

IMMEDIATE ACTION REQUIRED!

Date: 01/16/25
To: Sunbelt Rentals — Fleet Management
From: MQ Power Product Department
Subject: Container Generators Undervoltage Release



Multiquip has determined that some CG-Series generators may not be equipped with an undervoltage release (UVR). This device is necessary to protect the generator and the load in undervoltage conditions.

Affected generators (see page 9) must be tested by following the procedure set forth below in order to verify that a UVR has been installed. If testing determines a UVR is not present, the device must be installed prior to resuming use of the generator.

IMPORTANT! Operating a CG-series generator without a UVR may result in the main circuit breaker failing to open during an undervoltage condition, resulting in damage to the generator and other equipment. The accompanying bulletin explains the corrective action required.

PARTS ORDERING INFORMATION

You must place a parts order with the Multiquip Parts Department if the UVR is needed.

Upon placing the order, the required parts will be shipped to you. Use Multiquip's SmartEquip™ Online Parts Order System for faster service.

WARRANTY INFORMATION

- The labor associated with this update will be reimbursed through our warranty program. Multiquip dealers may perform the update, or utilize a Multiquip Authorized Service Center (ASC) for assistance.
- If you are unable to perform the update, need assistance locating an ASC, or require technical assistance, contact the Multiquip Warranty Department at 800-421-1244.
- Campaign: Reference No. GSP20250107
- File your claim online via E-Warranty at <http://service.multiquip.com/warranty-support.html> or contact our warranty department for assistance at 800-421-1244.
- Labor Allowance: 1.0 hour total flat rate

Your prompt attention to this matter is appreciated.

If you have questions, please contact the Multiquip Technical Support Department directly at 800-835-2551 or via email at mqtechsupport@multiquip.com.

We apologize for any inconvenience or disruption this may cause. Multiquip is committed to providing products engineered to deliver the highest levels of quality, performance and safety.



Service Bulletin

Container Generator UVR Installation

Product Group: Power Solutions	Date Issued: 01/16/25	Expiration Date: 01/16/26	Bulletin No. GSP20250107
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Models/Serial Numbers Affected:	
Model	Serial Number Range
See appendix (Table 2)	See appendix (Table 2)

Details
<p>Problem: Some CG-Series generators do not include an undervoltage release. Without this component the main circuit breaker will fail to open during an undervoltage condition.</p> <p>Solution: Perform test procedure to determine if undervoltage release (UVR) has been installed. Order and install UVR if not present.</p>

<p>Parts Information</p>	<table border="1"> <thead> <tr> <th colspan="4">Table 1. Undervoltage Release Components</th> </tr> <tr> <th>Item No.</th> <th>Part No.</th> <th>Description</th> <th>Qty.</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>EE64156</td> <td>UVR, ABB, 24 VDC E1/6-T8</td> <td>Includes items 2-3</td> </tr> <tr> <td>2</td> <td>—</td> <td>Undervoltage Release</td> <td>1</td> </tr> <tr> <td>3</td> <td>—</td> <td>Screw</td> <td>2</td> </tr> </tbody> </table>	Table 1. Undervoltage Release Components				Item No.	Part No.	Description	Qty.	1	EE64156	UVR, ABB, 24 VDC E1/6-T8	Includes items 2-3	2	—	Undervoltage Release	1	3	—	Screw	2
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1	EE64156	UVR, ABB, 24 VDC E1/6-T8	Includes items 2-3																		
2	—	Undervoltage Release	1																		
3	—	Screw	2																		

Figure 1. Undervoltage Release Components

WORK SAFELY!

Only a qualified service technician with proper training should perform this procedure. Follow all shop safety rules when performing this procedure. If you require technical assistance, contact MQ Technical Support at 800-835-2551.

TESTING

1. Place the generator in an area free of dirt and debris. If trailer mounted, make sure it is on secure, level ground with chock blocks underneath each wheel to prevent the generator from rolling.
2. Place the **Battery switch** (Figure 2) in the **OFF** position.

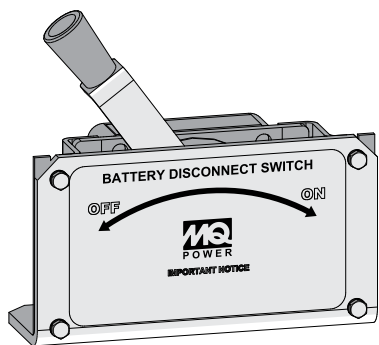


Figure 2. Battery Switch (OFF)

