolong the life of this product, follow the instructions in the *Care and Maintenance* section of this manual.
- Replace damaged or worn items with recommended or equivalent replacement parts. Using an incorrect or incompatible part might create a hazard that could result in serious personal injury.
- Always remove any tools or other service equipment used during maintenance away from the generator before operating.

## GROUNDING

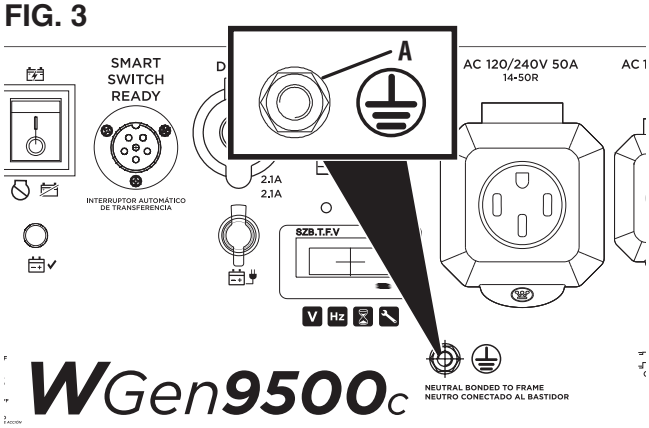
***See Figure 3.***

**⚠ WARNING** Shock hazard. Failure to properly ground the generator can result in electric shock.

**NOTICE** Only use grounded 3-prong extension cords, tools, and appliances, or double-insulated tools and appliances.

The generator neutral is bonded to the frame. There is a permanent conductor between the generator (stator wire) and the frame. If this generator will be used only with cord and plug equipment connected to the receptacles mounted on the generator, National Electric Code does not require that the unit be grounded. However, other methods of using the generator may require grounding to reduce the risk of shock or electrocution.

**FIG. 3**




**A** - Ground terminal

Before using the ground terminal, consult a qualified electrician, electrical inspector, or local agency having jurisdiction for local codes or ordinances that apply to the intended use of the generator.

## DISCONNECTING THE BONDED NEUTRAL

***See Figure 4.***

Removing the bonded neutral disables the GFCI protection from the 5-20R receptacles. The bonded neutral should only be removed under specific circumstances. Consult a qualified electrician to determine if your situation requires disconnecting the bonded neutral.

- Remove the alternator cover.
- Remove the bonded jumper wire and reinstall the nut.
- Remove the nut securing the neutral ground wire and attach the bonded jumper wire. Reinstall the nut.

**IMPORTANT: Apply a new "NEUTRAL UNBONDED" Label over the "NEUTRAL BONDED TO FRAME" label on the front of the control panel.**

## SAFETY PRECAUTIONS FOR GASOLINE AND GASOLINE VAPOR

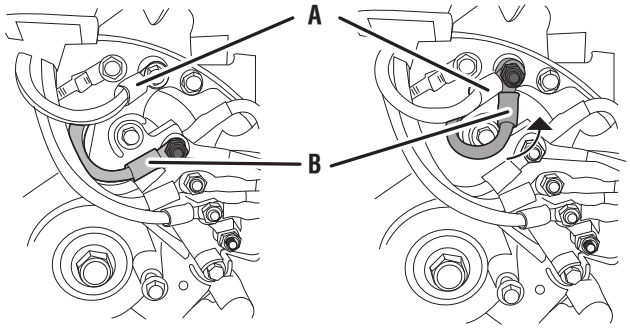
**⚠ DANGER** Fire and explosion hazard. Gasoline is highly explosive and flammable and can cause severe burns or death.

**⚠ WARNING** Fire and Burn Hazard. NEVER loosen or remove the fuel cap while the generator is running. Turn the unit off and allow it to cool for at least five minutes before adding gasoline. Loosen the fuel cap slowly.

**⚠ WARNING** In case of a gasoline fire, do not attempt to extinguish the flame unless the engine/fuel control switch is in the OFF position. Introducing an extinguisher to a generator with an open fuel switch could create an explosion hazard.

- Fire Hazard. Gasoline is highly flammable. Handle with care.
- Never use gasoline as a cleaning agent.
- Gasoline is a skin irritant and needs to be cleaned up immediately if it comes in contact with the skin.
- Do not store gasoline near furnaces, water heaters, or any other appliances that produce heat or have automatic ignitions.
- Keep gasoline away from sparks, open flames, pilot lights, heat, and other sources of ignition.
- Store any containers containing gasoline in a well-ventilated area, away from any combustibles or source of ignition.

**FIG. 4**




**A** - Neutral ground wire
**B** - Bonded jumper wire

- ALWAYS store gasoline in a container approved for gasoline. Unapproved containers can break or deteriorate allowing gasoline or gasoline vapors to escape which can create a serious hazard.
- Gasoline has a distinctive odor, this will help detect potential leaks quickly.
- Gas vapors can cause a fire if ignited.
- Do not smoke when handling fuel, adding fuel to the generator, or emptying the gas tank.
- Wear eye protection while refueling.
- Before adding fuel to the generator, turn the unit off and allow it to cool a minimum of five minutes. If necessary, move the unit to level ground.
- Do not remove the fuel tank cap when the generator is running.
- Loosen the fuel cap slowly to safely release pressure, keep gasoline from escaping around the cap, and to avoid the heat from the muffler igniting fuel vapors.
- NEVER fill the generator's gasoline tank beyond the maximum fill ring on the fuel screen. Keeping gasoline levels at or below the fill ring will allow for fuel expansion. Overfilling the fuel tank can result in a sudden overflow of gasoline and result in spilled gasoline coming in contact with HOT surfaces.
- Spilled fuel can ignite. Wipe up spills immediately and allow area to dry before operating the generator. NEVER attempt to burn off spilled fuel.
- Securely tighten the fuel cap after adding gasoline.
- Do not cover the fuel cap while the generator is in operation. Covering the cap may cause the engine to fail or damage the product.
- Drain fuel before storing the unit. Store the unit and the fuel separately in well-ventilated areas away from sparks, open flames, pilot lights, heat, and other sources of ignition.
- Turn the unit off and allow it to cool a minimum of 30 minutes before draining fuel.

## IMPORTANT INFORMATION FOR THE CO SENSOR (WGen9500c only)

The CO Sensor monitors for the accumulation of poisonous carbon monoxide gas around the generator when the engine is running. If increasing levels of CO gas are detected, the CO Sensor automatically shuts down the engine.

The CO Sensor will also detect the accumulation of carbon monoxide from other fuel burning sources used in the area of operation. For example, if the exhaust of fuel burning tools is pointed at a CO Sensor-equipped generator, a shut-off may be initiated due to rising CO levels. This is not an error. Hazardous carbon monoxide has been detected. Move and redirect any additional fuel burning sources to dissipate carbon monoxide away from personnel and occupied buildings.

**NOTE:** Remote start-equipped generators must be restarted with the START/STOP button on the control panel after an automatic shut-down occurs.

Generators are intended to be used outdoors, far from occupied buildings and the exhaust pointed away from personnel and buildings. If misused and operated in a location that results in the accumulation of CO, like in a partially enclosed area, the CO Sensor shuts off the engine and the RED indicator light will flash notifiying the user that there are unsafe levels of carbon monoxide.

If the generator shuts off and the RED indicator light flashes, leave the area immediately. Wait for the carbon monoxide to dissipate and the RED indicator light to turn off before returning to the affected area. Once it is safe to return, read the Action Label for further steps to take. The CO Sensor **DOES NOT** replace carbon monoxide alarms. Install battery-powered carbon monoxide alarm(s) in your home.

***⚠ WARNING*** Automatic shutoff accompanied with a flashing RED light in the CO Sensor portion of the control panel is an indication that the generator was improperly located which allowed carbon monoxide to accumulate to unsafe levels. If you start to feel sick, dizzy, weak, or carbon monoxide detectors in your home indicate an alarm, get to fresh air immediately. Call emergency services. You may have carbon monoxide poisoning.

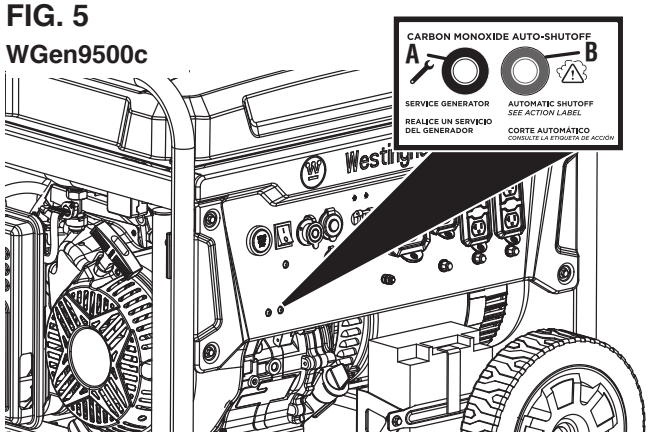
## UNDERSTANDING THE CO SENSOR'S INDICATOR LIGHTS (WGen9500c only)

***See Figure 5.***

| COLOR | DESCRIPTION |
|---|---|
| **RED**  | Unsafe levels of carbon monoxide accumulated around the generator. After shut-off, the RED indicator light in the CO Sensor area of the control panel will flash to provide notification that the generator was shut-off due to carbon monoxide levels rising above a safe threshold. The RED light will flash for at least five minutes after a CO shut-off.<br>When it is safe to do so, move the generator to an open, outdoor area far away from occupied spaces with exhaust pointed away. Once relocated to a safe area and the red light is off, the generator can be restarted. Introduce fresh air and ventilate the area where the generator had shut down. |
| **YELLOW**  | A CO sensor system fault occurred. When a system fault occurs, the generator is automatically shut down and the YELLOW indicator light in the CO auto-shutoff area of the control panel will flash to provide notification that a fault has occurred. The YELLOW light will flash for at least five minutes after a fault. The generator can be restarted but may continue to shutoff. A CO sensor fault can only be diagnosed and repaired by an authorized Westinghouse service center. |

**FIG. 5**

**WGen9500c**




**A** - Service Generator LED
**B** - Automatic Shutoff LED

# SAFETY

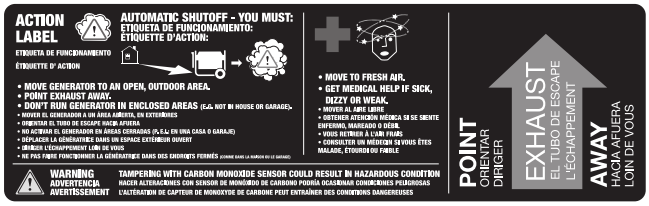
## SAFETY LABELS AND DECALS

The following information is on your generator's labels and decals.

