

Date: 04/29/16
To: DA7000SSA2 Owners
From: Multiquip Product Department
Subject: **IMPORTANT SAFETY INFORMATION**



Dear Multiquip Customer,

Our records indicate you have purchased one or more Multiquip model DA7000SSA2/SSA2GH generators. This generator is also used as the power source for MLTDA72/72GH mobile light towers.

When servicing this generator, note the operating relationship between the Full Power Switch and the 120/240V 30 amp receptacle:

While the Full Power switch is in the 240/120V position, setting the auxiliary circuit breaker protecting the 120/240V 30 amp receptacle to the OFF position does not remove all voltage to this receptacle.

With this auxiliary breaker in the OFF position, 120 Volts is present at the receptacle, posing a risk to equipment along with a potential shock hazard causing serious personal injury.

The accompanying bulletin explains the actions required to correct this problem.

Failure to perform this procedure may result in:

RISK OF INJURY OR DEATH, WHEN SERVICING ELECTRICAL COMPONENTS WHILE THE GENERATOR IS IN OPERATION.

If this generator has been resold, please forward this bulletin to the new owner.

Your prompt attention to this matter is appreciated. If you have questions, please contact the Multiquip Technical Support Department at 800-478-1244 or techsupport@multiquip.com.

PARTS ORDERING INFORMATION

YOU MUST PLACE A PARTS ORDER WITH THE MULTIQUIP PARTS DEPARTMENT TO ENSURE PROPER SHIPMENT. Upon placing the order, the parts needed will be shipped to you.

- Parts order form has been enclosed for your convenience.
- Use Multiquip's SmartEquip™ Online Parts Order System for faster service.

WARRANTY INFORMATION

Campaign: Reference No. 20162011

Option 1: To expedite warranty reimbursement, submit warranty claim online with Multiquip's E-Warranty application. Contact the Multiquip Warranty Department for username and password.

Option 2: Fill out the enclosed Application for Warranty Consideration form and fax to the MQ Warranty Department.

Labor Allowance: 1.5 hours total flat rate



Parts Order Form – DA7000SSA2 Circuit Breaker Installation

Warranty Campaign 20160211 Parts Order Form

Please Print Clearly and Provide Requested Information as Accurately as Possible.

P.O. # _____

PARTS ORDER:

QTY.	PART NUMBER	DESCRIPTION
1	CB1MODIFICATIONKIT	Kit, Circuit Breaker Modification

Model No. _____ Serial No. _____

Sold to Company: _____ Acct. No. _____

Contact Name: _____

Ship to Company: _____

Contact Name: _____

Street Address: _____

City: _____

State/Province: _____ Zip Code _____

☐ I need Authorized Service Center (ASC) or servicing dealer assistance. Please contact me with additional information.

Return Today By Fax

Toll Free Fax: 800/672-7877 • Direct Fax: 310/637-3284
Toll Free Phone: 800/427-1244 • Direct Phone: 310/537-3700
Export Parts Orders Fax: 310/537-3371

Application for Warranty Consideration

Your WO Ref #



MULTIQUIP INC.
18910 WILMINGTON AVENUE □ CARSON CA 90746
POST OFFICE BOX 6254 □ CARSON, CA 90749
Phone: 800-421-1244 □ FAX: 310-943-2249
E-mail: MQWarranty@Multiquip.com

NOTE: THIS IS NOT A WARRANTY APPROVAL until otherwise specified.

Account No.	Unit Model #	Purchase Date:
Dealer Name:	Serial #	Resale Date/in Service Date:
Address:	Hours Meter Reading:	Date of Failure:
City/State/Zip:	Engine Model #	Date of Repair:
Contact:	Engine Serial #	Date of Claim:

Phone #	Fax #	Email:
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PARTS REPLACED

Qty / Hrs	Part Numbers	Item Description	Invoice or Packing List # On Replacement	Net Each	Extended Amount
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PRIMARY FAILED PART — List the defective part replaced (the part that caused the warrantable failure)

--	--	--	--	--	--

ALL OTHER PARTS— List all other parts used to complete the repair

Travel Time (allowed on Power Equipment only):	Jobsite Address:		
--	------------------	--	--

Millage:			
Freight:			

	Total \$
--	-----------------

FSM Approval Ref # (If assigned by Field Service Mgr.)	NOTE: Labor is subject for consideration by MQ approval.	LABOR HOURS	LABOR RATE	AMOUNT
	Labor	1.5		
	Parts			
	Misc.			