3. Open the **control cabinet** (Figure 3) to access the DEIF controller wiring.

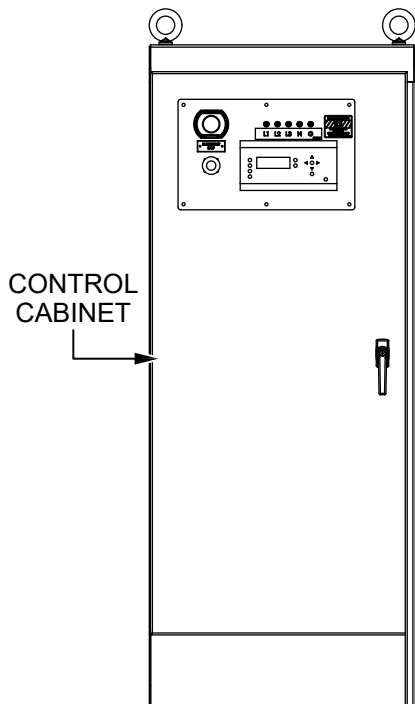


Figure 3. Control Cabinet

4. Disconnect the **WHITE/BROWN** wire from **terminal 11** on the DEIF controller (Figure 4).

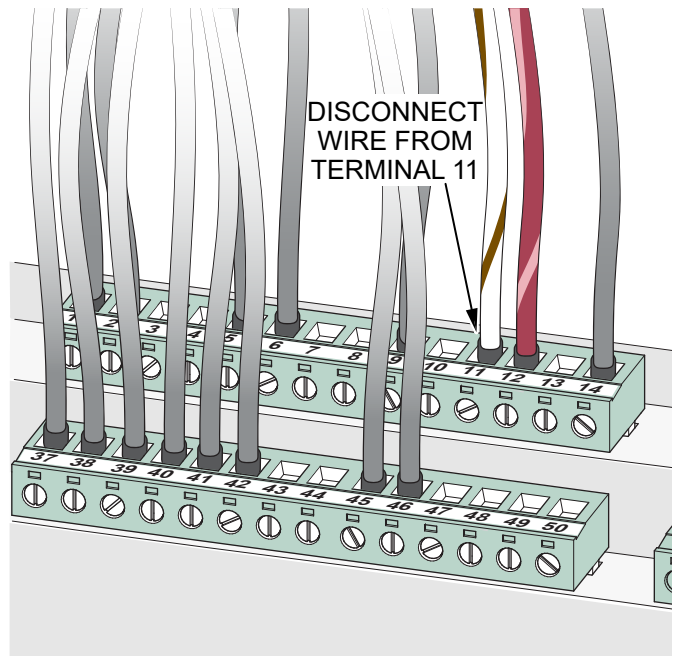


Figure 4. Disconnect Wire From Terminal 11

5. With the **WHITE/BROWN** wire *disconnected and isolated* from terminal 11, start up the generator as described in the operation manual.
6. Press the **Main Circuit Breaker ON** button (Figure 5) on the digital controller touch display.

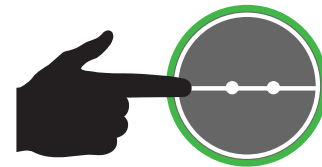


Figure 5. Main Circuit Breaker ON Button

7. When the **Main Circuit Breaker ON** button is pressed:

- A. If the **Breaker Close Failure** alarm appears on the controller screen (Figure 6), the **undervoltage release has been installed, and is functioning properly**. Shut down the generator as described in the operation manual and reconnect the **WHITE/BROWN** wire to terminal 11 on the DEIF controller.

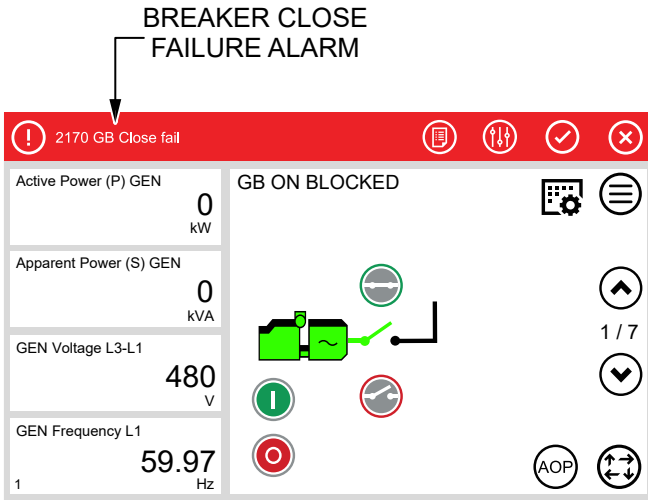


Figure 6. Breaker Close Failure Alarm

- B. If the circuit breaker closes normally and no alarm is present (Figure 7), the **undervoltage release has not been installed. Continue on to the next section.**

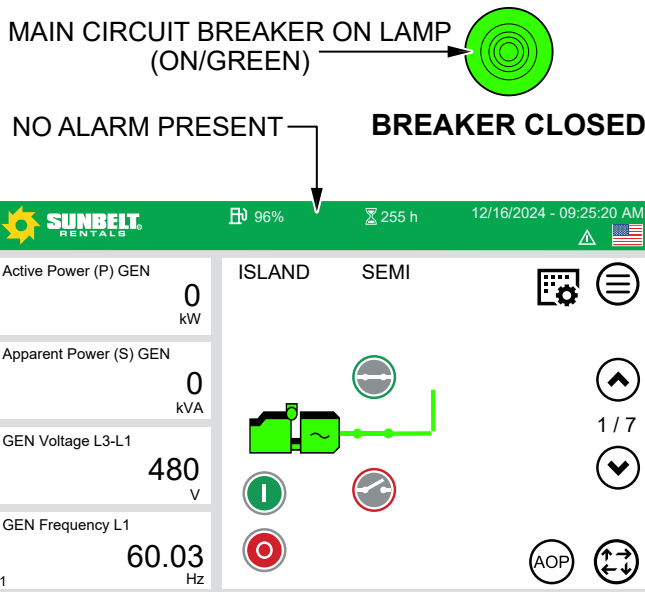


Figure 7. Circuit Breaker Closed

PREPARATION

1. Make sure the generator is turned **OFF** and the engine is cool.
2. Place the **Battery switch** (Figure 8) in the **OFF** position.