### Action Label (WGen9500c only)

If unsafe levels of carbon monoxide accumulate around the generator, automatic shutoff will occur. If the unit shuts off, leave the area immediately. When it is safe to return, do the following:

- Move the generator to an open, outdoor area.
- Point exhaust away.
- Don't run generator in enclosed areas (e.g. not in house or garage).
- Move to fresh air.
- Get medical help if sick, dizzy or weak.
- **WARNING** – Tampering with carbon monoxide sensor could result in hazardous condition.




### Exhaust Direction

Point exhaust away from body parts and flammable or combustible materials.


### Hot Surface

Do not touch.

### Safety Symbols

(See page 4)


### Carbon Monoxide

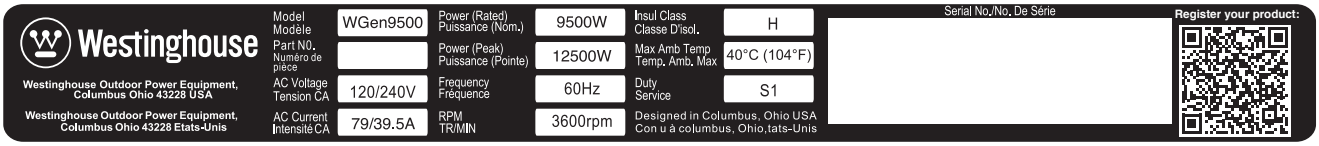
- Using a generator indoors **CAN KILL YOU IN MINUTES**. Generator exhaust contains carbon monoxide. This is a poison you cannot see or smell.
- **NEVER** use inside a home or a garage, **EVEN IF** doors and windows are open.

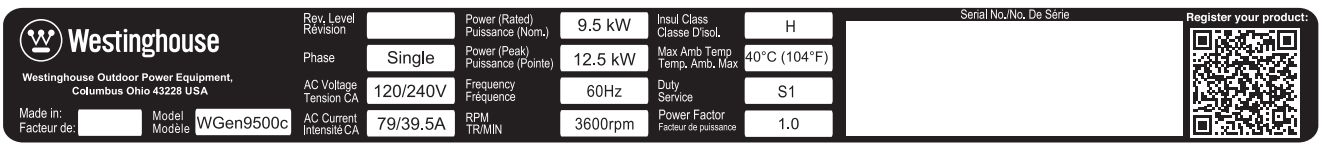

### Specifications

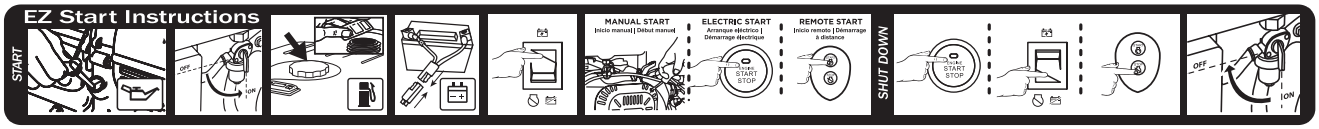
(See page 3)

### California Proposition 65

Cancer and reproductive harm - www.P65Warnings.ca.gov/product



# ELECTRICAL

## GENERATOR CAPACITY

**NOTICE** Do not overload the generator's capacity. Exceeding the generator's wattage/amperage capacity can damage the generator and/or electrical devices connected to it.

Review the **Specifications** for this generator and record the running (continuous) and peak (starting) watts. In general the higher the wattage, the more devices can be powered at the same time. The total power requirements of all connected devices must be considered. Power requirements are often listed on a device's data label or nameplate.

**To determine power requirements:**

- Choose the devices you want to power simultaneously.
- Record and total the running (continuous) watts of each device. The generator must continuously produce this amount of wattage to keep the devices running.
- Record the peak (starting) watts for each device. This is the momentary surge of power required to start electric motors in some tools and appliances.
- Select the device with the highest peak (starting) wattage. Add the peak (starting) watts for that device to the total running (continuous) watts for all the connected devices to determine the total peak wattage requirement for the generator.

  **NOTE:** Total peak wattage requirement assumes intermittent starting of devices. Adjust estimate if devices reach peak wattage at the same time.

## MANAGING GENERATOR POWER

To extend the service life of the generator, use caution when adding electrical loads. Disconnect all loads before starting the generator. The safest way to manage generator power is to add loads sequentially by doing the following:

- Remove all loads and start the generator as described later in this manual.
- Connect and start the largest device or appliance. Power requirements are often listed on a device's data label or nameplate.
- Allow the generator output to stabilize. Once stable, the engine should run smoothly and the device should function properly.
- Connect and start the next largest device or appliance.
- Allow the generator output to stabilize.
- Repeat this process for each additional load.

## EXTENSION CORDS

**⚠ WARNING** Asphyxiation hazard. Extension cords running directly into the home increase the risk of carbon monoxide poisoning through any openings. If an extension cord running directly into your home is used to power indoor items, there is a risk of carbon monoxide poisoning to people inside the home. Always use battery-powered carbon monoxide detector(s) that meet current UL 2034 safety standards when running the generator. Regularly check the detector(s) battery.

**⚠ WARNING** Asphyxiation hazard. When operating the generator with extension cords, make sure the generator is located in an open, outdoor area far away from occupied spaces with exhaust pointed away.

**⚠ WARNING** Fire and electrocution hazard. Never use worn or damaged extension cords. Damaged or overloaded extension cords could overheat, arc, and burn resulting in death or serious injury.

Before connecting an AC appliance or power cord to the generator:

- Use grounded 3-prong extension cords, tools, and appliances, or double-insulated tools and appliances.
- Make sure the tool or appliance is in good working order. Faulty appliances or power cords can create a potential for electric shock.
- Make sure the electrical rating of the tool or appliance does not exceed the rated power of the generator or the receptacle being used.

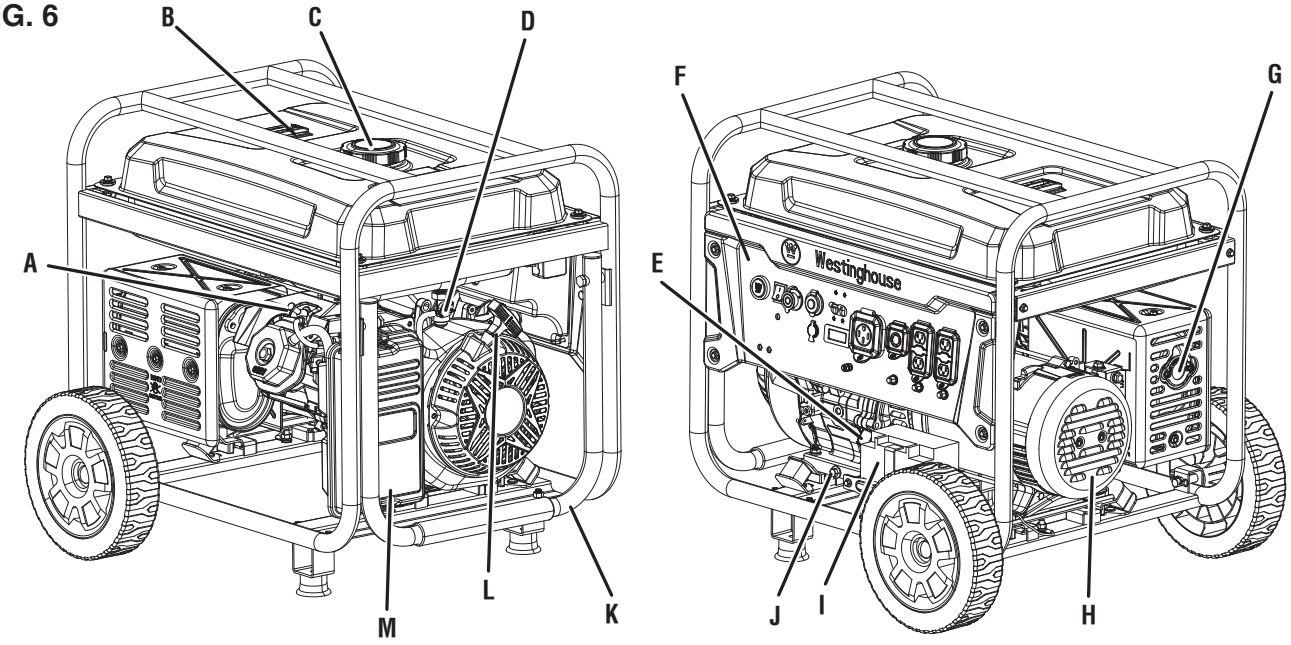
**NOTICE** Do not exceed the unit's capacity. Overloading the generator's wattage and/or amperage capacity could damage connected devices and critical generator components.

## EXTENSION CORD SIZING

Make sure your extension cord can carry the required load. Cables that are too small may cause a voltage drop that can cause the cord to overheat or cause property damage. Refer to the cord manufacturer's guidelines for the appropriate size and length.

# COMPONENTS

**FIG. 6**




**A -** Spark plug
**B -** Fuel gauge
**C -** Fuel cap
**D -** Fuel tank valve
**E -** Oil dipstick/filler
**F -** Control panel
**G -** Muffler/spark arrestor
**H -** Alternator cover
**I -** Battery
**J -** Oil drain bolt
**K -** Handle
**L -** Recoil starter grip
**M -** Air filter

## UNDERSTANDING YOUR GENERATOR

***See Figures 6 - 7.***

To reduce the risk of injury and product failure, read and understand the information in this user's manual as well as the information on the product labeling.

## 120 VOLT AC RECEPTACLES

This unit has a 120V, 30 amp RV receptacle and duplex 120V, 20A receptacles capable of powering a variety of appliances, tools, and equipment.

## CIRCUIT BREAKERS

The circuit breakers protect devices and equipment connected to the receptacles from electrical overload.

## CO SENSOR INDICATOR LIGHTS

**(WGen9500c only)**

The CO Sensor monitors for the accumulation of poisonous carbon monoxide gas. If increasing levels of CO gas are detected, the CO Sensor automatically shuts down the engine.

## ECO MODE SWITCH

Eco mode minimizes fuel consumption and noise by adjusting the engine RPM to the minimum required for the current load.

## FUEL TANK

The generator has a fuel tank with a capacity of 1.11 gallons.

## GROUND TERMINAL

The ground terminal is used to externally ground the generator.

