



GenerLink

FREQUENTLY ASKED QUESTIONS

Most Asked

Q: How is the GenerLink different from a traditional transfer switch?

A: The GenerLink is installed behind an electric meter in typically less than 30 minutes. It provides a pathway for generator power to connect to the entire breaker panel of the home, allowing you to choose which appliances to run directly from the panel. In contrast, traditional transfer switches usually limit you to 6-8 circuits and may require home rewiring.

Q: What are the benefits of using GenerLink?

A: The GenerLink provides a secure, convenient, and effective method for linking a generator to your entire breaker panel, eliminating the need for extension cords, manual switches, or home rewiring.

Q: Does my utility company approve the installation of the GenerLink?

A: Contact our customer service team to learn about your utilities guidelines.

Q: What if my utility company does not support GenerLink?

A: The GenerLink can be installed in a secondary meter box after the existing utility meter.

Q: Does the GenerLink prevent backfeeding?

A: Yes. The GenerLink functions as a transfer switch and prevents backfeeding, ensuring the safety of line workers. Before generator power is connected to the home, the GenerLink disconnects from the utility grid.

Q: Is GenerLink legal?

A: Yes. The GenerLink is a legal UL listed product available across the United States and Canada

Q: What does GenerLink cost?

A: The cost of the GenerLink will vary based on your location, required installation method, utility guidelines, and more. Contact our customer service team to learn more.

Q: Why is it not approved by my utility provider?

A: Utility companies choose which devices they want to provide to their customers. While GPP continually collaborates with utilities to obtain approval, the GenerLink can always be installed after the utility meter, regardless of utility approval.

Q: Am I charged by my utility company when I use my generator with the GenerLink during an outage?

A: No. The power from your generator does not pass through the electric meter, so you are not charged for this usage.

Q: What AWG is the GenerLok Cord?

A: The 30 Amp version of the GenerLok cord has an L14-30R plug and 10 AWG internal wiring. The 40 Amp version of the GenerLok cord has a 14-50 straight blade plug and 8 AWG internal wiring.

Q: Can I test my GenerLink system before a storm?

A: Yes. Refer to the operation manual for instructions on testing the GenerLink even when utility power is available.

Q: Why is there a buzzing sound coming from my surge device?

A: If your GenerLink has surge protection, the buzzing noise indicates that the surge protection has absorbed a surge and may need to be replaced.



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General

Q: Is the GenerLink rated for outdoor use?

A: Yes. The GenerLink is designed to be weather-resistant and suitable for outdoor use.

Q: Is there potential for damage to my appliances?

A: No. The GenerLink is specifically designed to safely connect your portable generator to your home's electrical system.

Q: Is maintenance required for the GenerLink?

A: Yes. We recommend testing the GenerLink with a portable generator at least twice a year to ensure it functions properly.

Q: How can I tell when utility power is restored?

A: The GenerLink has a green indicator light that signals when utility power is available. At this point, you can safely turn off your portable generator, and the GenerLink will transfer to deliver the utility power to your home.

Q: Can GenerLink be used during inclement weather?

A: Yes. The GenerLink is designed to be weather-resistant and suitable for outdoor use. Ensure you protect your generator from rain or snow as per manufacturer guidelines.

Q: What amp service can the GenerLink be installed on?

A: The GenerLink is suitable for use on a 200 amp or less service. The GenerLink can not be used on a 320 or 400 amp service.

Q: Is my home compatible with the GenerLink?

A: The GenerLink can be installed on any 200 amp or less home. The installation method may depend on your utility company. Contact our customer service team and a licensed electrician to learn more.

Q: Can I run my entire house on a generator using GenerLink?

A: This depends on your generator's capacity, your home's power requirements, and the model of GenerLink installed. Contact a licensed electrician to learn more.

Q: Can I install GenerLink on a multi-unit building?

A: The GenerLink is typically for single-family homes. Contact a licensed electrician to learn more.

Q: What if I have an older electrical system?

A: Older systems may need upgrades during the installation of the GenerLink. Consult a licensed electrician.

Q: What type of meter socket do I need for the GenerLink?

A: The GenerLink is only compatible with form 2S meter sockets. Contact our customer service department to learn about alternative solutions.

Q: Can GenerLink be used with all types of electric meters?

A: The GenerLink is only compatible with form 2S meter sockets. Contact our customer service department to learn about alternative solutions.

Q: Does GenerLink work with smart meters?

A: It is compatible with many smart meters, but verify with your utility company.

Q: Is there a remote monitoring option for GenerLink?

A: No.



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Q: Can I move GenerLink to a new home?

A: Yes. The unit must be uninstalled and reinstalled by a licensed electrician or your utility company. If you're switching to a new utility company, please reach out to our customer service department for further assistance.

Q: How do I know which model of GenerLink to purchase?

A: Calculate your power needs or consult with a licensed electrician for assistance.

Q: Can GenerLink be used for commercial properties?

A: GenerLink is primarily intended for residential use. Commercial properties may require different solutions. Contact our customer service team for further assistance.

Q: Where can I buy GenerLink?

A: The GenerLink can be purchased through authorized dealers, online retailers, and some utility companies. Contact our customer service team for more information.

Q: What safety certifications does GenerLink have?

A: UL 1008M Listed and NEC Compliant

Q: How do I connect my generator to a GenerLink?

A: Insert the four-blade prong of the GenerLok cord into the generator outlet, then plug the proprietary side of the cord into the GenerLink receptacle until you hear a click.

Q: What happens if utility power is restored while my generator is running with the GenerLink?

A: Generator power will continue to be delivered to your home until the generator is turned off.