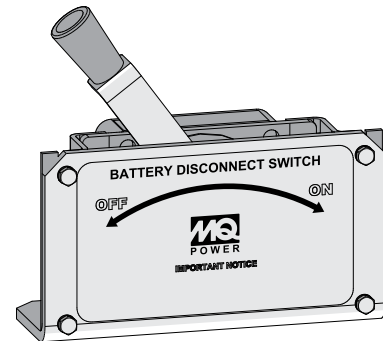


Figure 8. Battery Switch (OFF)

3. If the generator is trailer mounted, a lift or platform will be needed in order to access the main circuit breaker cabinet. See Figure 9.

WARNING

MAKE SURE to utilize all appropriate personal protective equipment, including a **fall arrest system** (e.g. tethered harness, belt, etc.) to prevent falling during the procedure. Refer to OSHA requirements and any applicable local standards for more information.

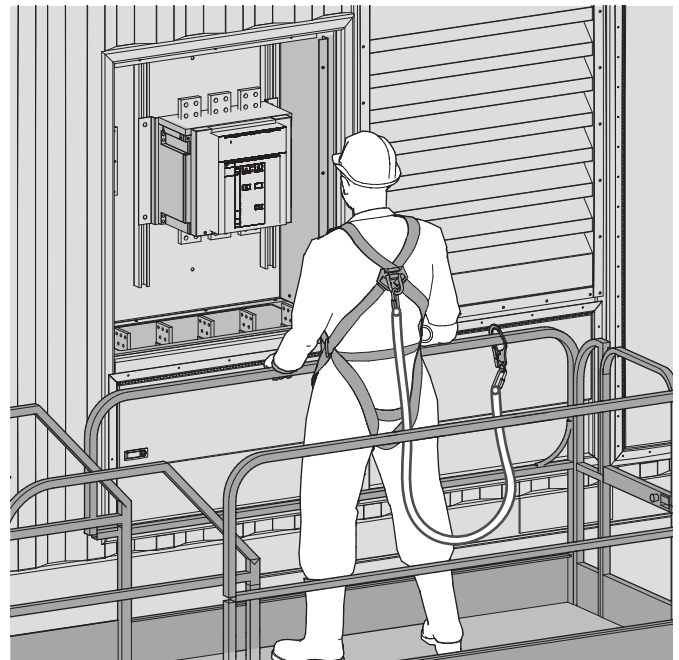


Figure 9. Fall Arrest System (Tethered Harness)

REQUIRED TOOLS

- Ratchet with 9/16" Socket
- P2 Pentalobe Screwdriver
- Phillips-Head Screwdriver
- Long-Reach Snap Ring Pliers
- Small Phillips-Head Screwdriver
- Small Flat-Head Screwdriver

UNDervoltage RELEASE INSTALLATION

NOTICE

If performing this procedure on a **40-foot CG1000C2 model**, **skip steps 1–3 below and proceed directly to step 4.**

CAUTION

To prevent injury and/or damage to equipment, a second person may be needed to assist in removing the frame cover and main circuit breaker cabinet cover.

1. Locate the **frame cover** (Figure 10) just above the **output terminal panel**. Remove the **3/8-inch hex flange bolts** securing the frame cover to the container frame. Remove the frame cover and set it aside. Retain all of the hardware for later.

NOTICE

Panel size and number of fasteners vary by model.