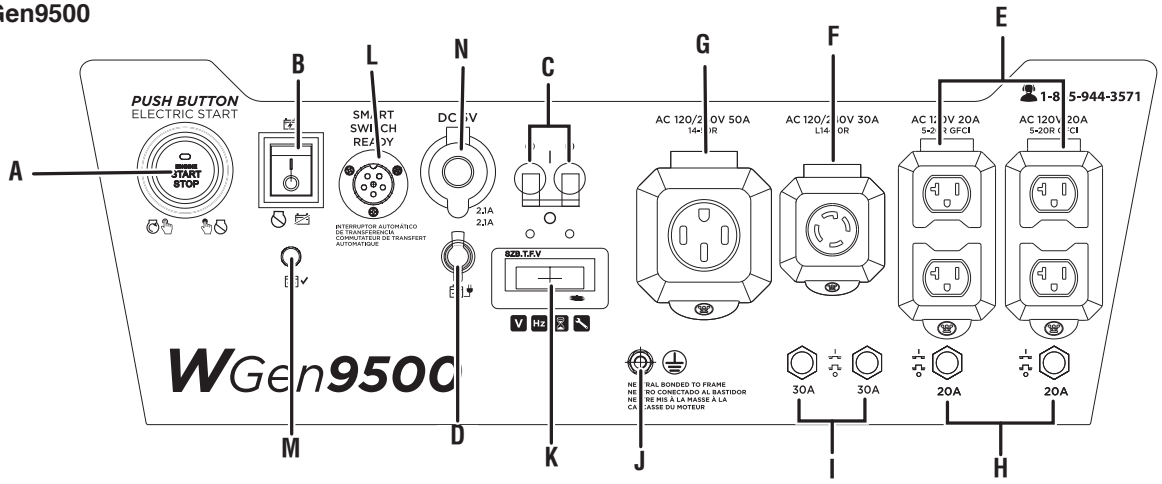
## LED DATA CENTER

Toggle to show voltage, frequency, total hour meter, and run/maintenance timer.

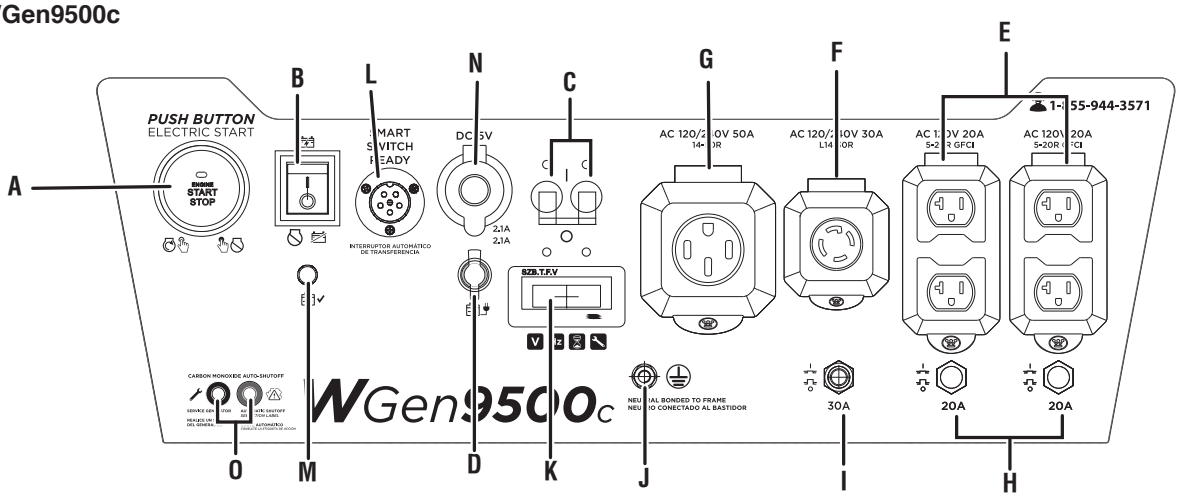
# COMPONENTS

## FIG. 7

**WGen9500**




**WGen9500c**




**A -** Push-button START/STOP
**B -** Battery switch
**C -** Main circuit breaker
**D -** Battery charging port
**E -** 120 volt AC, 20 amp duplex GFCI NEMA 5-20R receptacles
**F -** 120/240 volt AC, 30 amp NEMA 14-30R twist-lock receptacle
**G -** 120/240 volt AC, 50 amp NEMA 14-50R receptacle
**H -** 20 amp AC circuit breakers
**I -** 30 amp AC circuit breaker
**J -** Ground terminal
**K -** Data center
**L -** Smart switch outlet
**M -** Battery indicator
**N -** USB Ports
**O -** CO Sensor Indicator Lights

## MUFFLER AND SPARK ARRESTOR

The spark arrestor prevents sparks from exiting the muffler. It must be removed for servicing.

**NOTICE** The spark arrestor is a safety device that prevents sparks from exiting the muffler and creating a fire hazard. In certain locations a spark arrestor may be required by law. It is the operator's responsibility to know and follow all local laws and regulations related to fire prevention requirements.

## OIL DIPSTICK

Unscrew the oil dipstick to check oil levels and add oil when needed.

## OUTPUT READY LED

Illuminates when the generator is operating normally. Indicates the generator is producing electrical power at the receptacles.

## RECOIL HANDLE

Use the recoil handle (and the engine/fuel control switch) to start the generator.

## USB PORTS

Two-port 5V/2.1A USB outlet accepts Type A USB plugs.

# ASSEMBLY

## CARTON CONTENTS

**⚠ CAUTION** Weight hazard. Always have assistance when lifting the generator.

- Carefully open the carton.
- Remove and save the carton contents.
- Remove and discard the packing tray.
- Unfold the top of the plastic bag enclosing the generator.
- Carefully cut the vertical corners of the carton to access the generator.
- Recycle or dispose of the packaging materials properly.

## INCLUDED LIST

User manual

Quick Start Guide/Maintenance Schedule

Remote start key fob (attached to recoil starter)

1.16 quart (1.1 Liter) bottle of SAE 10W-30 Oil

Battery charger

Spark plug socket wrench

Oil funnel

Assembly wrench

Mounting foot (2)

Flange bolt, M8 (4)

Wheel (2)

Axle (2)

Washer (2)

Cotter pin (2)

**If any parts are missing, contact our service team at service@wpowereq.com or call 1-855-944-3571.**

## INSTALL FEET AND WHEELS

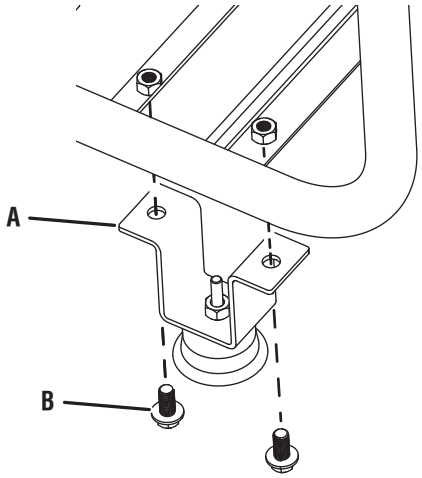
***See Figures 8 - 9***

**NOTICE** Assembling the generator will require lifting the unit on one side. Install the mounting feet and wheel *before* adding fuel or oil.

- Place generator on a flat surface.
- Tip the generator on a piece of cardboard or other soft material to protect the frame paint and prevent the generator from sliding.
- With the included wrench, install the mounting feet to the frame as shown.
- Install the wheels as shown.

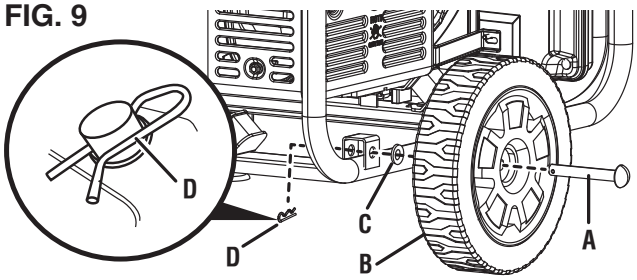
  **NOTE:** The wheels are only intended for hand transport. The wheels are not suitable for towing the generator either on- or off-road.

**FIG. 8**



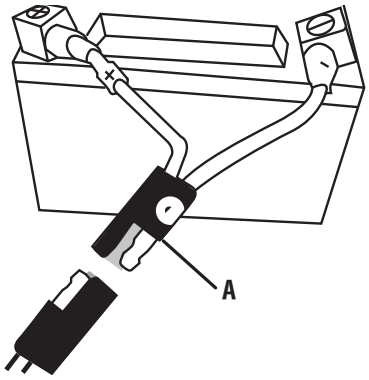

**A** - Mounting foot
**B** - Bolt

**FIG. 9**




**A** - Axle
**B** - Wheel
**C** - Washer
**D** - Hitch pin

**FIG. 10**




**A** - Quick-connect plug

## CONNECT THE BATTERY

***See Figure 10.***

A quick-connect battery plug is pre-installed on the battery. Remove the cable tie securing the plugs then push firmly to connect them.

**NOTE:** The generator is equipped with a battery charging feature. Once the engine is running, a small charge will slowly recharge the battery.

**⚠ DANGER** Generator exhaust contains high levels of carbon monoxide (CO), an invisible, odorless, and extremely poisonous gas. If you smell exhaust fumes, you are breathing carbon monoxide. But, even if you do not smell exhaust fumes you may be inhaling CO.

ONLY operate generators outside, in a well-ventilated area. NEVER operate generators indoors, doing so CAN KILL YOU IN MINUTES.

- **Correct Use –** ONLY use generators outside and downwind, far away from windows, doors and vents. ALWAYS direct exhaust away from occupied spaces. ALWAYS install battery-powered carbon monoxide detectors or plug-in carbon monoxide detectors with battery back-up in living areas. ***See Figure 1.***
- **Incorrect Use –** NEVER use a generator in your home, garage, basement, attic, crawl space or any other fully or partially enclosed area. Areas such as these can allow dangerous levels of carbon monoxide to accumulate. An open door or a running fan WILL NOT provide adequate ventilation. ***See Figure 2.***

If you start feeling dizzy, weak, or sick while using the generator, move to fresh air IMMEDIATELY. Contact a doctor. You may be experiencing carbon monoxide poisoning.

**⚠ WARNING** Do not alter or modify this product unless instructed to so in this manual or by the manufacturer. Do not use attachments or accessories that are not recommended for use with this product. Making unauthorized modifications and using incompatible accessories can damage the unit and may void your warranty.

**NOTICE** In certain circumstances, the National Electric Code may require the generator to be grounded to an approved earth. Consult with a qualified electrician to determine grounding requirements before operation.

**⚠ WARNING** Avoid skin contact with engine oil or gasoline. Wear protective clothing and equipment. Wash all exposed skin with soap and water. Prolonged skin contact with gasoline or engine oil may cause severe skin irritation and other adverse reactions.

**NOTICE** Check the physical condition of the product prior to each use. Look for loose bolts, fluid leaks, and other signs of wear. Replace all damaged items.

