1. **What is the nature from a safety standpoint of the switch in the GenerLink?**
    a. The ASCO switch inside the GenerLink is Electrically Positioned and Mechanically held according to section 700, 701, and 702 of the National Electric Code. This means that the switch is physically open.

2. **When the power comes back on, does it still run from the Generator or does it switch back to the Utility Grid?**
    a. When the Power is out from the Utility Lines the GenerLink automatically transfers from the Utility lines to the GenerLink, when the generator is running. When the power comes back on it will not switch back to the utility lines until the generator runs out of gas or is turned off. The GenerLink takes priority when the Generator is running. So if there is power on the utility grid and you turn on your generator the GenerLink will still transfer from the utility line to the Generator.

3. **Does the GenerLink Surge Supressor Protect both the line side and the house side?**
    a. The surge only protects the house side it is running from the Generator.

4. **What if I have a surge suppressor already in my meter?**
    a. If the customer has a surge suppressor already in the meter, they will need to remove the surge in the unit and get our surge suppressor. The reason for this is, if our unit is on top of that surge suppressor it will de-rate the surge suppressor.

5. **What if my Generator has a bonded neutral?**
    a. If your generator has a bonded neutral, you will need to go to your generator-operating manual and find out how to un-bond the neutral.

6. **Do I need a generator in order to use GenerLink?**
    a. Yes. GenerLink is an interconnection device that enables you to connect your portable generator directly to your home's wiring system. During a power outage, your generator becomes your source of emergency back-up power. GenerLink is designed as an alternative to expensive transfer switches and hazardous extension cords.

7. **How is GenerLink different from a transfer switch?**
    a. GenerLink offers several advantages over traditional transfer switches:
        i. GenerLink is installed outside your home at the electric meter in less than 30 minutes. And, in most cases, you do not need to be at home for the GenerLink installation. Installation of a transfer switch can take about two to three hours and requires re-wiring your home's electrical system.

        ii. With GenerLink, you have the flexibility of selecting the appliances you want to run from your home's breaker panel, up to

the capacity of your generator. Most basic transfer switches have 6 to 8 hard-wired circuits. This limits the number of circuits you can connect to the transfer switch.

iii. Since GenerLink uses your existing breaker panel, you can run any large 120 or 240-volt appliance up to your generator's capacity. Your well pump, water heater, sump pump, electric range, clothes dryer and electric baseboard heat are just some of the appliances that can be run on a rotation basis with GenerLink. Many transfer switches and sub panels have only one or two 240-volt circuits rated at 10 or 20-amps. Heavier loads, such as hot water heaters and electric ranges, may not be accommodated by these transfer switches and sub panels.

8. **Is there any potential for damage to my appliances?**
    a. GenerLink is designed to function as an interconnection device and serves to connect your generator to your home. There is no risk damage to your appliances created by the GenerLink device. You should exercise care when selecting your generator to ensure you are buying a high quality generator.

9. **I want surge protection for my home and appliances, can I still use GenerLink?**
    a. Yes, GenerLink is now available with an optional feature - HomeGuard surge protection. GenerLink with HomeGaurd surge protection will protect your home and wired appliances from surges over 600 volts.

10. **I have meter-based surge protection, but want GenerLink. Should I get hard-wired surge protection?**
    a. If your GenerLink unit is equipped with whole house surge protection it will eliminate the need for meter based or hard wired surge protection devices.

11. **Why can't I run my whole house from a portable generator?**
    a. The appliances in the average home consume relatively low amounts of electricity to operate once they are started. However, many of them require a significant amount of electricity to start up the appliances. Please review the appliance guide to determine the start-up wattage required for individual appliances.

12. **What maintenance is required for GenerLink?**
    a. There is no regular maintenance required for GenerLink.

13. **Does my utility meter continue to run when using GenerLink with my generator?**
    a. No, your utility meter will only run when the utility is providing electric power to your home. When using GenerLink, with your portable

generator, you are automatically disconnected from the utility power supply and will not reconnect until you turn off your generator.

14. **How can I tell when the utility power is restored?**
    a. There are three indicator lights on GenerLink, one green, one yellow and one red. When the green light is illuminated, this represents a normal condition where utility power is present. When your utility has restored power you can de-energize and disconnect your generator from GenerLink. If the red light is illuminated at any time or in conjunction with the green light, there is a potential problem and you should have the unit serviced immediately. (Refer to the Terms and Conditions for service instructions)

15. **Can I use GenerLink during inclement weather?**
    a. GenerLink is completely sealed inside the meter socket and does not represent a hazard; however, generators should not be operated during rain or snow unless they are protected from the elements. Please consult your generator manufacturer, distributor and/or owner's manual for instructions on the safe operation of your generator.

16. **What happens if the generator gets overloaded?**
    a. Your generator should have a circuit breaker that will activate in the event of an overload. If it does not have this feature, it is not suit-able for use with GenerLink. If the generator's circuit breaker trips, turn off all the household circuit breakers in your breaker panel, reset the circuit breaker on the generator, and restart the generator. Please refer to your generator owner's manual for complete instructions on the safe operation of your generator.

17. **Where should the generator be placed?**
    a. Remember, generator exhaust gases contain deadly carbon monoxide. The generator should never be operated inside; this includes basements, crawl spaces and/or attached garages. Please consult your generator owner's manual for complete instructions on the safe location for and operation of your generator.

18. **What gauge wire is used to make the cord?**
    a. 10-gauge wire is used for the 20 and 30 amp cords while 8-gauge wire is used for the 50 amp cord. The cord is heavy duty, outdoor rated and is fire and water resistant.

19. **What if my generator connector does not have a locking 14-20, 14-30 or straight 14-50 connector?**
    a. Some generators are fitted with connectors that are not 14-20, 14-30 or 14-50. Consult with your local utility or a GenerLink Authorized Reseller to determine if your generator can be used to connect with GenerLink.

20. **What happens if I want GenerLink removed from my home?**
    a. To remove, replace, or repair your GenerLink, you must contact an Approved Installer. Only technicians authorized by the electric utility or licensed electricians may have access to GenerLink. Do not, under any conditions, attempt to remove and/or repair GenerLink yourself.

21. **Is there any way you can tell what amperage the GenerLink unit is once installed to the meter by looking at the unit?**
    a. No, the only way to tell what amperage the unit is would be by looking at the plug end that goes into the Generator.

22. **Will my Generator work with the GenerLink?**
    a. It will work as long as it has a Locking 14-20, Locking 14-30 or Straight 14-50 connector. The maximum wattage needs to be no more than 12800. If it is higher it will still work, but the Generator will have extra wattage that will not be pulled through the GenerLink. To find out how much will be pulled out you will need to use the formula P=V (voltage) * I (current). Voltage will always be 240. Current will be the amperage of the plug socket.
        i. Ex. P=240*20amp in this case P=4800 watts.
        ii. Ex. P=240*30amp in this case P=7200 watts.
        iii. Ex. P=240*40amp in this case P=9600 watts.

23. **Why will the LED lights not come on when the power is out from the utility?**
    a. No utility power is present to illuminate the LEDs.

24. **What is the Surge Current?**
    a. Total Surge Current = 100,000amps
    b. Max Surge Current = 50,000 amps L1-G and L2-G

25. **What do the Green and Red Lights represent?**
    a. The Green is illuminated to show that utility power is present.
    b. The Red is illuminated to show that the GenerLink needs serviced.