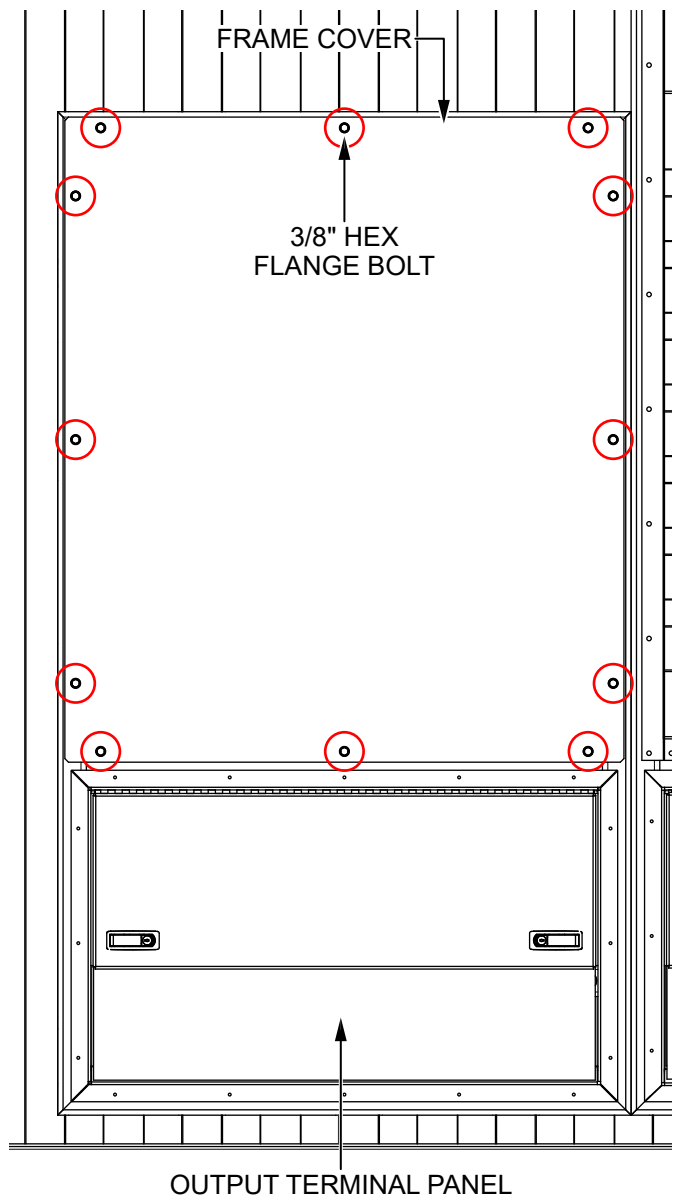


Figure 10. Remove Frame Cover

- Remove the **3/8-inch hex flange bolts** (Figure 11) securing the **main circuit breaker cabinet cover** to the container frame. Remove the cabinet cover and set it aside. Retain all of the hardware for later.

NOTICE

Panel size and number of fasteners vary by model.

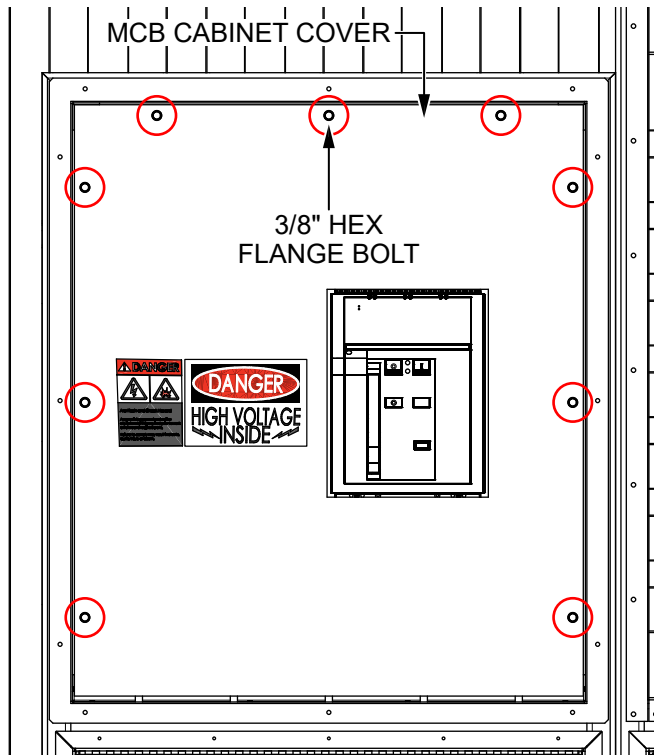


Figure 11. Remove Circuit Breaker Cabinet Cover

- Place a **cloth or sheet** (Figure 12) beneath the **main circuit breaker** to prevent hardware from falling into the cabinet during the procedure.

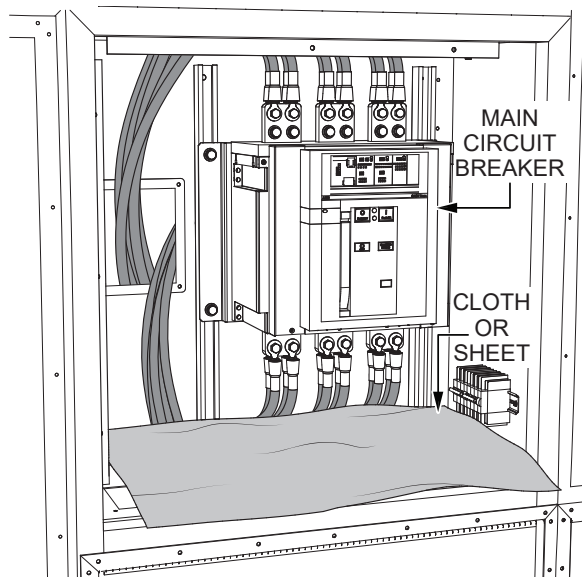


Figure 12. Cover Lower Cabinet Opening

NOTICE

Step 4 is for a **40-foot CG1000C2 model only**. If working on any other container model, skip step 4 and continue at step 5.

- To access the **main circuit breaker assembly**, open the **voltage reconnect cabinet** (Figure 13).