## KNOW HOW TO SAFELY LOCATE AND OPERATE YOUR GENERATOR

**⚠ DANGER** Asphyxiation hazard. Place the generator in a well-ventilated area. DO NOT place the generator near vents or intakes where exhaust fumes could be drawn into occupied or confined spaces. Carefully consider wind and air currents when positioning the generator.

**⚠ WARNING** Electrocution hazard. Never use the generator in a location that is wet or damp. Never expose the generator to rain, snow, water spray, or standing water while in use. Protect the generator from all hazardous weather conditions. Moisture or ice can cause a short circuit or other malfunction in the electrical circuit. Using a generator or electrical appliance in wet conditions, such as rain or snow, or near a pool or sprinkler system, or when your hands are wet, could result in electrocution.

**⚠ WARNING** Fire hazard. Only operate the generator on a solid, level surface. Operating the generator on a surface with loose material such as sand or grass clippings can cause debris to be ingested by the generator that could block cooling vents or the air intake system. Allow the generator to cool for 30 minutes before transport or storage.

- Read and understand all safety information before starting the generator *(see pages 4 - 9)*.
- NEVER use a generator in your home, garage, basement, attic, crawl space or any other fully or partially enclosed area. Areas such as these can allow dangerous levels of carbon monoxide to accumulate. Carbon monoxide (CO), an invisible, odorless, and extremely poisonous gas CAN KILL YOU IN MINUTES.
- DO NOT operate the generator in the back of a SUV, camper, trailer, truck bed (regular, flat, or otherwise), under stairs, next to walls or buildings, or in any other location that will not allow for adequate cooling of the generator and/or the muffler. Operating the generator in enclosed or partially enclosed areas will allow dangerous levels of CO to accumulate.
- DO NOT contain generators during operation.
- Only use OUTSIDE and far away from windows, doors, and vents as recommended by the US Department of Health and Human Services Centers for Disease Control and Prevention. Your specific home and/or wind conditions may require additional distance.
- Do not operate the generator on an incline. The unit should always be placed on a flat stable surface.
- The generator should be on a flat, level surface at all times (even while not in operation).
- The generator must have at least 5 ft. (1.5 m) of clearance from all combustible material.

## KNOW THE REGULATIONS FOR THE USE OF PORTABLE GENERATORS

Consider where and how you intend to use your generator, and familiarize yourself with any local, state, or federal ordinances concerning your intended use. It may be necessary to contact a qualified electrician or local governing agency for a full list of requirements.

## ADDING OIL/CHECKING OIL LEVEL

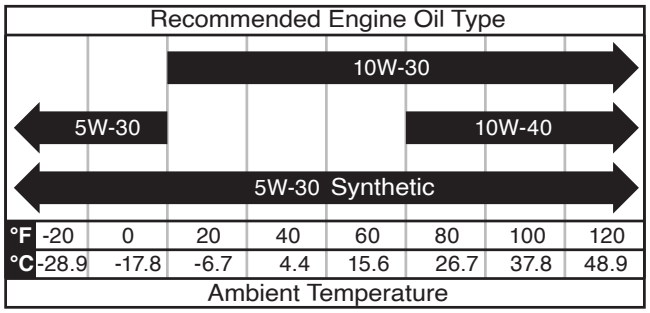
***See Figure 11.***

**If your product has a separate engine manual, disregard the information in this section and follow the instructions in the engine manual.**

**NOTICE** **THIS GENERATOR HAS BEEN SHIPPED WITHOUT OIL.** Do not attempt to crank or start engine before it has been properly serviced with recommended oil. Failure to add engine oil before starting will result in serious engine damage that is not covered under warranty.

**NOTICE** Use of 2-stroke/cycle oil or other unapproved oil types can cause severe engine damage that is not covered under warranty.

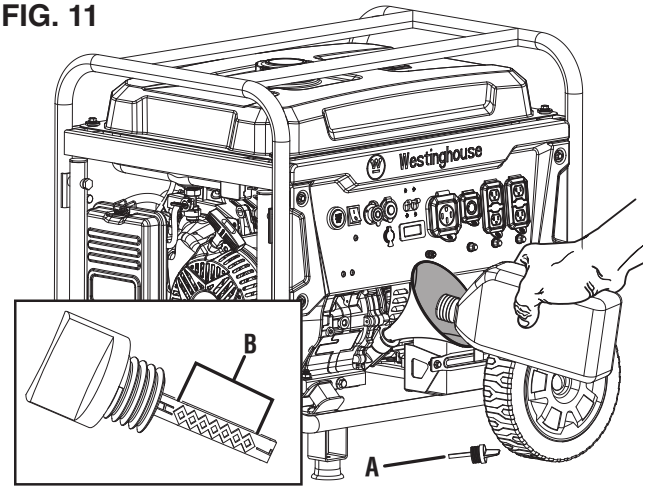
The included, recommended oil type for typical use is 10W-30 engine oil. If running the generator in extreme temperatures, refer to the following chart.




**NOTE:** Check the engine oil level before each use or every 8 hours of operation.

- Turn the generator off and allow the engine to cool for at least five minutes.
- Place the generator on a level surface in a well-ventilated area.

**FIG. 11**




**A** - Oil dipstick
**B** - Safe operating range

- Turn the lock knob to the unlocked position.
- Clean the area around the oil dipstick.

**For initial oil fill:**

- Slowly unscrew and remove the oil dipstick.
- Using the funnel, slowly pour the supplied engine oil into the oil fill hole. Check the level frequently to be sure you do not overfill.

  **NOTE:** Your generator was functionally tested in the factory and may contain minimum residual oil. Additional oil is required to operate the unit. **Do not overfill.**
- Replace and tighten the oil dipstick.

**To check oil level:**

- Slowly unscrew and remove the oil dipstick.
- Clean the dipstick and re-seat it inside the oil fill hole. Do not thread the dipstick.
- Remove the dipstick and verify that the oil level is within safe operating range.
- If the oil level is low, add recommended engine oil incrementally and recheck until the level is within the safe operating range.
- Replace the oil dipstick and hand-tighten.

## GASOLINE REQUIREMENTS

**NOTICE** **Do not use E15 or E85 fuel in this product.** Engine or equipment damage caused by stale fuel or the use of unapproved fuels (such as E15 or E85 ethanol blends) is not covered by warranty. Only use unleaded gasoline containing up to 10% ethanol.

- ALWAYS use CLEAN, FRESH, unleaded gasoline (87–93 octane) in this unit. NEVER use OLD, STALE, or CONTAMINATED gasoline.
- Up to 10% ethanol (gasohol) is acceptable (where available; non-ethanol fuel is recommended).
- DO NOT use E85 or E15.
- DO NOT use a gas oil mix.
- DO NOT modify the engine to run on alternate fuels.


## USING FUEL STABILIZER

Adding a fuel stabilizer (not included) extends the usable life of fuel and helps prevent deposits from forming that can clog the fuel system. Follow the manufacturer's instructions for use.

Always mix the correct amount of fuel stabilizer to gasoline in an approved gasoline container before fueling the generator. Run the generator for five minutes to allow the stabilizer to treat the entire fuel system.

## ADDING GASOLINE

***See Figures 12 - 13.***

**⚠ DANGER** Fire and explosion hazard. Never remove the fuel cap or refuel the generator while the engine is running. Do not smoke or create sparks while fueling. Always turn the engine off and allow the generator to cool for at least five minutes before refueling.

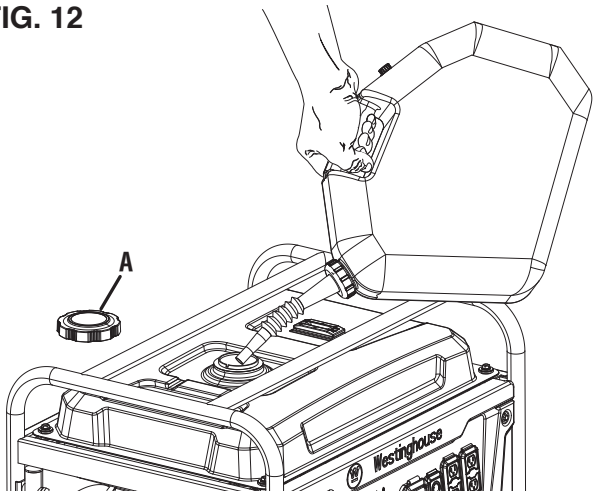
**⚠ DANGER** Fire and explosion hazard. Do not overfill fuel tank. Fill only to the red maximum fill ring on the fuel screen. Overfilling may cause fuel to spill onto engine causing a fire or explosion hazard.

**⚠ WARNING** Never use a gasoline container, gasoline tank, or any other fuel item that is broken, cut, torn or damaged.

**NOTICE** Only fill the tank from an approved gasoline container. Make sure the gasoline container is internally clean and in good condition to prevent fuel system contamination.

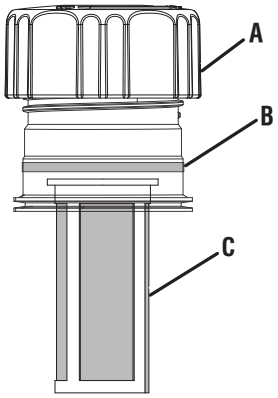
- Turn the generator off and allow the engine to cool for at least five minutes.

**FIG. 12**




**A** - Fuel cap

**FIG. 13**




**A** - Vented fuel cap
**B** - Max fill line
**C** - Screen filter

- Place the generator on a level surface in a well-ventilated area. **DO NOT fuel indoors.**
- Clean area around fuel cap and remove the cap slowly.
- Slowly add the recommended fuel. Do not overfill.

  **NOTE:** The gasoline level should NOT be higher than the red maximum fill ring on the fuel screen.
- Install the fuel cap. Tighten securely.
- Clean up any spilled fuel.
- Move at least 30 ft. away from refueling area before restarting the engine.

**NOTICE** Fuel can damage paint and plastic. Use caution when filling the fuel tank. Damage caused by spilled fuel is not covered under warranty.

**NOTICE** Clean the fuel screen filter of debris before and after each fueling. Remove the fuel screen filter by slightly compressing it while removing it from the fuel tank.

# OPERATION

## DATA CENTER

***See Figure 14.***

Push the mode button to cycle through the data display modes.

**Voltage:** Displays current voltage output.

**Frequency (Hz):** Displays power output frequency in Hertz.

**Lifetime Hours:** Displays the lifetime run hours.

**Run Time/Maintenance:** Displays current run time. Resets to zero when shut down. Maintenance reminder displayed when required.