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(Detailed) Reason for Warranty Claim	TOTAL CLAIM \$
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Problem/Cause:

Remedy/Notes:

PLEASE NOTE: DEFECTIVE PARTS **"MUST"** BE KEPT FOR 90-DAYS.
PHOTOS MAY BE REQUESTED OR DEFECTIVE ITEM(S) FOR MULTIQUIP REVIEW AND RESOLUTION OF CLAIM.
Please **"Do Not"** return defective item(s) to Multiquip **"only"** upon Multiquip request and provided return reference # ...

On-line Warranty Application is also available; please contact MQ Warranty Department to obtain access



Service Bulletin

DA7000SSA2 Circuit Breaker Installation

Product Group: Generators	Date Issued: 04/29/16	Service Bulletin No. GS20160211
Bulletin Type <input checked="" type="checkbox"/> Mandatory <input type="checkbox"/> Information Only <input type="checkbox"/> Recommended Change	Models/Series Affected: DA7000SSA2 SERIES MLTDA72 SERIES	

Details

Problem:

While the Full Power switch is in the 240/120V position, setting the auxiliary circuit breaker protecting the 120/240V 30 amp receptacle to the OFF position does not remove all voltage to this receptacle. 120 Volts remain present at the receptacle, posing a risk to equipment along with a potential shock hazard causing serious personal injury.

Solution:

Install a new circuit breaker (2-pole) to replace the single pole breaker, CB1.

Parts Information (see next page)

PARTS NEEDED

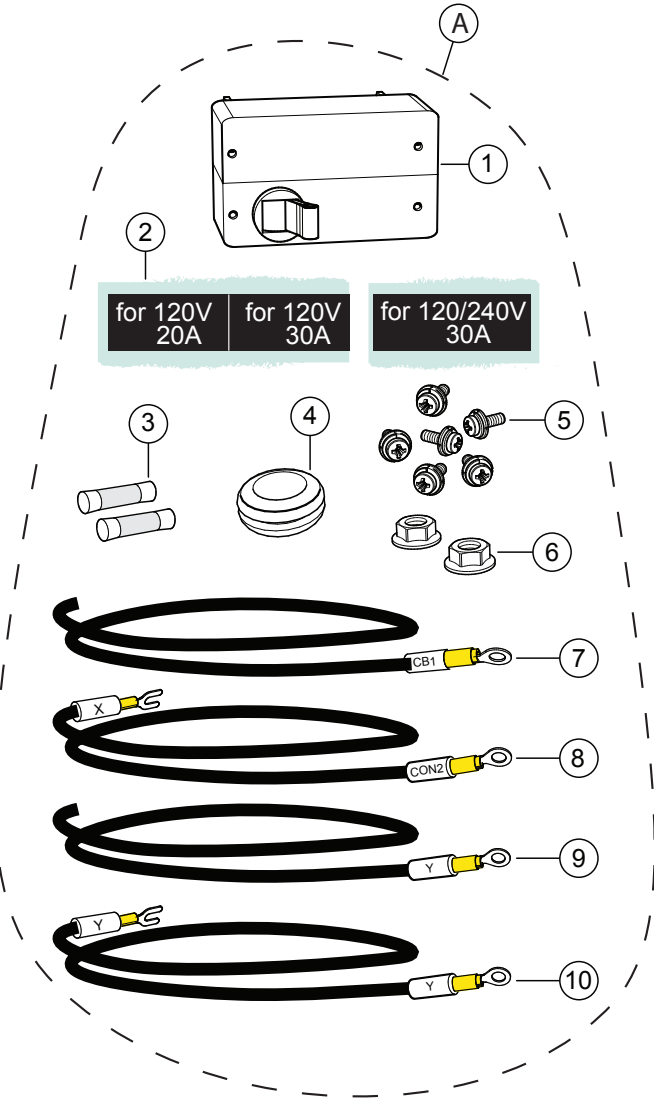


Figure 1. Circuit Breaker Modification Kit

Table 1. Circuit Breaker Modification Kit				
Item No.	Part No.	Description	Qty.	Rmks
A	CB1MODIFICATIONKIT	Kit, Circuit Breaker Modification	1	Includes items 1-10
1	Y0601806425	Circuit Breaker	1	
2	A92100350	Decal	1	
3		Butt Splice Connectors	2	
4	Y0601850260	Grommet, Rubber	1	
5	Y0027103006	Screw, M3 x 6 mm	6	
6	Y0038403000	Hex Head Nut, M3	2	
7		Wire A 27.5 in.(700 mm) round terminal on one end, bare on other end	1	
8		Wire B 27 in. (690 mm) round terminal on one end, Y terminal on other end	1	
9		Wire C 25.5 in. (650 mm) round terminal on one end, bare on other end	1	
10		Wire D 25 in. (640 mm) round terminal on one end, Y terminal on other end	1	

