

Troubleshooting Guidelines

Use the table below to identify and resolve the most common issues. If you are unable to resolve a problem after working through the relevant steps, contact our technical support team.

Symptom	What to Check
The converter does not start; no sound or movement.	Check the input voltage between L1 and L2. Check the circuit breaker and fuses. Check for loose wire connections. Confirm that switch terminal blocks are fully seated and locked.
The converter tries to start but will not reach full speed.	Verify that input voltage (L1-L2) is within the correct range (208 to 250 V). Confirm that all loads are off and disconnected downstream. Check idler generator wiring. Verify that the input wire is the correct size. Check the kVA rating of any transformer in the circuit.
The idler generator vibrates excessively or runs louder than expected.	Confirm the idler generator is NOT bolted down solid — it must float on the rubber isolation feet. Check the input voltage (L1-L2). Check idler wiring. New units may have a break-in period of 25 to 50 hours.
Load will not start or run.	Check input voltage (L1-L2). Verify the converter is sized correctly for the load. Check input and output wire sizes. Verify transformer kVA if one is used. Measure voltage at the load while it is starting — additional capacitors may be needed. Check that the load motor is wired for the correct voltage.
Load motor runs backward.	Switch any two of the three output connections at the load motor. Do not change anything at the converter.
Control relays chatter or lights flicker on the load equipment.	Check input voltage (L1-L2). Confirm that T3 is not connected to any control circuit. All control circuits must run from T1 and T2 only.
Output voltage is too high.	Check input voltage (L1-L2). Capacitors may need to be removed. Contact us for assistance. A buck-boost transformer may be needed if the single-phase input voltage is too high.
Output voltage is too low.	Check input voltage (L1-L2). Confirm wire sizes are adequate. Capacitors may need to be added. Contact us for assistance. A buck-boost transformer may be needed if the single-phase input is too low.
Idler generator feels hot to the touch.	The idler generator will normally run warm. This is expected. Verify airflow around the unit is not restricted. Check that the isolation feet are in place and the generator is not bolted down solid.
Breaker keeps tripping.	Check for improper wiring — a ground connected where it should not be is a common cause. Confirm the breaker is correctly sized per the installation manual. Verify wire sizes are adequate. Check that the idler is wired correctly and that no idler connections are grounded.