**Maintenance Codes:**

**P25** – Change engine oil

**P50** – Clean air filter, Change engine oil

**P100** – Change engine oil, clean air filter

## HIGH ALTITUDE OPERATION

Engine power is reduced the higher you operate above sea level. Output will be reduced approximately 3.5% for every 1,000 feet of increased altitude from sea level.

High altitude adjustment is required for operation at altitudes over 5,000 ft. (1524 m). Operation without this adjustment will cause decreased performance, increased fuel consumption, and increased emissions.

**NOTICE** DO NOT operate the generator at altitudes below 2,000 ft. (762 m) with the high altitude kit installed. Engine damage may occur.

| | |
|---|---|
| **High Altitude Carburetor Kit** | **Part# 518077** |
| **High Altitude DF Regulator** | **Part# 518050-01** |

## BREAK-IN PERIOD

For proper break-in, do not exceed 50% of the rated running watts during the first five hours of operation.

Use supplied oil until first recommend oil change. Do not use full synthetic oil during break in period. Full synthetic oil may prevent proper breaking and seating of the piston rings.

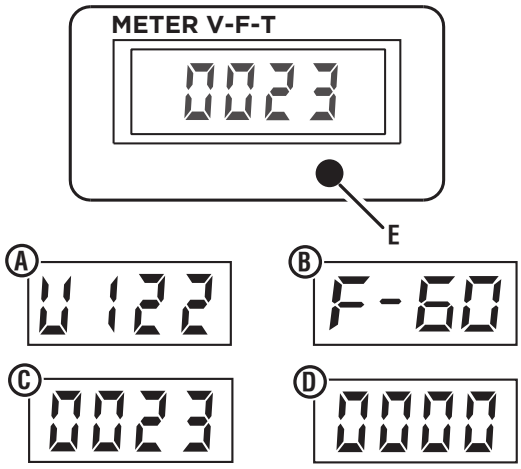
Vary the load occasionally to allow stator windings to heat and cool and help seat the piston rings.

## BEFORE STARTING THE GENERATOR

**Verify that:**

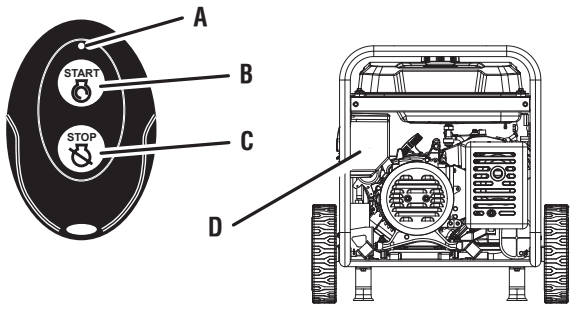
- The generator is placed in a safe, appropriate location.
- The generator is on a dry, flat, and level surface.
- Oil and fuel levels are within safe operating range.
- All loads are disconnected from the control panel receptacles.
- The ECO mode switch is in the OFF position.

**FIG. 14**




**A** - Voltage
**B** - Power output
**C** - Lifetime hours
**D** - Run time/maintenance reminder
**E** - Mode button

**FIG. 15**




**A** - Activity light
**B** - Start button
**C** - Stop button
**D** - Pairing button

## REMOTE START

***See Figure 15.***

The remote start key fob included with the generator should be attached to the recoil handle or control panel. If your unit was shipped without a key fob, contact Westinghouse customer service.

The generator can be started remotely from up to 99 feet (30 meter) using the remote start key fob.

**NOTE:** As the batteries in the remote start key fob drain, operational distance will decrease.

**Pairing the remote start:**

If the remote start key fob is replaced or needs to be paired to the generator, follow this procedure:

- Turn the generator battery switch to the ON position. The power indicator light will illuminate.

- Push and hold the red pairing button on the side of the control panel until the START/STOP button illuminates.
- Push and hold the STOP button on the key fob until the START/STOP button illumination turns OFF. Release the button. The START/STOP button will illuminate after the button is released.
- Push and hold the START button on the key fob until the START/STOP button illumination turns OFF. Release the button. The START/STOP button will illuminate after the button is released.
- Push the Pairing button on the side of the control panel until the START/STOP button illumination turns OFF. Release the button.
- Turn the generator battery switch to the OFF position. The remote is now paired.

**Remote replacement batteries: (2) CR2016**

## STARTING THE ENGINE

***See Figures 15 - 17.***

**⚠ DANGER** Fire and explosion hazard. DO NOT move or tip the generator during operation.

**⚠ WARNING** Verify that the area around the generator is clear before remote starting the generator.

- Verify that fuel is in the gas tank.
- Turn the fuel tank valve to the ON position.
- Push the battery switch to the ON position.
- Choose the starting method:
  - **Remote Start:** Push and hold the START button on the remote start key fob for one second.
  - **Push-Button Start:** Push and hold the engine START/STOP button for two seconds.
  - **Recoil Start:** Manually close the choke if the engine is cold. Firmly grasp and pull the recoil handle slowly until you feel increased resistance, then pull rapidly.

  **NOTE:** In extreme cold, manually close the choke by moving it right toward the front handle of the generator.

## STOPPING THE ENGINE

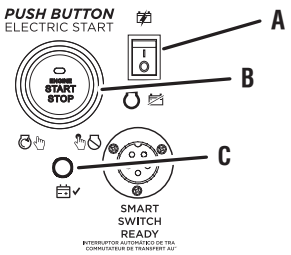
- Turn off and unplug all connected electrical loads.

  **NOTE:** Never start or stop the generator with electrical devices connected.
- Let the generator run with no load for several minutes to stabilize internal temperatures of the engine.
- Push and hold the START/STOP button for one second or push STOP on the remote start key fob for one second.

**NOTE:** Alternately, if the generator is used infrequently, turn the fuel tank valve to the OFF position to limit the residual fuel remaining in the carburetor float bowl. The engine will stop when fuel in the carburetor and fuel line is exhausted.

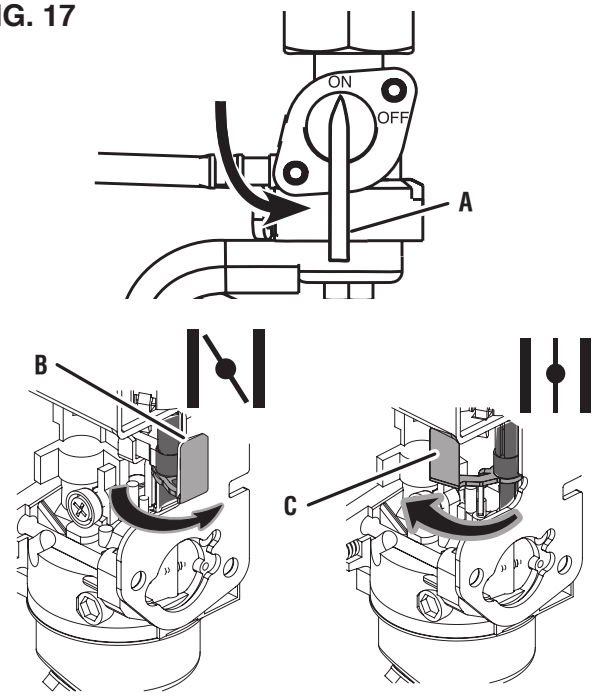
- Put the battery switch to the OFF position.

**FIG. 16**




**A** - Battery switch
**B** - Start/stop push button
**C** - Power indicator

**FIG. 17**




**A** - Fuel tank valve
**B** - Choke ON position
**C** - Choke OFF position

**To stop the unit quickly in an emergency:**

- Put the engine run/stop switch in the **STOP** position.

## OVERLOAD RESET

**Do not overload the generator.** If the generator is approaching or has reached an overload condition, the OVERLOAD LED on the control panel will illuminate.

If the generator is close to overloading, the OVERLOAD LED will blink. Turn off and remove one or more connected devices to decrease the load and resume normal operation. If the load is not reduced, the unit will reach an overload condition. To extend the service life of the generator, avoid running the unit near capacity.

If the generator is overloaded or if there is a short circuit in a connected device, the OVERLOAD LED will turn solid, and the unit will automatically disconnect from the load. The engine will continue to run, but there will not be any electrical output.

# OPERATION

**To restore electrical output after an overload:**

- Remove any connected loads from the control panel receptacles.
- Push the RESET button on the control panel until the OVERLOAD LED goes OFF and the OUTPUT READY LED is illuminated.
- Reset the circuit breaker(s) if activated.
- Verify that the intended running and surge loads do not exceed the generator's capacity.
- Reconnect electrical loads sequentially, allowing the generator to stabilize after each load is connected.

## FREQUENCY OF USE

If the generator will be used on an infrequent or intermittent basis (more than one month before next use), refer to the **Battery Maintenance** and **Storage** sections of this manual for information regarding battery charging and fuel deterioration.

## CIRCUIT BREAKERS

The circuit breakers will automatically switch OFF if there is a short circuit or a significant overload of the generator at each receptacle. The main circuit breaker will automatically switch OFF if the combined load of the receptacles exceeds 40 Amps.

If an AC circuit breaker switches OFF automatically, check that the appliance is working correctly and it does not exceed the rated load capacity of the circuit before resetting the AC circuit breaker ON.

## TRANSPORTING

- Turn off the generator.
- Allow the generator to cool a minimum of 30 minutes before transporting.
- Replace all protective covers on the generator control panel.
- Only use the generator's fixed handle to lift the unit or attach any load restraints such as ropes or tie-down straps. DO NOT attempt to lift or secure the generator by holding onto any of its other components.
- Keep the unit level during transport to minimize the possibility of fuel leakage or, if possible, drain the fuel or run the engine until the fuel tank is empty before transport.

**⚠ CAUTION** Fire hazard. DO NOT up-end the generator or place it on its side. Fuel or oil can leak and damage to the generator may occur.

# MAINTENANCE

**⚠ WARNING** Accidental start-up. Disconnect the spark plug boot (see figure 20) from the spark plug when performing maintenance on the generator.

**⚠ WARNING** Replace damaged or worn items with recommended or equivalent replacement parts. Using an incorrect or incompatible part might create a hazard that could result in serious personal injury.

**⚠ WARNING** Allow hot components to cool for 30 minutes before performing any maintenance procedure.

**⚠ WARNING** Avoid skin contact with engine oil or gasoline. Wear protective clothing and equipment. Wash all exposed skin with soap and water. Prolonged skin contact with gasoline or engine oil may cause severe skin irritation and other adverse reactions.

**NOTICE** Check the physical condition of the product prior to each use. Look for loose bolts, fluid leaks, and other signs of wear. Replace all damaged items. For replacement parts or assistance, contact our customer service team.

To prolong the life of this product, follow the care and maintenance instructions in this section. Contact customer service before servicing any recall or warranty parts.