TOOLS NEEDED

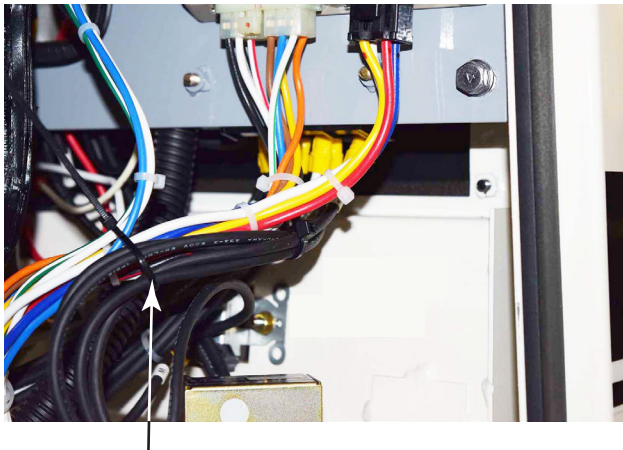
- Wire Crimper/Cutter
- Drill Set
- Center Punch
- Tie Wraps
- Screwdriver
- Hole Drilling Template (see attached sheet)

WORK SAFELY!

Only a qualified service technician with proper training should perform this installation. Follow all shop safety rules when performing this installation.

PREPARATION

1. Make sure generator is turned off and engine is cool.
2. Place the generator in an area free of dirt and debris. Make sure it is on secure level ground.
3. Open the left and right side doors of the generator to gain access to the circuit breaker.
4. Disconnect the battery cables (negative terminal first) and remove the battery.
5. Inside the generator access door, on the opposite side of the battery, behind the control panel where the new circuit breaker will be installed, push aside the wires and secure with a tie wrap to allow room for installation (Figure 2).



PUSH WIRES BACK AND
SECURE WITH TIE WRAP

Figure 2. Securing Wires

PROCEDURE

Drilling the Holes

1. Cut the template accompanying this document.
2. On the front of the generator below the control panel, measure and mark 1 inch from the left and 1.5 inches from the bottom. Tape the template at this position (Figure 3).

ATTACH TEMPLATE HERE

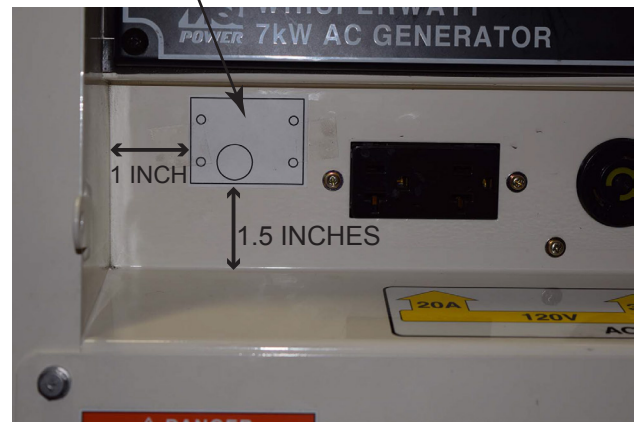


Figure 3. Template Attachment

3. Use a center punch to mark where the holes are to be drilled.
4. Using a 9/64" bit, drill the 4 small holes as marked.
5. Using a 3/4" bit, drill the big hole (drill small pilot hole prior to drilling 3/4" hole).
6. Debur the holes and wipe off the filings.
7. Remove the template when all holes are drilled.

Disconnecting Existing Circuit Breaker CB1

Refer to Figure 5 for location of connections and Figure 11 for wiring diagram.

1. Locate the wire marked CB1 connected to the circuit breaker CB1 on the generator (Figure 5 ❶). Cut the wire as close to the circuit breaker as possible. Strip the wire about 1/4 inch and install a butt splice on the end of the wire.
2. Unscrew the 120/240V Output Receptacle from the front panel and pull out from the rear for better access to connector CON2 (Figure 4).

REMOVE 2 SCREWS TO RELEASE
120/240V OUTPUT RECEPTACLE



Figure 4. Detaching 120/240V Output Receptacle

3. Locate the wire marked CON2 connecting the circuit breaker CB1 to connector CON2 X (Figure 5 ❷). Remove and discard this wire and circuit breaker CB1.
4. Locate the wire marked Y connected to connector CON2 Y (Figure 5 ❸). Cut the wire as close to the Y connector as possible. Strip wire about 1/4 inch and install a butt splice on the end of this wire. Remove and discard Y connector.