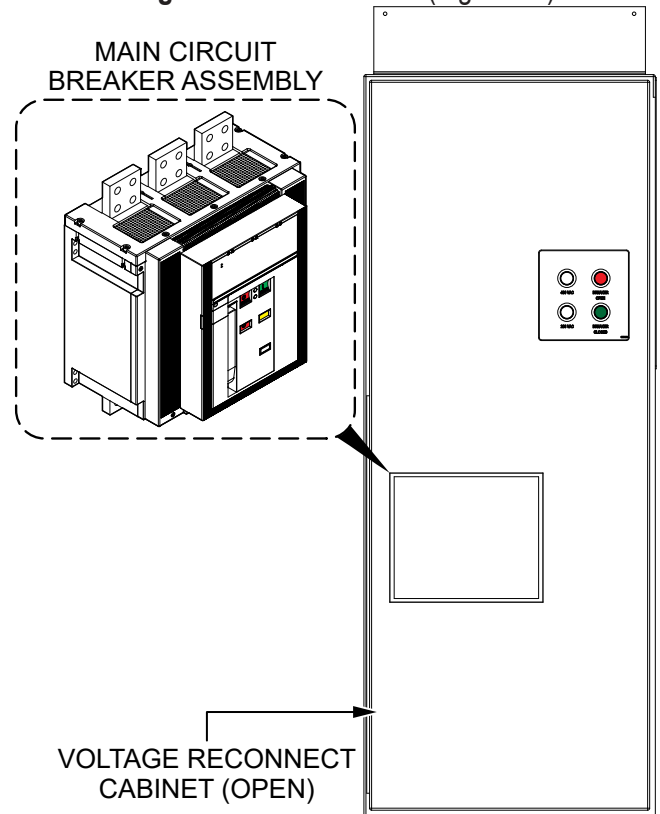


Figure 13. Voltage Reconnect Cabinet

- Lift the clear panel cover on the front of the main circuit breaker, and use a P2 pentalobe screwdriver to remove the **two P2 screws and washers** shown in Figure 14. Set the hardware aside for later.

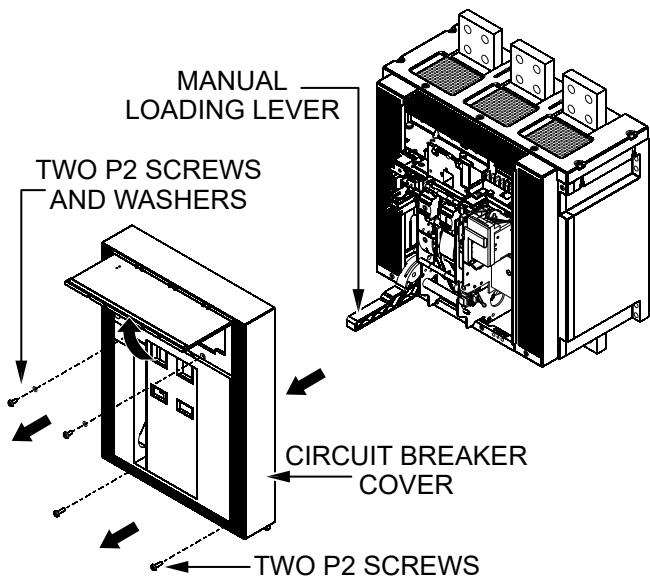


Figure 14. Remove Circuit Breaker Cover

- Remove the **two P2 screws** (Figure 14) located at the bottom of the circuit breaker. Set the screws aside for later.
- Pull down gently on the **manual loading lever** (Figure 14) and remove the **circuit breaker cover**.
- Using a Phillips-head screwdriver, remove the **screw and washers** (Figure 15) from the front of the **accessory bracket**. Set the hardware aside for later.

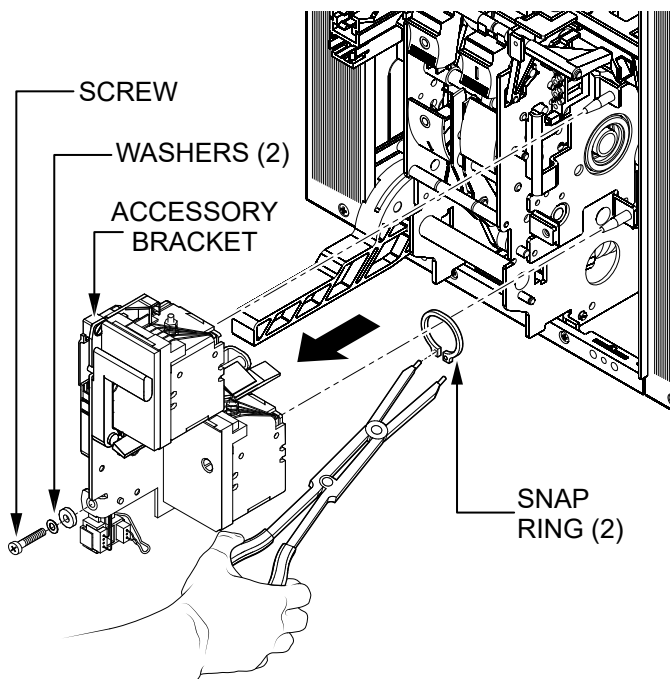


Figure 15. Remove Accessory Bracket

- Using long-reach snap-ring pliers, remove the **two snap rings** (Figure 15) securing the accessory bracket to the circuit breaker assembly. Remove the accessory bracket and set the snap rings aside for later.
- Pull out the **3-pin connector with two wires** (Figure 16) from its stowed position in the accessory bracket.

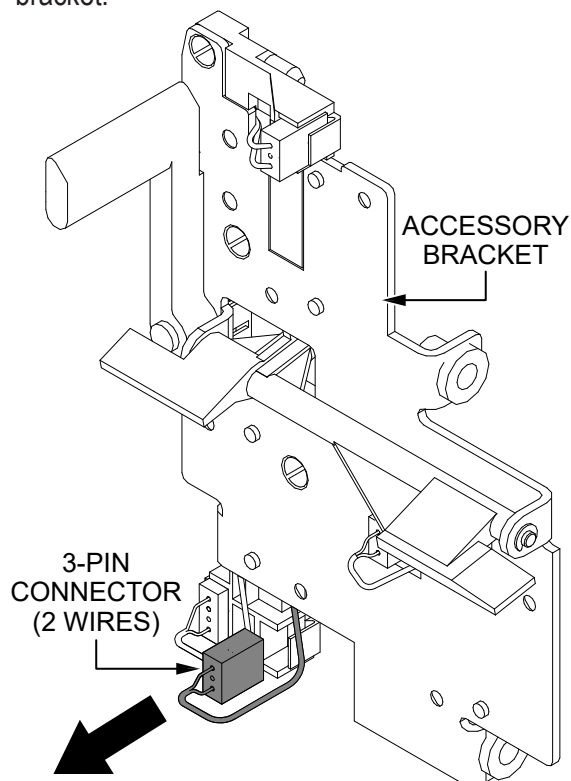


Figure 16. Pull Out 3-Pin (2-Wire) Connector

11. Secure the **undervoltage release** to the accessory bracket using the **two provided screws** as shown in Figure 17. Tighten screws securely (0.81 lbf·ft/1.1 N·m).