## CLEANING THE GENERATOR

Do not store or operate your generator in dirty, dusty, or corrosive environments. Do not allow foreign materials and debris to clog the vents on the unit.

NEVER clean the generator with a garden hose. Water can damage the generator's fuel system and electrical components. If the unit needs to be cleaned, use a soft brush and damp cloth to clean the exterior and use low pressure air (no greater than 25 psi) to clean the vents.

**Never use gasoline as a cleaning agent.**

## CLEANING/REPLACING THE AIR FILTER

***See Figure 18.***

Keep air filter clean. A dirty air filter can cause poor performance and decrease the service life of the product. **NEVER operate the generator without an air filter in place.**

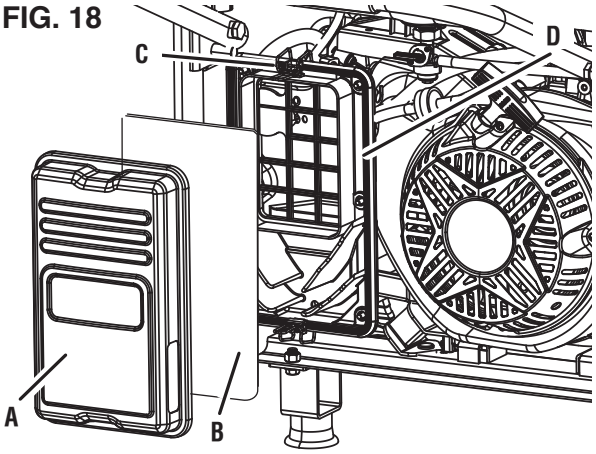
- Turn the generator off and allow the engine to cool for 30 minutes.
- Remove the air filter from the air cleaner housing and place it in a suitable cleaning container. **Replace the air filter if damaged.**

  **NOTE:** The air filter may be covered in oil. Use an appropriate container.
- Wash the air filter by submerging the filter in a solution of household detergent soap and warm water. Slowly squeeze the filter to thoroughly clean.

  **NOTICE** DO NOT twist or tear the air filter during cleaning or drying. Only apply slow but firm squeezing action.
- Rinse the air filter by submerging it in fresh water and applying a slow squeezing action. Allow the filter to dry thoroughly.

  **NOTICE** Do not pollute. Follow the guidelines of the EPA or other governmental agencies for proper disposal of hazardous materials. Consult local authorities or reclamation facility.
- Dip the air filter in clean engine oil then squeeze out all excess oil. The engine will smoke when started if too much oil is left in the filter.
- Install the air filter in the air cleaner housing and reinstall the air filter cover.

**FIG. 18**




**A** - Air filter cover
**B** - Air filter
**C** - Latch
**D** - Air filter box

## CHANGING THE ENGINE OIL

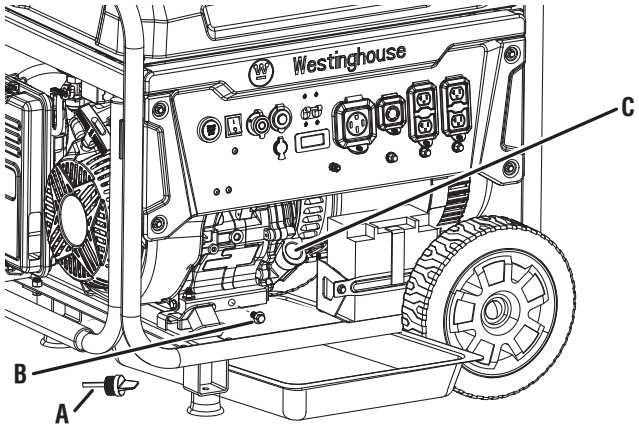
***See Figure 19.***

For optimal performance, change the engine oil according to the figures specified in the **maintenance schedule** or the engine manual (if applicable). When using the generator under extreme, dirty, dusty conditions or in extremely hot weather, change the oil more frequently.

**NOTE: Change the oil while the engine is warm but not hot.** Warm engine oil drains more quickly and thoroughly than cool oil. Contact with hot oil will cause serious burns.

- Turn the generator off and allow the engine to cool for 30 minutes.
- Place the generator on a level surface in a well-ventilated area.
- Clean the area around the oil dipstick and drain bolt.

**FIG. 19**




**A** - Oil dipstick/filter
**B** - Drain bolt
**C** - Oil fill

- Slowly unscrew and remove the oil dipstick.
- Place an oil pan (or suitable container) under the generator.
- Remove the drain bolt.
- After the oil has drained completely, replace the drain bolt.
- Refill the oil as described in the *Operations* section.
- Clean the oil dipstick.
- Replace the oil dipstick and hand-tighten.
- Clean up any spilled oil.

# MAINTENANCE

## CLEANING/REPLACING THE SPARK PLUG

***See Figure 20.***

**NOTICE** **ALWAYS** use the Westinghouse OEM or compatible non-resistor-type spark plug. Use of resistor-type spark plug can result in rough idling, misfire, or may prevent the engine from starting.

Make sure the spark is clean and properly gapped. To clean or replace your spark plug:

- Turn the generator off and allow the engine to cool for 30 minutes.
- Place the generator on a level surface in a well-ventilated area.
- Remove the spark plug boot by firmly pulling the spark boot directly away from the engine.
- Clean the area around the spark plug.
- Remove the spark plug with the included spark plug socket wrench.

**NOTICE** Never apply any side load or move the spark plug laterally when removing the spark plug.

- Inspect the spark plug. Replace if electrodes are pitted, burned, or the insulator is cracked. Only use a recommended replacement plug.
- Measure the spark plug electrode gap with a wire-type feeler gauge. If necessary, correct the gap by carefully bending the side electrode.

  **Spark plug gap: 0.024 – 0.032 in. (0.60 – 0.80 mm)**
- Carefully install the spark plug finger tight, then tighten as additional 3/8 to 1/2 turn with the spark plug wrench.
- Install the spark plug boot.

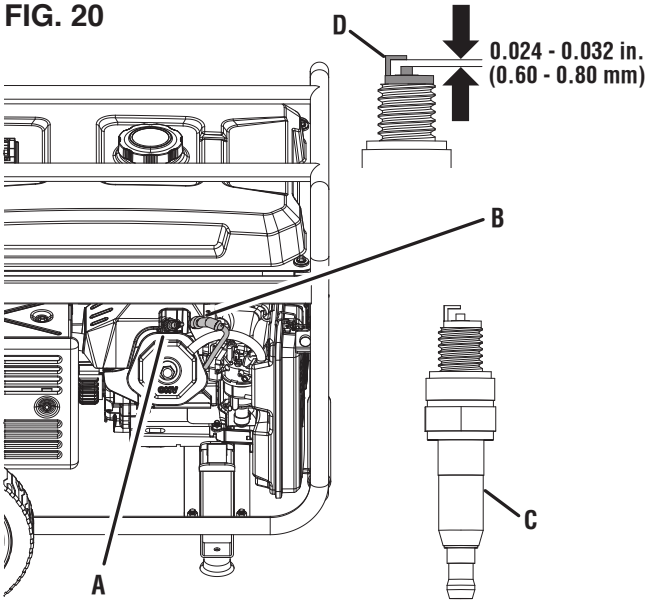
## CLEANING THE SPARK ARRESTOR

***See Figure 21.***

Check and clean the spark arrestor according to the figures specified in the **maintenance schedule** or the engine manual (if applicable). Failure to clean the spark arrestor will result in degraded engine performance.

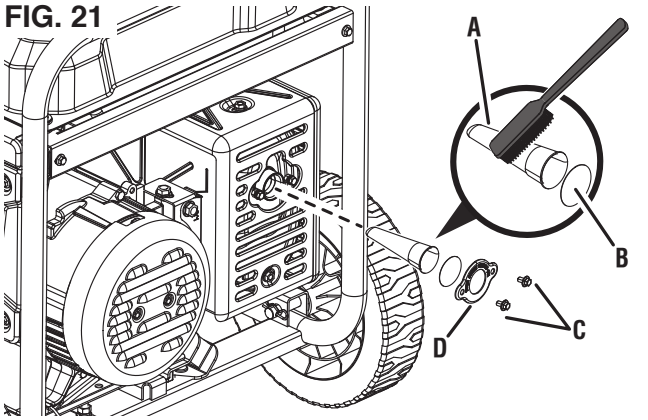
- Turn the generator off and allow the engine to cool for 30 minutes.
- Place the generator on a level surface in a well-ventilated area.
- Remove the two screws securing the spark arrestor bracket.
- Remove the bracket, screen, and spark arrestor from the generator.
- Gently clean the screen and spark arrestor using a wire brush.
- Reinstall the spark arrestor, screen, and bracket. Tighten screws securely.

**FIG. 20**




**A** - Spark Plug
**B** - Spark Plug Boot
**C** - Insulator
**D** - Electrode

**FIG. 21**




**A** - Spark Arrestor
**B** - Screen
**C** - Screws
**D** - Bracket

## DRAINING THE FUEL TANK AND CARBURETOR FLOAT BOWL

***See Figures 22 - 24.***

**⚠ WARNING** **ALWAYS** store gasoline in a container approved for gasoline. Unapproved containers can break or deteriorate allowing gasoline or gasoline vapors to escape which can create a serious hazard.

Even properly stabilized fuel can leave residue and cause corrosion if left long term. If storing the generator for two to six months, drain the float bowl to prevent gum and varnish buildup in the carburetor. If storing the generator for longer than six months, drain the fuel tank to prevent fuel separation, deterioration, and deposits in the fuel system.

- Turn the generator off and allow the engine to cool for 30 minutes.
- Place the generator on a level surface in a well-ventilated area.

**To drain the float bowl:**

- Turn the fuel shut-off valve to the **OFF** position.
- Locate the drain hose extending from the bottom of the carburetor float bowl.
- Place the bottom end of the hose outside the generator into an approved gasoline container to catch the drained fuel.
- Loosen the float bowl drain screw and allow the fuel to drain. Tighten the float bowl drain screw.
- Route the drain hose.