Q: Is there an indicator to show when GenerLink is active?

A: Yes. The green light indicates the presence of utility power, while the blue light indicates that generator power is being supplied to the home.

Install

Q: Does the installation of GenerLink require permits?

A: Permit requirements vary. Check with local authorities.

Q: How long does it take to install the GenerLink?

A: Installation of the GenerLink is quick, taking between 30 to 90 minutes depending on the method used.

Q: Can a homeowner install a GenerLink?

A: No. The GenerLink must be installed by a licensed electrician or the utility company. The utility company will determine who installs the unit.

Q: How much does it cost to install a GenerLink?

A: Costs vary by region, electrician rates, and utility charges. We recommend you obtain quotes from licensed electrician before purchase.



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Generator

Q: What size generator do I need for the GenerLink?

A: Calculate your power needs during an outage or consult with a licensed electrician for assistance.

Q: Will GenerLink work with any generator?

A: Please refer to the “Compatibility Guide” on the GenerLink page of the Global Power Products website.

Q: Do I need a generator to use GenerLink?

A: Yes. The GenerLink is a transfer switch that connects portable generator to your home. The GenerLink is not a source of power.

Q: Where should the generator be placed?

A: Place the generator outdoors away from enclosed spaces to avoid carbon monoxide poisoning. Consult your generator’s manual for safe operation guidelines.

Q: What happens if my generator runs out of fuel while using GenerLink?

A: You would simply need to refuel and restart the generator. Consult your generator’s manual for safe operation guidelines.

Q: Can GenerLink be used with a natural gas generator?

A: Yes. As long as it has a compatible output receptacle and meets the requirements outlined in the “Compatibility Guide” on the GenerLink page of the Global Power Products website.

Q: What happens if my generator is overloaded?

A: We advise using a generator equipped with a circuit breaker that will trip in the event of an overload. If your generator’s circuit breaker trips, switch off all circuit breakers in your panel, reset the generator’s breaker, and then restart the generator. Refer to your generator’s manual for comprehensive instructions.

Q: What Generator should I purchase?

A: Determine your power requirements during an outage either by calculation or by consulting with a licensed electrician to find the appropriate generator size for your needs. Then, refer to the “Compatibility Guide” on the GenerLink page of the Global Power Products website to confirm that the generator is compatible with the GenerLink.

Cord

Q: What power cord do I use with the GenerLink?

A: The GenerLok power cord is a proprietary cord used to safely connect your generator to the GenerLink. The GenerLok is the only cord that will work with the GenerLink.

Q: What is a GenerLok Cord?

A: The GenerLok power cord is a proprietary cord used to safely connect your generator to the GenerLink.

Q: Does GenerLink come with a power cord?

A: Yes. Each GenerLink comes with a FREE 20-foot GenerLok cord.

Q: Can I connect two 20 foot cords together?

A: No. The plug on the GenerLok cord is designed to connect to the GenerLink so you can not connect multiple cords together.



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Q: Can the cord handle all the power from my generator?

A: The 30 Amp version of the GenerLok cord can handle up to 7,200 running watts. The 40 Amp version of the GenerLok cord can handle up to 9,600 running watts.

Q: Can I leave my GenerLok cord connected to the GenerLink?

A: No. We recommend plugging the GenerLok cord into the GenerLink only when using your portable generator, and unplugging it once you are finished.

Q: Are other cord lengths available?

A: Yes. Longer lengths of the GenerLok cord are available upon special request. Contact our customer service team to learn more.

Technical

Q: Will my unit still work if the surge is buzzing?

A: Yes. The power transfer function of the GenerLink will still work, though your home will not have surge protection

Q: Can GenerLink be used with three-phase power systems?

A: No. The GenerLink is designed for single-phase electrical systems.

Q: Can I have more than one GenerLink installed?

A: No. Only one GenerLink can be installed per utility meter.

Q: Does GenerLink automatically do load balancing?

A: No. You can manually manage loads by turning off non-essential circuit breakers in your breaker panel.

Q: Can GenerLink be installed on a home with solar panels?

A: Consult a licensed electrician and your solar provider, as additional components or configurations may be required for compatibility with solar panels.

Q: Will GenerLink operate during a planned utility outage?

A: Yes. The GenerLink will operate during any power outage. Simply follow the instructions outlined in the operation manual as you would during a regular power outage.

Q: Can I use multiple generators with GenerLink?

A: No. GenerLink is designed for a single generator connection. Using multiple generators would require separate systems.

Q: What should I do if my GenerLink system fails to operate?

A: Contact customer support or a licensed electrician for assistance.

Q: Am I able to use one generator between two GenerLinks?

A: No. Connecting one generator to multiple GenerLinks would create multiple ground references, which is electrically unsafe.

Q: Why is there not a 50 Amp option?

A: The GenerLink is currently available in 30 Amp and 40 Amp models, which are suitable for most residential portable generator applications.



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Q: Can I a generator larger than 10kW with the 40 amp GenerLink if I stay under 9600 running watts?

A: No. The 40 Amp version of the Generlink can only handle up to 9,600 watts. If you exceed this limit you will void the manufacturers warranty.

Warranty

Q: Does GenerLink come with a warranty?

A: Yes. The GenerLink comes with a 7-year manufacturer's warranty. For further details, please refer to the operation manual.

Q: How do I register my GenerLink product for warranty?

A: The 7-year warranty begins from the date of installation. It is important to retain documentation of this installation date for reference.

Q: What is the lifespan of a GenerLink transfer switch?

A: With proper maintenance, a GenerLink can last on average 10 years.



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