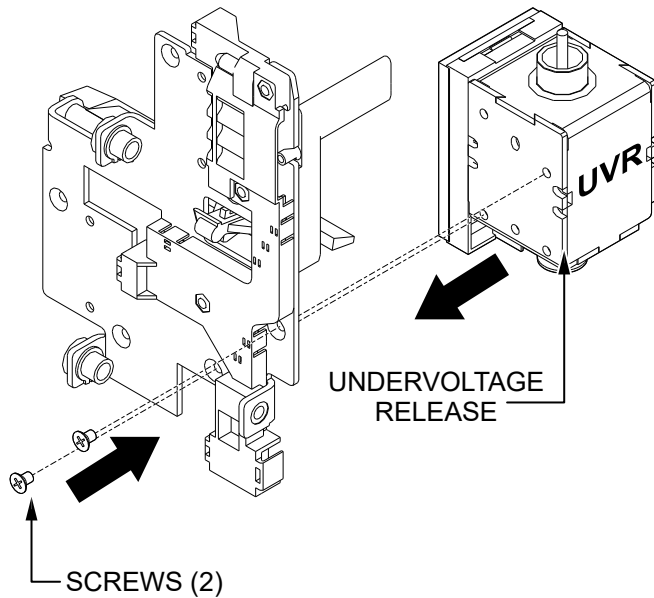


Figure 17. Install Undervoltage Release

12. Plug the **3-pin connector with two wires** (Figure 18) into the receptacle at the bottom of the **undervoltage release**.

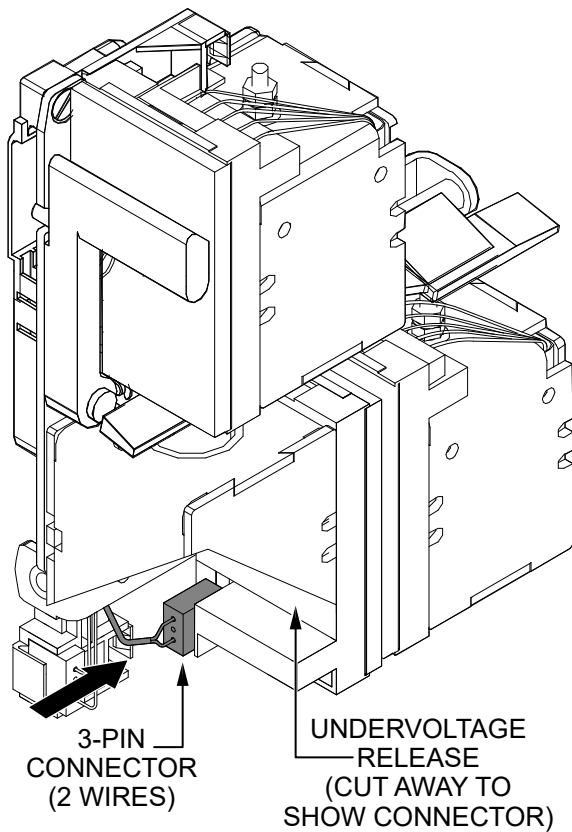


Figure 18. Connect UVR Wiring

13. Reinstall the **accessory bracket** (Figure 19) onto the circuit breaker assembly using the **screw, washers, and snap rings** that were removed earlier. Tighten the screw securely (1.47 lbf·ft/2.0 N·m).

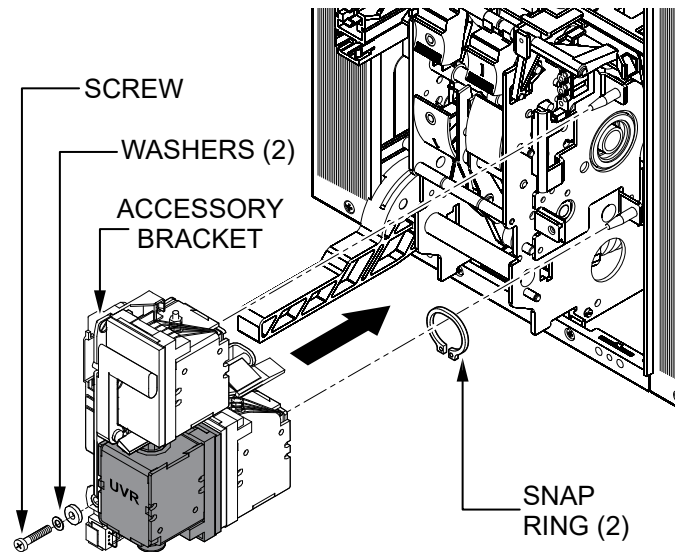


Figure 19. Reinstall Accessory Bracket

14. Reinstall the **circuit breaker cover** (Figure 20) using the **four P2 screws and two washers** that were removed earlier. Remember that the two shorter screws with the washers are located at the top, and the two longer screws without washers are located at the bottom of the circuit breaker.