**To run the float bowl dry:**

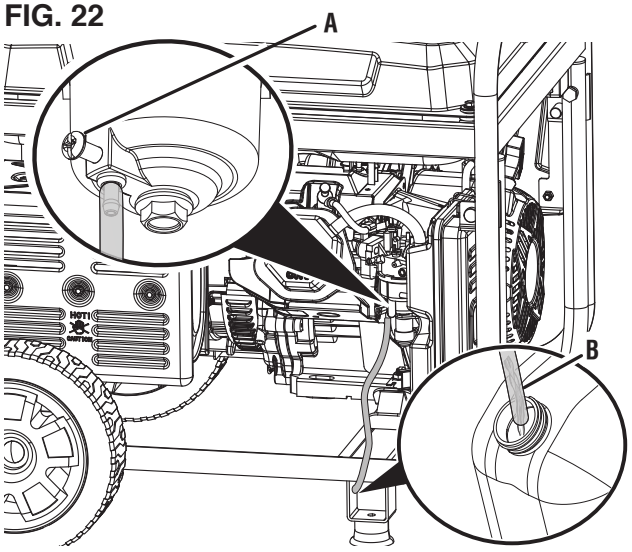
- Start the generator as described earlier.
- After the engine starts, turn the fuel shut-off valve to the **OFF** position.
- Allow the generator to run until the fuel in the carburetor is depleted and the engine stops.
- Turn the engine switch to the **OFF** position

**To drain the fuel tank:**

**NOTICE** To prevent damage to the unit, drain the engine oil before emptying the fuel tank. See **Changing the engine oil** for details.

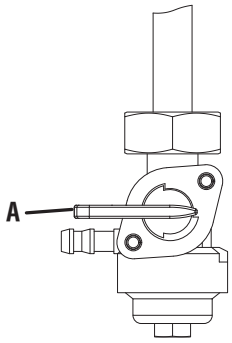
- Turn the fuel shut-off valve to the **OFF** position.
- Clean area around fuel cap and remove the cap slowly.
- Remove the fuel screen filter by slightly compressing it while removing it from the tank.
- Using a commercially available gasoline hand pump (not included), siphon the gasoline from the fuel tank into an approved gasoline container. **DO NOT** use an electric pump.

**FIG. 22**



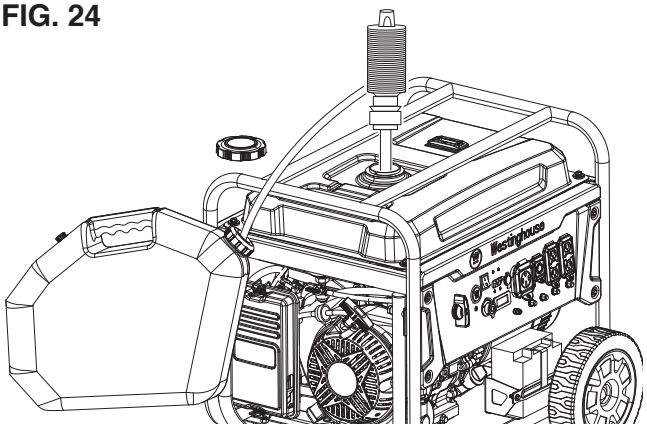

**A** - Drain screw
**B** - Drain hose

**FIG. 23**




**A** - Fuel shut-off valve

**FIG. 24**



**NOTE:** The fuel tank can also be drained using the carburetor drain screw and drain hose as described earlier. Keep the fuel shut-off valve in the **OFF** position to allow fuel to flow from the tank through the carburetor.

## CHECKING/ADJUSTING THE VALVE CLEARANCE

***See Figures 25 - 26.***

**NOTICE** Checking and adjusting valve clearance must be done when the engine is cold.

- Turn the generator off and allow the engine to cool for 30 minutes.
- Place the generator on a level surface in a well-ventilated area.
- Remove the rocker arm cover and carefully remove the gasket. If the gasket is torn or damaged, it must be replaced.
- Remove the spark plug so the engine can be rotated more easily.
- Pull the recoil handle to rotate the engine to top dead center (TDC). Looking through the spark plug hole; the piston should be at the top (both valves are closed).
- Both rocker arms should be loose at TDC on the compression stroke. If they are not, rotate the engine 360°.
- Insert a feeler gauge between the rocker arm and the valve stem to measure valve clearance.

| | Intake Valve | Exhaust Valve |
|---|---|---|
| **Valve Clearance** | 0.0031 – 0.0047 in (0.08 – 0.12 mm) | 0.0051 – 0.0067 in (0.13 – 0.17 mm) |
| **Torque** | 8 – 12 Nm | 8 – 12 Nm |

- If an adjustment is necessary, loosen the jam nut.
- Slide the appropriate feeler gauge between the rocker arm and the valve stem.
- Tighten the adjustment screw onto the push rod to obtain the specified clearance.

  **NOTE:** You should be able to feel the rocker arm touch the feeler gauge.
- Hold the adjustment screw in place and tighten the nut.

  **Torque: 106 inch-pound (12 Nm)**
- Recheck valve clearance.
- If no further adjustments are needed, perform this procedure on the other valve.
- When finished, install the gasket, rocker arm cover, and spark plug.

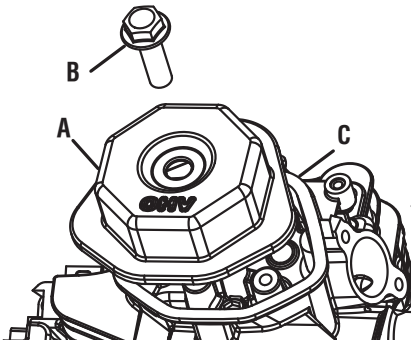
## BATTERY MAINTENANCE

The battery shipped with the generator has been fully charged. A battery may lose some charge when not in use for prolonged periods of time.

**NOTE:** Once started, the generator will charge the battery after 30 – 60 minutes of use.

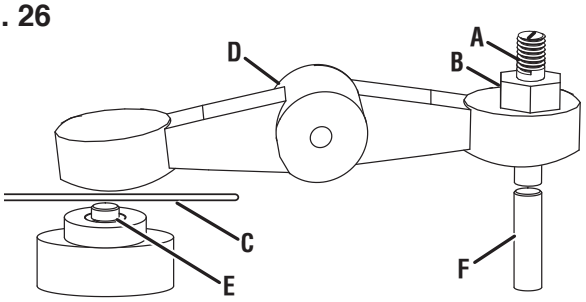
The included trickle charger can remain connected and will maintain the battery for an indefinite period of time. A red light on the charger indicates charging in progress. A green light indicates charging complete. Charge in a dry location.

**FIG. 25**




**A** - Rocker arm cover
**B** - Bolt
**C** - Gasket

**FIG. 26**




**A** - Adjustment screw
**B** - Jam nut
**C** - Feeler gauge
**D** - Rocker arm
**E** - Valve stem
**F** - Push rod

- Plug the charger into the battery charging port on the control panel.
- Plug the wall receptacle end of the battery charger into a 120 volt AC wall outlet.

## BATTERY REPLACEMENT

**⚠ WARNING** Burn hazard. The battery contains sulfuric acid (electrolyte) which is highly corrosive and poisonous. Wear protective clothing and eye protection when working near the battery. Keep children away from the battery.

**⚠ CAUTION** Battery posts, terminals contain lead and lead compounds. Wash hands after handling.

- Loosen and remove the bolt on the battery hold-down plate and swing the plate out.
- Disconnect the quick-connect plugs and remove the battery from the unit.
- Disconnect the quick-disconnect cable leads from the battery.
- On the replacement battery, connect the white (–) quick-connect cable to the battery negative terminal. Slide the rubber boot over the connection hardware.

- Connect the red (+) quick-connect cable to the battery positive terminal. Slide the rubber boot over the connection hardware.
- Install the battery into the generator. Reinstall the battery hold-down plate and tighten the bolt.
- Connect the quick-connect plug.

**NOTICE** Dispose of the used battery properly according to the guidelines established by your local or state government.

## STORAGE

Turn the unit off and allow it to cool a minimum of 30 minutes before storage. Keep the unit upright. Do not store the generator on its side. Drain fuel before storing the unit. Store the unit and the fuel separately in well-ventilated areas away from sparks, open flames, pilot lights, heat, and other sources of ignition.

**NOTICE** Gasoline stored for as little as 30 days can deteriorate, causing gum, varnish, and corrosive buildup in fuel lines, fuel passages, and the engine. This corrosive buildup restricts the flow of fuel, which can prevent the engine from starting after a prolonged storage period. The use of fuel stabilizer significantly increases the storage life of gasoline. Full-time use of fuel stabilizer is recommended. Follow the manufacturer's instructions for use.

| STORAGE TIME | RECOMMENDED PROCEDURE |
|---|---|
| Less than 1 month | Replace all protective covers on the generator control panel.<br>Clean the exterior of the generator and remove any debris from the muffler cooling vents. |
| 2 to 6 months | Replace all protective covers on the generator control panel.<br>Clean the exterior of the generator and remove any debris from the muffler cooling vents.<br>Drain the carburetor float bowl. (Store gasoline in an approved gasoline container or dispose of it according to state and local ordinances.) |
| 6 months or longer | Replace all protective covers on the generator control panel.<br>Clean the exterior of the generator and remove any debris from the muffler cooling vents.<br>Drain the carburetor float bowl and the fuel tank.(Store gasoline in an approved gasoline container or dispose of it according to state and local ordinances.)<br>Put a tablespoon of engine oil into the spark plug cylinder. Gently pull the recoil handle to slowly turn the engine and distribute the lubricant. Reinstall the spark plug<br>Change the engine oil. |

# MAINTENANCE

## MAINTENANCE SCHEDULE

Regular maintenance will improve performance and extend the service life of the generator. Follow the hourly or calendar intervals, whichever occurs first. More frequent service is required when operating in adverse conditions as noted below.

**NOTE: If your product has a separate engine manual, disregard the information in this chart and follow the instructions in the engine manual.**

| | Before Each Use | After First 25 Hours or First Month | After 50 Hours or Every Six Months | After 100 Hours or Every Six Months | After 300 Hours or Every Year |
|---|---|---|---|---|---|
| Check Engine Oil | X | | | | |
| Change Engine Oil[1] | | X | X | | |
| Clean Air Filter[2] | | | X | | |
| Inspect/Clean Spark Arrestor | | | | X | |
| Inspect/Clean Spark Plug | | | | X | |
| Inspect/Adjust Valve Clearance[3] | | | | X | |
| Replace Spark Plug | | | | | X |
| Replace Air Filter | | | | | X |

[1] Change oil every month when operating under heavy load or in high temperatures.
[2] Clean more often under dirty or dusty conditions. Replace air filter if it cannot be adequately cleaned.
[3] Recommend service to be performed by authorized Westinghouse service dealer.