Connecting New CB1 (P/N Y0601806425)

Refer to Figure 5 for location of connections and Figure 11 for wiring diagram.

5. Connect the round terminals of the 4 wires in the kit to the new CB1 (P/N Y0601806425) as follows:

Table 2. Wire Connections to New CB1				
Wire	Terminal Type	Wire Label	CB1 Connection	Figure 5 Reference
A	Round	CB1	Line Side - Bottom	❹
B	Round	CON2	Load Side - Bottom	❺
C	Round	Y	Line Side - Top	❻
D	Round	Y	Load Side - Top	❼

6. Connect the other ends of the 4 wires as follows:

Table 3. Wire Connections to CON1 and CON2				
Wire	Terminal Type	Wire Label	Connection	Figure 5 Reference
A	Bare	N/A	Strip and splice w/ wire marked CB1 (CON1 X)	❽
B	Y	X	CON2 X	❾
C	Bare	N/A	Strip and splice w/ wire marked CON2 (CON1 Y)	❿
D	Y	Y	CON2 Y	⓫

NOTE:
⚠ EXISTING WIRE AND CIRCUIT BREAKER TO BE REMOVED/DISCARDED.

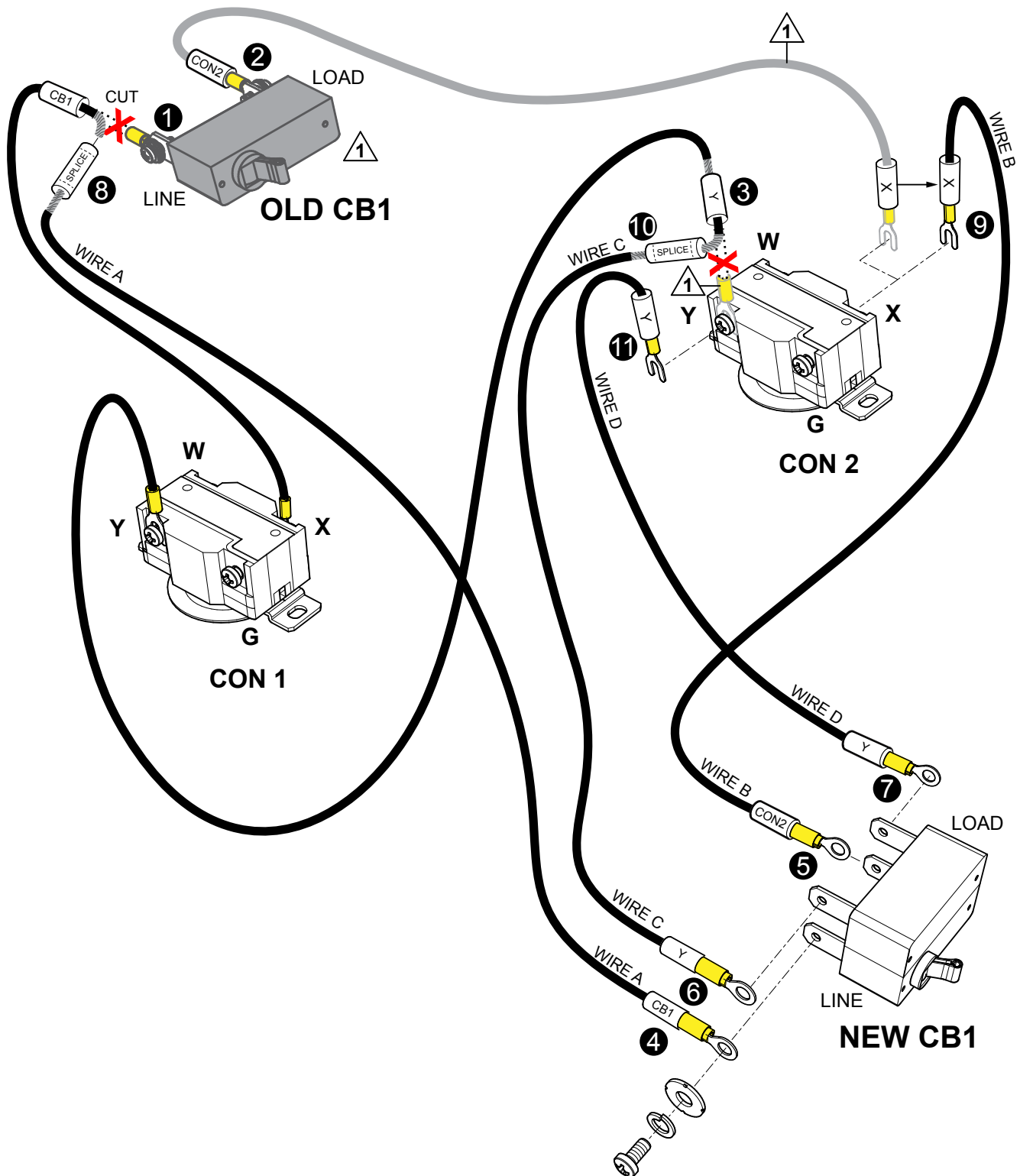


Figure 5. Disconnecting OLD CB1 and Connecting NEW CB1

Installing Wired CB1

7. Orient the wired CB1 and carefully position behind the control panel where the holes were drilled (Figure 6). Push in switch through the large hole.

CB1 ORIENTATION

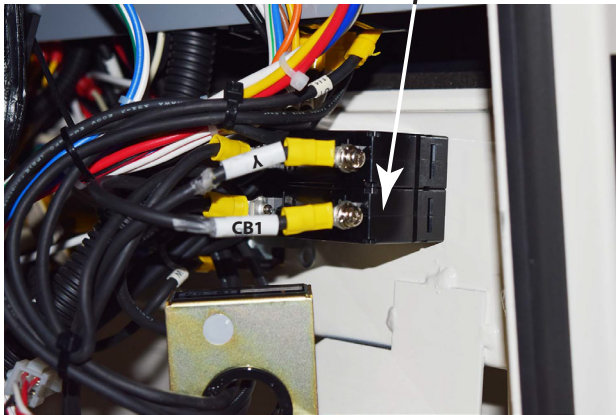


Figure 6. CB1 Installation

8. Secure CB1 with four M3 screws (P/N Y0027103006) on the front of the generator (Figure 7).

SECURE CB1 WITH
4 M3 SCREWS (P/N Y0027103006)