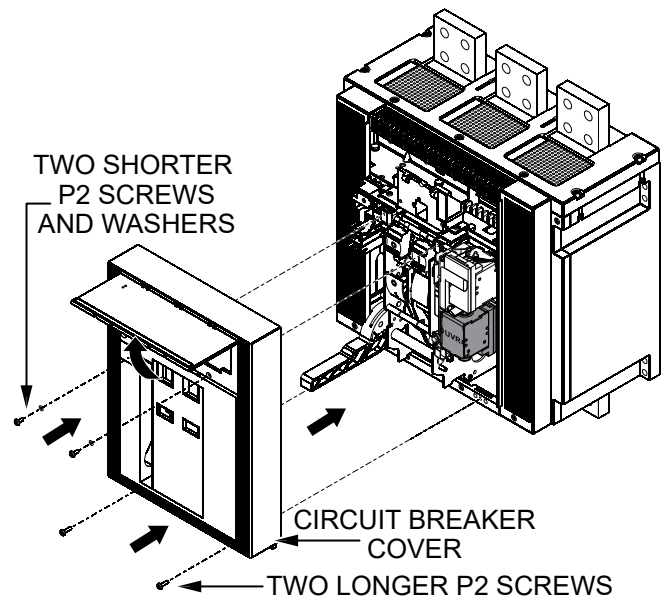


Figure 20. Reinstall Circuit Breaker Cover

15. Remove the cloth or sheet that was placed beneath the circuit breaker assembly.

TESTING

To verify that the undervoltage release is operational:

1. Open the **control cabinet** (Figure 21) to access the DEIF controller wiring.

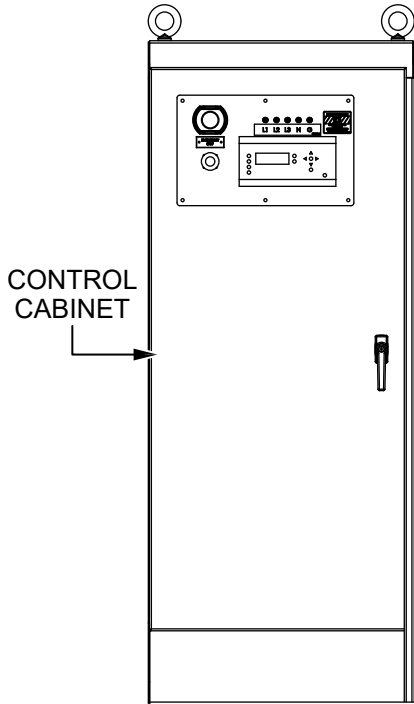


Figure 21. Control Cabinet

2. Make sure the **WHITE/BROWN** wire remains disconnected and isolated from **terminal 11** on the DEIF controller.

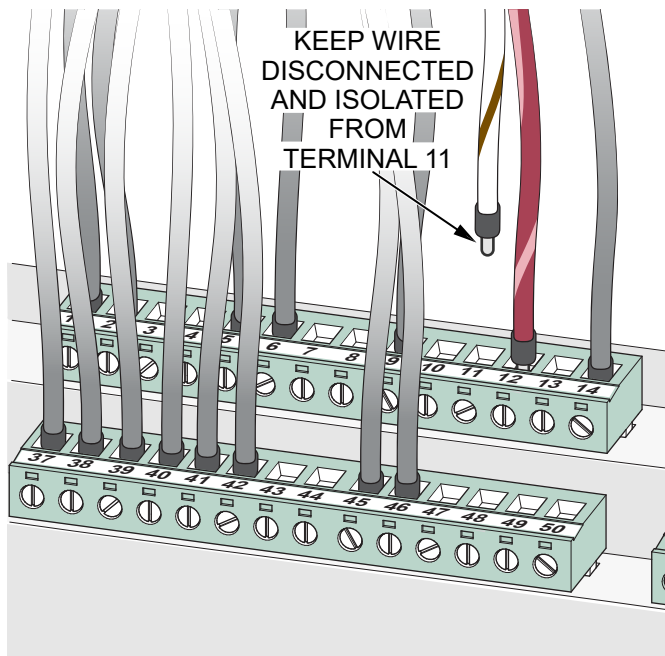


Figure 22. Wire Disconnected From Terminal 11

3. With the **WHITE/BROWN** wire *disconnected and isolated* from **terminal 11**, start up the generator as described in the operation manual.
4. Press the **Main Circuit Breaker ON button** (Figure 23) on the digital controller touch display.