# TROUBLESHOOTING

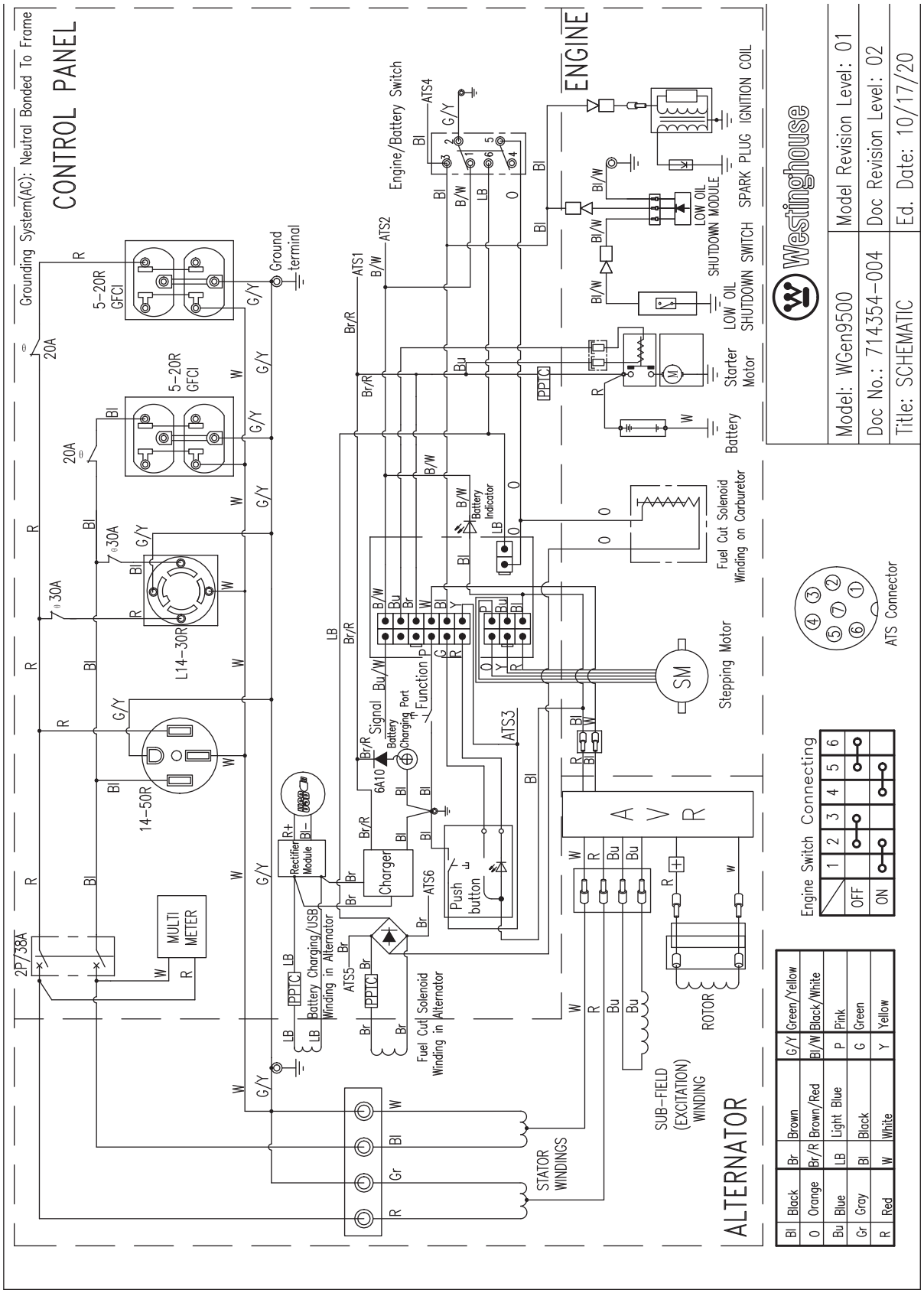
| PROBLEM | POSSIBLE CAUSE | CORRECTION |
|---|---|---|
| Engine will not start | Battery switch in the OFF position. | Turn battery switch to the ON position. |
| | Out of fuel. | Refuel. |
| | Bad fuel, generator stored without treating or draining gasoline, or refueled with bad gasoline. | Drain the fuel tank. Refuel with fresh gasoline. |
| | Dirty air filter. | Clean the air filter. |
| | Low engine oil level stopped generator. | If low oil LED illuminated, turn battery switch to the OFF position. Add engine oil. |
| | Spark plug wet with fuel (flooded engine). | Wait five minutes. Turn battery switch to the OFF position. Pull recoil handle rapidly several times. If the generator does not start, remove spark plug and dry. |
| | Spark plug faulty, fouled, or improperly gapped. | Gap or replace the spark plug. Reinstall. |
| | Fuel system malfunction, fuel pump failure, ignition malfunction, valves stuck, etc. | Contact Westinghouse customer service toll-free at 1 (855) 944-3571. |
| | Battery drained. | Use the recoil handle to start the generator. |
| | | Charge the battery. |
| | Choke partially open or closed due to weak or disconnected battery. | Manually set the choke. See Maintenance section. |
| | CO sensor removed or modified.**(WGen9500c only)** | Return to original configuration. |
| | CO sensor activated or system fault occurred. **(WGen9500c only)** | Relocate generator. Contact Westinghouse customer service toll-free at 1 (855) 944-3571. |
| Engine starts, then shuts down | Out of fuel. | Refuel. |
| | Incorrect engine oil level. | Check engine oil level. |
| | Dirty air filter. | Clean the air filter. |
| | Contaminated fuel. | Drain the fuel tank. Refuel with fresh gasoline. |
| | Defective low oil level switch. | Contact Westinghouse customer service toll-free at 1 (855) 944-3571. |
| Engine lacks power | Air filter restricted. | Clean or replace air filter. |
| | Bad fuel, generator stored without treating or draining gasoline, or refueled with bad gasoline. | Drain the fuel tank. Refuel with fresh gasoline. |
| | Fuel system malfunction, fuel pump failure, ignition malfunction, valves stuck, etc. | Contact Westinghouse customer service toll-free at 1 (855) 944-3571. |
| Engine runs rough or bogs when load applied | Dirty air filter. | Clean the air filter. |
| | Generator overloaded. | Unplug some devices. |
| | Faulty power tool or appliance. | Replace or repair tool or appliance. Stop and restart the engine. |
| | Fuel system malfunction, fuel pump failure, ignition malfunction, valves stuck, etc. | Contact Westinghouse customer service toll-free at 1 (855) 944-3571. |

# TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSE | CORRECTION |
|---|---|---|
| No power at AC receptacles | OUTPUT READY LED is OFF and OVERLOAD LED is ON. | Check AC load. Stop and restart engine. |
| | | Check the air inlet. Stop and restart the engine. |
| | AC circuit breaker/s tripped. | Check AC loads and reset circuit breaker/s. |
| | Faulty power tool or appliance. | Replace or repair tool or appliance. Stop and restart the engine. |
| | Faulty generator. | Contact Westinghouse customer service toll-free at 1 (855) 944-3571. |

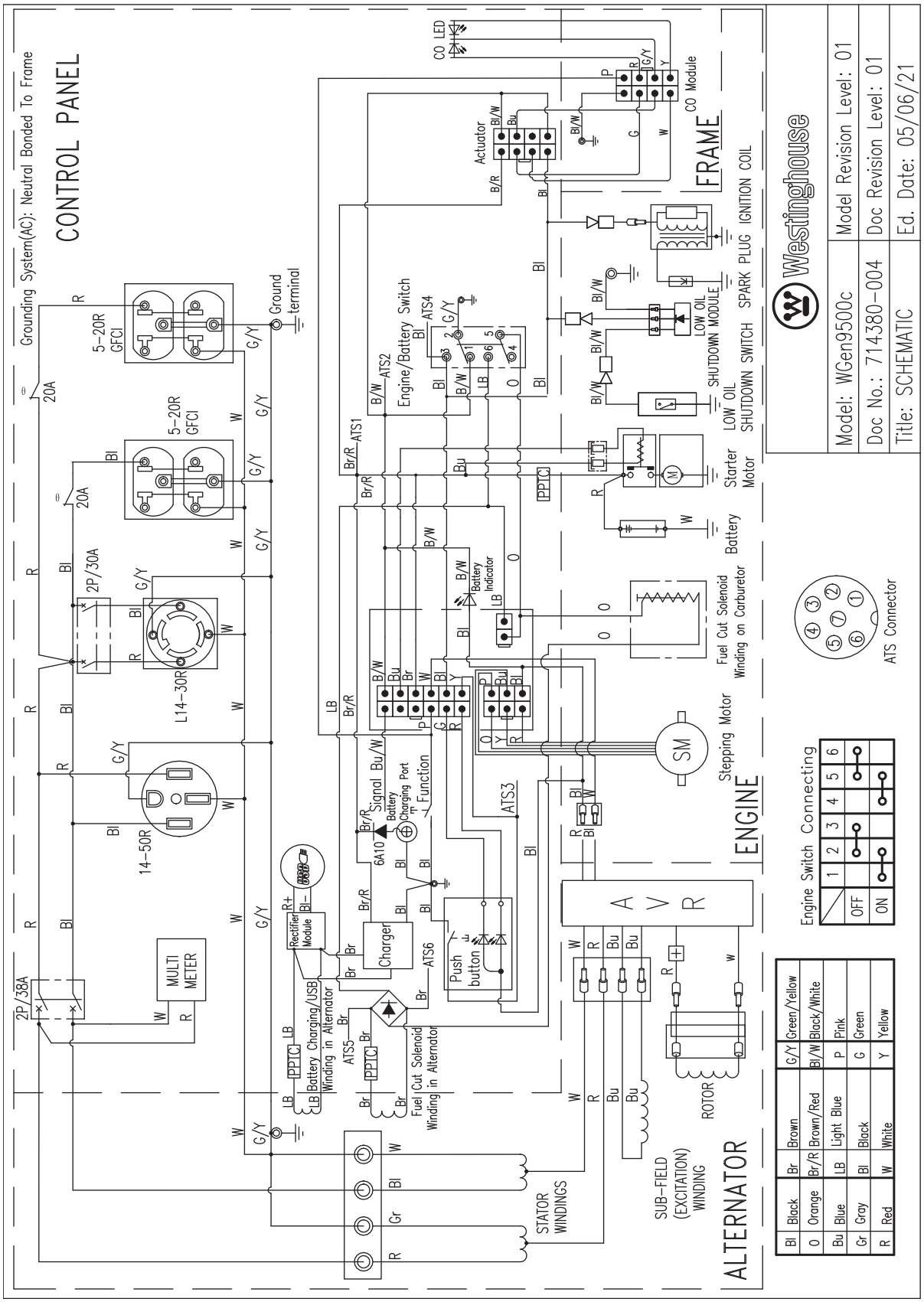
# SCHEMATICS

## WGen9500



# SCHEMATICS

## WGen9500c



www.WestinghouseOutdoorPower.com
Service Hotline (855) 944-3571
777 Manor Park Drive, Columbus, OH 43228



Rev:02 11/02/23
126210 WGen9500/WGen9500c