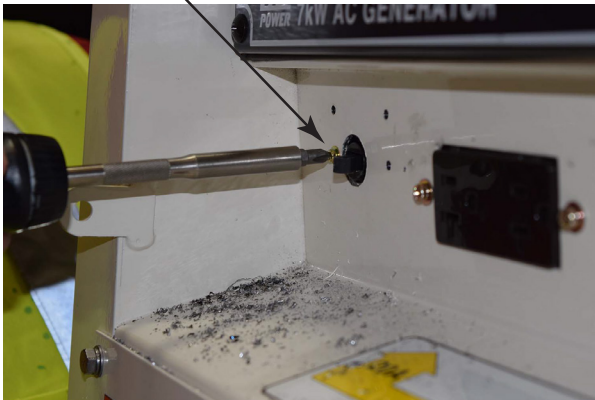


Figure 7. Securing CB1

Installing New Decals, Grommet, and Screws

1. Remove old decal strip from the front panel (see Figure 8).

REMOVE DECAL

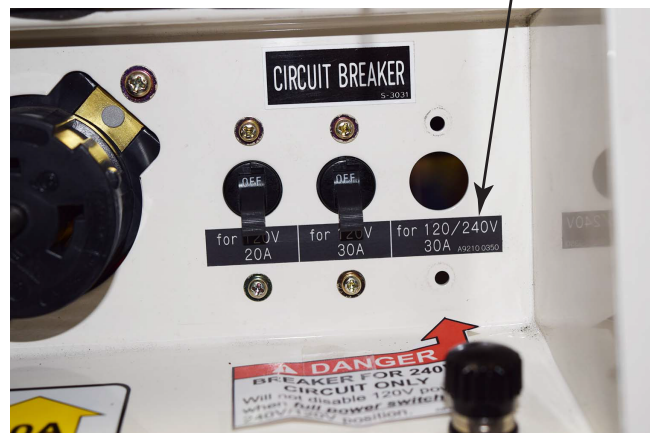


Figure 8. Removing Old Decal

2. Attach the 2 sections of the new decal (P/N A92100350) to the 2 locations shown in Figure 9.



ATTACH NEW DECALS

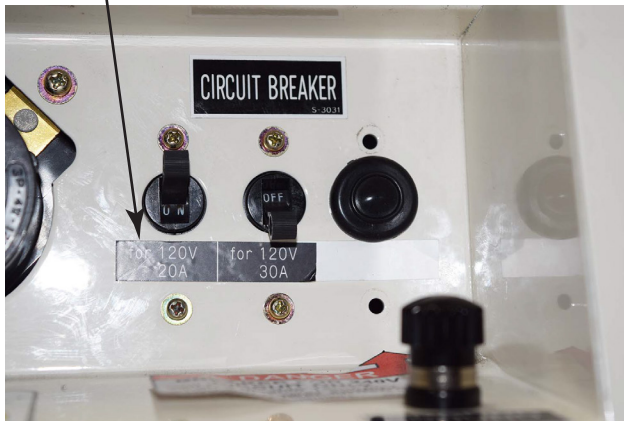


Figure 9. Installation of New Decals

3. Install grommet (P/N Y0601850260) to the hole where the old CB1 was removed (Figure 10).

