



Frequently Asked Questions - GenerLink

1. Q. What is GenerLink?

A. GenerLink is an interconnection device that connects a portable generator directly to your home's electrical system. If there is a power outage, it will allow you to use your generator as a source of back-up power. When referring to the Compatibility Chart, the Generlink we provide is the L14-30.

2. Q. Is GenerLink different from a transfer switch?

A. GenerLink is designed as an alternative to a transfer switch, but there are some differences:

- While transfer switches may require re-wiring your home electric system, GenerLink is installed outside your house, at your electric meter.
- Transfer switches often have 6-8 hard-wired circuits, limiting the number of circuits you can connect to the transfer switch. This can limit the number of appliances or outlets powered through the transfer switch. Because a GenerLink is installed at your electric meter, it allows power to your breaker panel, meaning you can choose which appliances or circuits you want to run (using your breaker panel), up to the capacity of your generator.
- Transfer switches often have only a couple of 240 volt circuits of 15-20 amps. Because of this, they cannot always supply power for heavier loads, like what may be required by a hot water heater or oven. However, because GenerLink supplies power through your breaker panel, any appliance connected to your breaker panel can be supplied power (up to 30 amps), provided your generator's capacity is sufficient.
- Note: Please remember that transfer switches must not be installed on EQUS transformer poles.

3. Q. What size should my generator be?

A. You should use a generator with a capacity large enough to supply power to the largest appliances you plan to power in the event of an outage. Keep in mind that GenerLink is designed for compatibility with a 30 amp connector, and is not rated for higher outputs. If you generate outputs greater than 30 amps, your GenerLink will electronically disconnect. [For further compatibility references and instructions visit https://www.generlinkcanada.ca/compatibility-chart/](https://www.generlinkcanada.ca/compatibility-chart/)

4. Q. How do I connect my generator to GenerLink?

A. GenerLink comes with a specially designed 30 amp cord. Insert the four-blade plug of the cord into the outlet of your generator, and then plug the cord into your GenerLink by aligning the "thumb guide" on the cord with the front of the GenerLink receptacle. When you insert the connector there will be a snapping sound (this is the connector locking in place).

5. Q. What type of cord do you mean by "power cord"?

A. For connecting to GenerLink, a power cord is a GenerLok connector that attaches to the GenerLink system, along with an appropriately designed, rated, and outdoor appropriate

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cord with NEMA connector for your generator. Depending on your generator, you may need a 20 amp or 30 amp NEMA connector. To maintain the best quality power from your generator, it is recommended that your power cord be as close to the same length as the actual distance between your meter and generator.

6. Q. What is a GenerLok?

A. GenerLok is a specially designed connector, exclusive for GenerLink. GenerLok allows you to plug your generator directly into GenerLink, rather than using an interconnection box. GenerLok will connect to GenerLink and lock the power cord in place while using your GenerLink.

7. Q. What if my Generator doesn't have a 14-30 locking connector?

A. Some generators do not have a 14-30 locking connector, and may not be compatible with GenerLink. Consult with your electrician to determine if it can connect with GenerLink.

8. Q. Where should my Generator be located?

A. Generators produce exhaust gas that contains carbon monoxide, which can be deadly. Make sure to never operate your generator inside; this includes in attached garages, basements or crawlspaces. Check your generator's operator's manual for specific instructions on safe locations and operation of your generator.

9. Q. Can I use GenerLink in bad weather?

A. GenerLink is fully sealed inside the electric meter socket, so it is not hazardous in inclement weather. However, your generator should not be operated in rain or snow unless it is protected from the elements. Consult your generator operator's manual for instructions on how and when to safely operate your generator.

10. Q. Can I power all my house's electricity needs using my generator?

A. Appliances in an average home may use relatively little electricity to run once started; however, they may require significantly more electricity to start up. You should review the operating manuals for your individual appliances to determine how much electricity they need to start (start-up wattage). Your generator may not be capable of supplying power for all of your appliances at once.

11. Q. Is there a risk that GenerLink could damage my appliances?

A. GenerLink acts as an interconnection device, connecting your home power to your generator. The GenerLink does not pose a risk to your appliances. However, when purchasing a generator you should be careful to select a high quality generator.



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12. Q. What happens if my generator is overloaded?

- A. You should use a generator with a circuit breaker that will trip in case of an overload. If your generator does not have a circuit breaker, you should not use it with your GenerLink. If your generator's circuit breaker trips, turn off all the circuit breakers in your breaker panel, reset the circuit breaker on your generator, and then restart your generator. Make sure you review the operating instructions in your generator owner's manual.

13. Q. Can I use a generator that is more than 7500 Watts?

- A. If your generator is greater than 7500W, the GenerLink will continue to supply up to 30 amps of power. GenerLink has an overload protection feature and will not supply more than 30 amps.

14. Q. What happens if utility power is restored while my generator is running with GenerLink?

- A. Your generator will continue to power your home until you turn it off, even if utility power is restored. Once you turn off your generator, GenerLink will automatically switch the power source back to utility power.

15. Q. How can I tell if utility power is back so I can turn off my generator?

- A. GenerLink has three indicator lights: green, yellow, and red.
- The green indicator light means that there is normal utility power. You can de-energize and disconnect your generator from GenerLink.
 - The yellow indicator light means that your house's energy load is more than 30 amps. You should reduce the energy load by turning off circuit breakers before operating your GenerLink with a generator. Note: it is normal for the yellow indicator light to be lit up while utility power is present.
 - The red indicator light (either lit up on its own, or at the same time as the green light) means there could be a problem with your GenerLink. You should call EQUS to have your GenerLink inspected and serviced.

16. Q. Will my utility meter continue to run while I'm using GenerLink with my generator?

- A. No, if you are using your generator to power your home through GenerLink, your utility meter will not run. Your meter will only run when you are using the utility grid to provide power for your home. If you are using your generator, GenerLink will be disconnected from the utility power supply, and will only reconnect when your generator is off. This disconnection is also a safety feature, preventing electricity from feeding backward onto the grid and posing a hazard to utility crews working on the powerline.



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17. Q. What does GenerLink cost?

- A. GenerLink has an initial installation cost starting at \$1,400.00 plus GST, and a monthly fee of \$12.67. The monthly fee covers the cost of any required service or maintenance to your GenerLink, as well as replacement if required.

18. Q. Can I have more than one GenerLink installed?

- A. Only one GenerLink can be installed per utility meter.

19. Q. How long does it take to get a GenerLink installed?

- A. Please contact your local EQUS Area Office for timelines and scheduling information to have GenerLink installed.

20. Q. Can I buy GenerLink from EQUS and install GenerLink myself?

- A. No. As GenerLink is installed on your electrical distribution equipment, EQUS must supply and install it.

21. Q. What should I do if my GenerLink is not working, or if the red indicator light is on?

- A. If the red indicator light is on, your GenerLink may require servicing. If you believe there is a problem with your GenerLink, please contact your local EQUS Area Office, and a service person will inspect it. Your monthly maintenance fee covers the cost of repairs or replacement.

22. Q. What should I do if I want to remove GenerLink from my home?

- A. If you wish to have GenerLink removed, replaced, or serviced, you must contact your local EQUS Area Office. Please do not attempt to remove and/or repair GenerLink yourself. Only a qualified EQUS representative may access and remove or service your GenerLink.