Section 5: Trouble Shooting

Condition	What to look for / Actions
Converter does not start, no noise.	-Check (L1-L2) input power source for voltage. -Check circuit breaker or fuses. -Check for loose connection. -Make sure switch terminal blocks are securely attached.
Converter is trying to start, but does not.	-Check (L1-L2) input power for correct voltage. -Make sure loads are off downstream of converter. -Check generator motor for correct wiring. -Make sure input wire is the correct size. -Check kVA size of transformer, it may be too small.
Converter is vibrating, runs loud or has bearing noise (squealing).	-Make sure converter is not bolted down solid. -Check (L1-L2) input power for correct voltage. -Check generator motor for correct wiring. -New converters may need break in period, let run 25 – 50 hours.
Load does not start or run.	-Check (L1-L2) input power for correct voltage. -Rotary phase converter may be too small. -Make sure input wire is the correct size. -Check kVA size of transformer, it may be too small. -Measure voltage when load is starting and running, additional capacitors may need to be added. -Check load motor wired for low voltage.
Load motor is running backwards.	-Switch any two (2) connections at the load.
Chatter noise from my load relay.	-Check (I1-L2) input power for correct voltage. -Check if T3 is connected to motor starting relay (coil).
Output voltage is high.	-Check (L1-L2) input power for correct voltage. -Capacitors may need to be removed. Consult NAPCES. -A buck boost transformer may be needed if single phase input is too high.
Output voltage is low.	-Check (L1-L2) input power for correct voltage. -Capacitors may need to be added. Consult NAPCES. -A buck boost transformer may be needed if single phase input is too low.
Generator feels hot.	-Generator will feel warm to the touch. This is a normal condition.

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