INSTALL GROMMET AND SCREWS

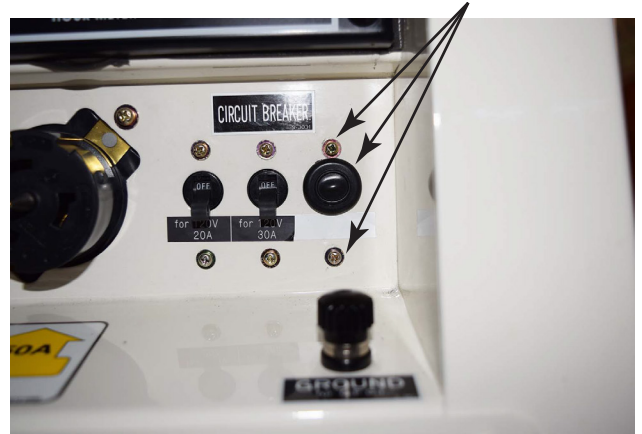


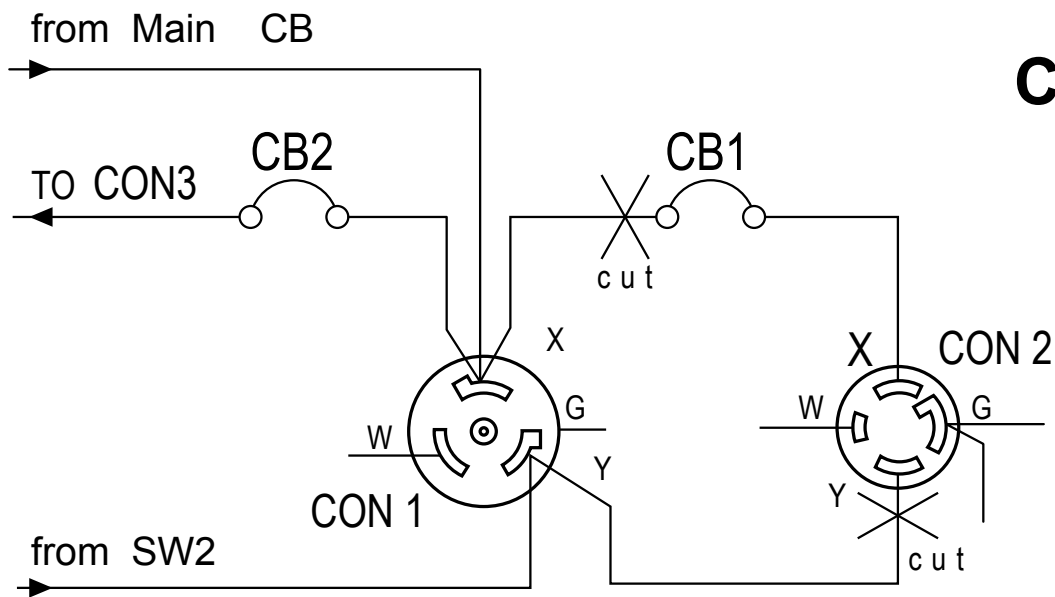
Figure 10. Grommet and Screws Installation

4. Install 2 M3 screws (P/N Y0027103006) to the smaller holes and secure with 2 M3 Hex nuts (P/N Y0038403000) at the rear of the holes (Figure 10).

Completing Installation

1. Reinstall connector CON 2 and the 120/240V Output Receptacle.
2. Tie wrap cables as necessary for neatness.
3. Reinstall and reconnect battery.
4. Close the side doors of the generator.