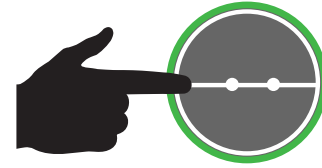


Figure 23. Main Circuit Breaker ON Button

5. If the undervoltage release is installed correctly, the **Breaker Close Failure alarm** (Figure 24) will appear on the controller screen when the Main Circuit Breaker ON button is pressed:

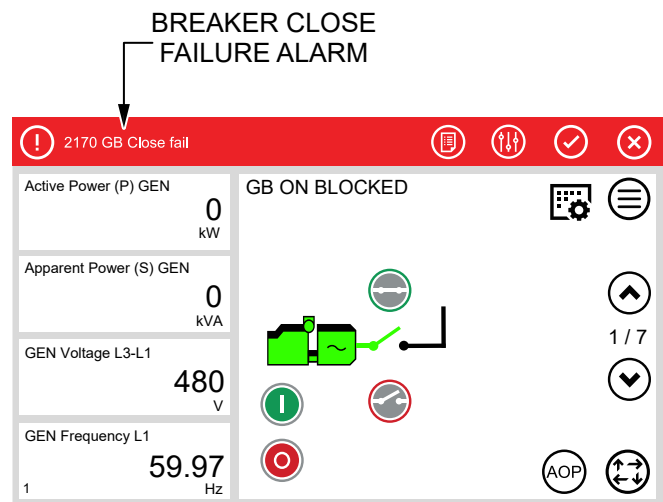


Figure 24. Breaker Close Failure Alarm

- A. If the **Breaker Close Failure** alarm appears on the controller screen when the **Main Circuit Breaker ON** button is pressed, the procedure is **complete**. Shut down the generator as described in the operation manual and reconnect the **WHITE/BROWN** wire to terminal 11 on the DEIF controller.
- B. Reinstall the circuit breaker cabinet cover and frame cover using the 3/8-inch hex flange bolts that were removed earlier.

6. If the undervoltage release is *not* installed correctly, the circuit breaker will close normally (Figure 25) when the Main Circuit Breaker ON button is pressed:

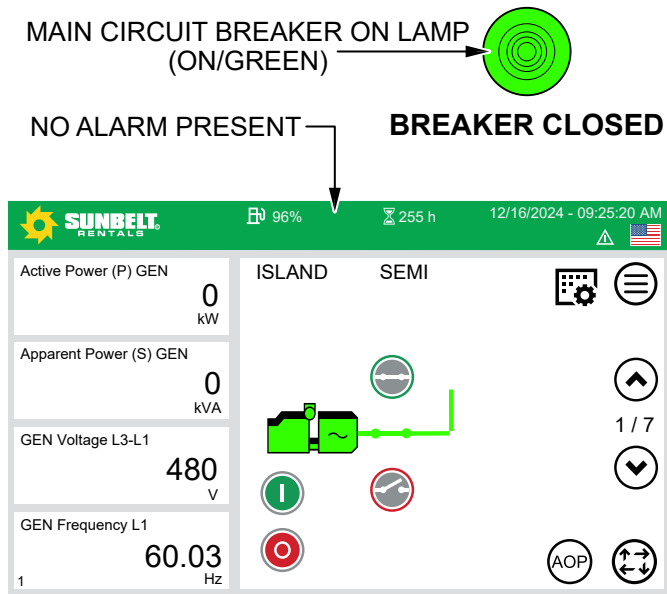


Figure 25. Circuit Breaker Closed

- A. If the circuit breaker closes normally and no alarm is present when the Main Circuit Breaker ON button is pressed, shut down the generator as described in the operation manual and inspect the **UVR wiring connection** (Figure 18). Make sure the correct connector (3 pins, 2 wires) has been used, and make sure the connector is fully plugged into the UVR and the wires are not loose or disconnected.
- B. Perform the testing procedure again. If the circuit breaker *still closes normally* when the Main Circuit Breaker ON button is pressed while the WHITE/BROWN wire is disconnected from terminal 11 on the DEIF controller, please contact MQ Technical Support at 800-835-2551 or mqtechsupport@multiquip.com for assistance.

APPENDIX

Table 2. Models/Serial Numbers Affected

Model Number	Serial Number	Asset Number
CG750C-61983	WA524675-0500	ZS98687
CG750C-62196	5758	ZS96789
CG750C-62527	37193383	ZS201439
CG750C-62882	3H3C412S7XT034684	ZS83253
CG750C-63540	25241871WA5	ZS49966
CG750DD-61631	WA524731-0500	Z10024468
CG750DD-62134	WA518370-0299	Z10024469
CG750DD-62305	1754345	Z43926
CG750DD-62305-R	1754345	Z43926
CG750DD-63016	LJRC41263KT014669	Z43925
CG750DD2-63521	WA558970-0507	Z10051894
CG1000C2-62169	WA558500-0407	Z176539
CG1000C2-62384	D100113317	Z314606T
CG1000C2-63245	X06C130718	Z695074
CG1000C2-63662	E100113683	Z316115T
CG1000DD-61911	17596-1-1	Z10024470
CG1000DD-62235	5761510	Z43949
CG1000DD-62327	10003 1-2	Z601741
CG1000DD-62379	5592- 3- 12	Z43943
CG1000DD-63163	7045 12	Z10129431
CG1500C-62706	K100169681	Z342557T
CG1500C-62911	139211-1	Z601748
CG1500C-63220	5ABE40205XB994579	ZS52558
CG1500C-63414	33141898WA5169751098	ZS46465
CG1500C-63558	1496402	Z601747
CG1500C2-62587	12680- 1- 1	Z601743
CG1500C2-63148	K100170069	Z345218T
CG1500C2-63283	WA560675-1007	Z227974T
CG1500C2-63559	WA566899-0908	Z695076
CG1500C2-63838	5V8CY48B4BM103143	Z327308T
CG1500DD-63517	705749	Z553442
CG1500DD2-62526	2199294	Z529278
CG1500DD2-62658	2199292	Z519209T
CG1500DD2-63445	2202973	Z516337