CURRENT



AFTER

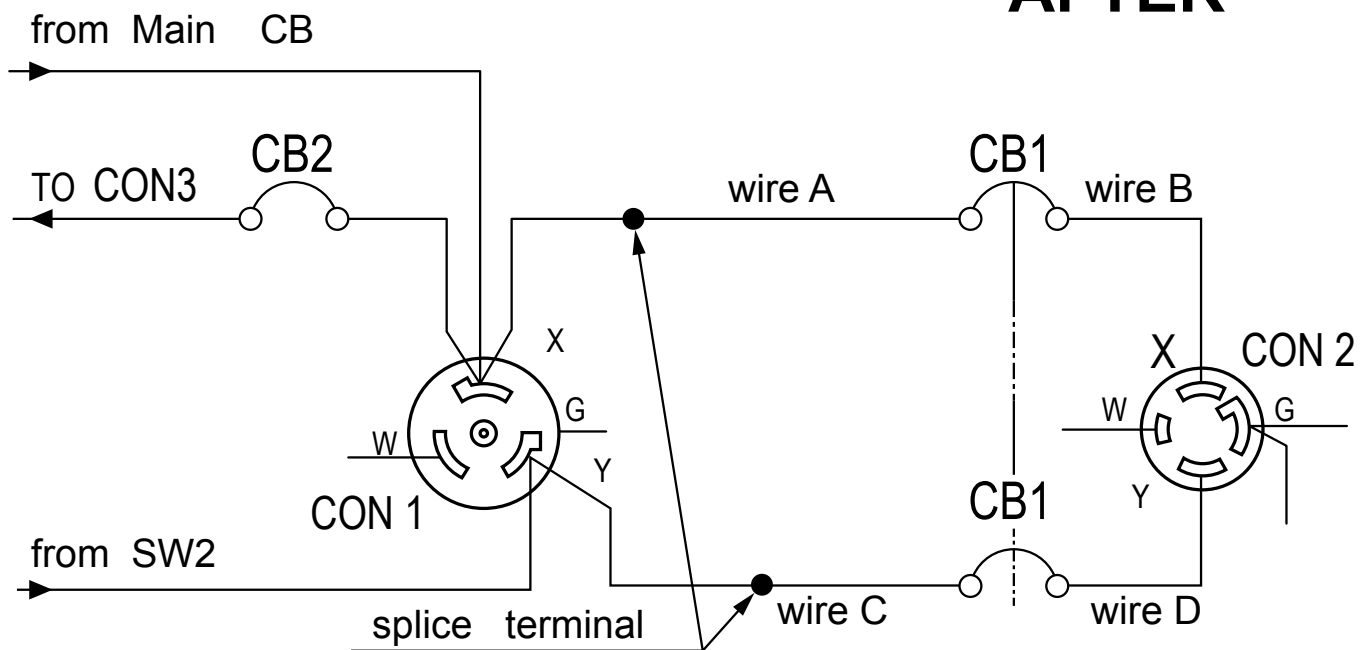
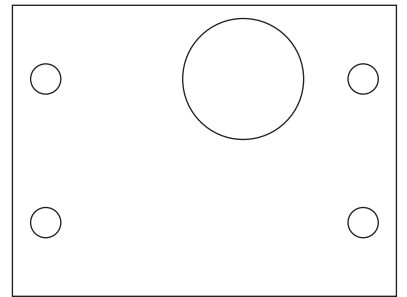
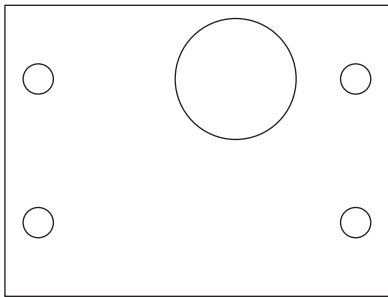
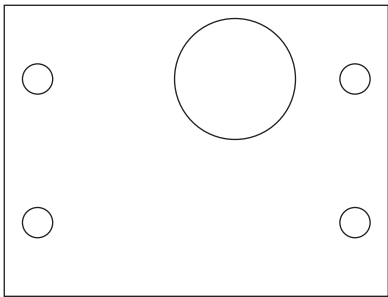
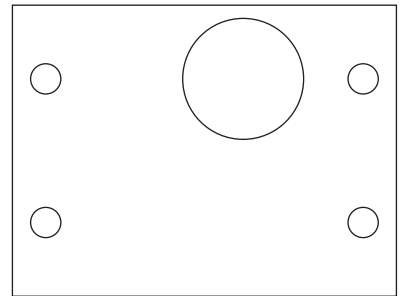
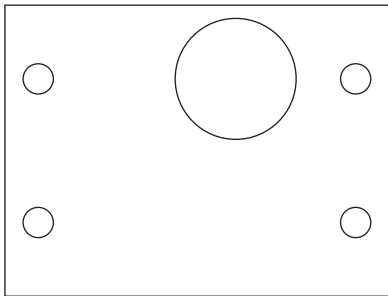
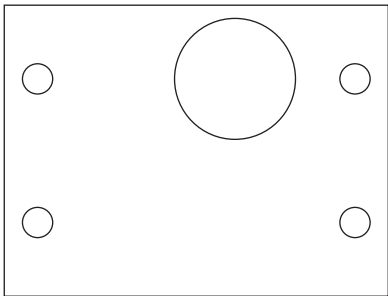
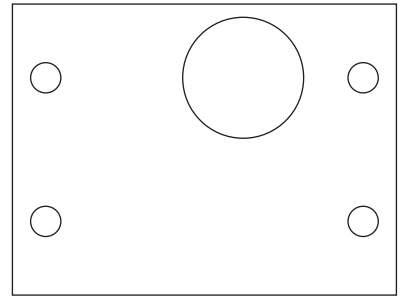
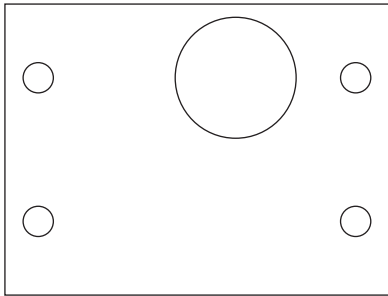
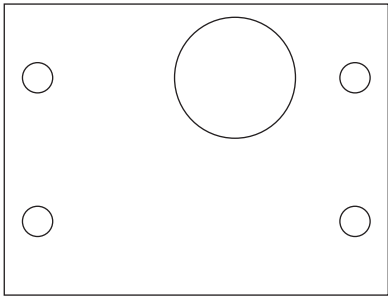
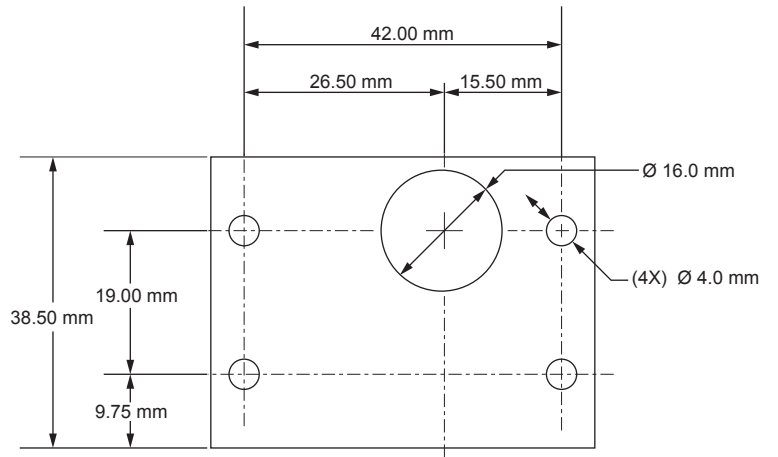
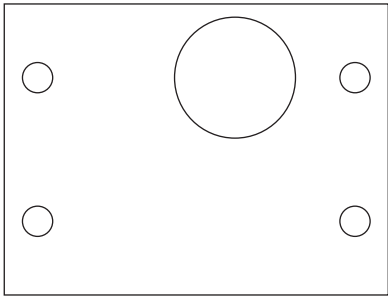


Figure 11. Circuit Breaker Wiring Diagram

TEMPLATE





Service Bulletin

DA7000SSA2 Circuit Breaker Installation

HERE'S HOW TO GET HELP

PLEASE HAVE THE MODEL AND SERIAL
NUMBER ON-HAND WHEN CALLING

UNITED STATES

Multiquip Corporate Office

18910 Wilmington Ave. Tel. (800) 421-1244
Carson, CA 90746 Fax (310) 537-3927
Contact: mq@multiquip.com

Service Department

800-421-1244 Fax: 310-537-4259
310-537-3700

Technical Assistance

800-478-1244 Fax: 310-943-2238

MQ Parts Department

800-427-1244 Fax: 800-672-7877
310-537-3700 Fax: 310-637-3284

Warranty Department

800-421-1244 Fax: 310-943-2249
310-537-3700

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Multiquip

4110 Industriel Boul. Tel: (450) 625-2244
Laval, Quebec, Canada H7L 6V3 Tel: (877) 963-4411
Contact: infocanda@multiquip.com Fax: (450) 625-8664

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Contact: sales@multiquip.co.uk

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