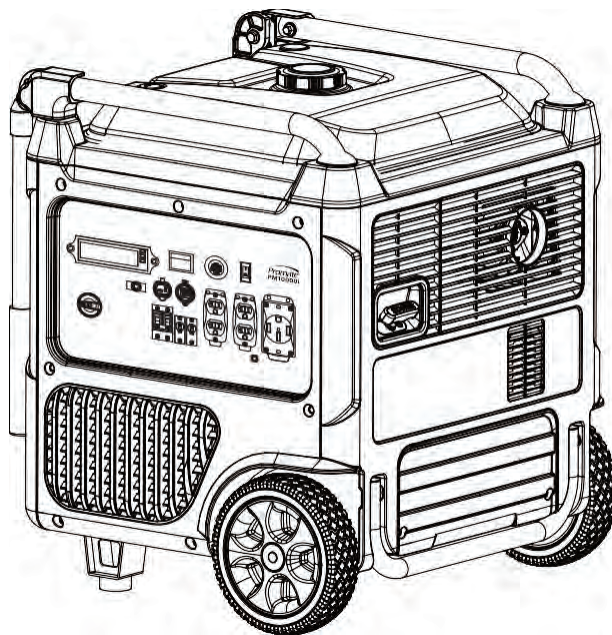


# **Promate<sup>®</sup>**

## **PM10000i**

### **Operator Manual**



## **PORTABLE INVERTER GENERATOR**

IMPORTANT – Please make sure everyone who will be using this equipment reads and understands these instructions as well as any additional instructions provided before using it.

Record the model and serial numbers of your Generator below:

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

## FOREWORD

Thank you for purchasing Promate PM10000i. This operator manual is for proper handling, minor checking and maintenance of the PM10000i. Before using your generator: Please read these instructions completely and carefully in order to operate it safely and make the best use of it. Due to constant efforts to improve our products, certain procedures and specifications are subject to change without notice, if you have any questions, please contact Promate Service.

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# 1. SAFETY PRECAUTIONS

This manual provides safety information for Promate PM10000i, including preparation, operation, and maintenance instructions. Before running this generator, please read and observe all warnings and instructions that are provided both on the generator labels and in this instruction manual. Failure to follow the guidelines below may cause personal injury.

The terms **DANGER**, **WARNING**, **CAUTION**, and **NOTICE** are used throughout this manual to highlight important information. Make sure that everyone who operates, maintains, or is around the generator understands the meaning of this safety information.



This safety alert symbol appears with most safety statements. It means attention, become alert, your safety is involved! Please read and abide by the message that follows the safety alerts symbol.



## **⚠ WARNING**

### EXHAUST PRECAUTIONS

- Never inhale exhaust gasses. They contain carbon monoxide, a colorless, odorless and extremely dangerous gas which can cause unconsciousness or death.
- Never operate the generator indoor or in a poorly ventilated area, such as tunnel, cave, etc. Practice extreme care when operating the generator near people or animals. Keep the exhaust pipe free of unwanted objects.

## **⚠ WARNING**

### REFUELING PRECAUTIONS

- Refueling should be done outside or in a well-ventilated area. Before refilling, turn off the generator. DO NOT overfill the tank. If fuel is spilled, wipe it away carefully before starting the engine.

## **⚠ WARNING**

### WHEN CHARGING THE BATTERY

- Battery electrolyte contains sulfuric acid which is a harmful chemical. Be careful of your eyes, skin and clothing. In case of any contact especially in the eyes, wash thoroughly with water and get prompt medical attention.
- Charge the battery in a fully ventilated

area.

- Check the polarity of the battery  
**OTHER SAFETY PRECAUTIONS**

### Be careful of hot parts.

The muffler and other engine parts become very hot while the engine is running or just after use. Operate the engine in a safe area and keep children away while the engine is in use.

### Where to use the generator

DO NOT use near flammables. Use it at least 1 meter away from buildings or any other facilities.

### When using the generator

DO NOT tip or move.

DO NOT cover it with a box or fence it off.

DO NOT unscrew the dipstick; oil splatter can cause scalding. Avoid touching the generator in the rain or touch with wet hands.

To prevent electric shock, ground the generator from the ground terminal.

Avoid using generators on soft ground.

Never connect the generator to the wiring of your provider.

## 2. CONTROLS AND FEATURES

Read this owner's manual before operating your generator. Familiarize yourself with the location and function of the controls and features. Save this manual for future reference.

### PM1000i

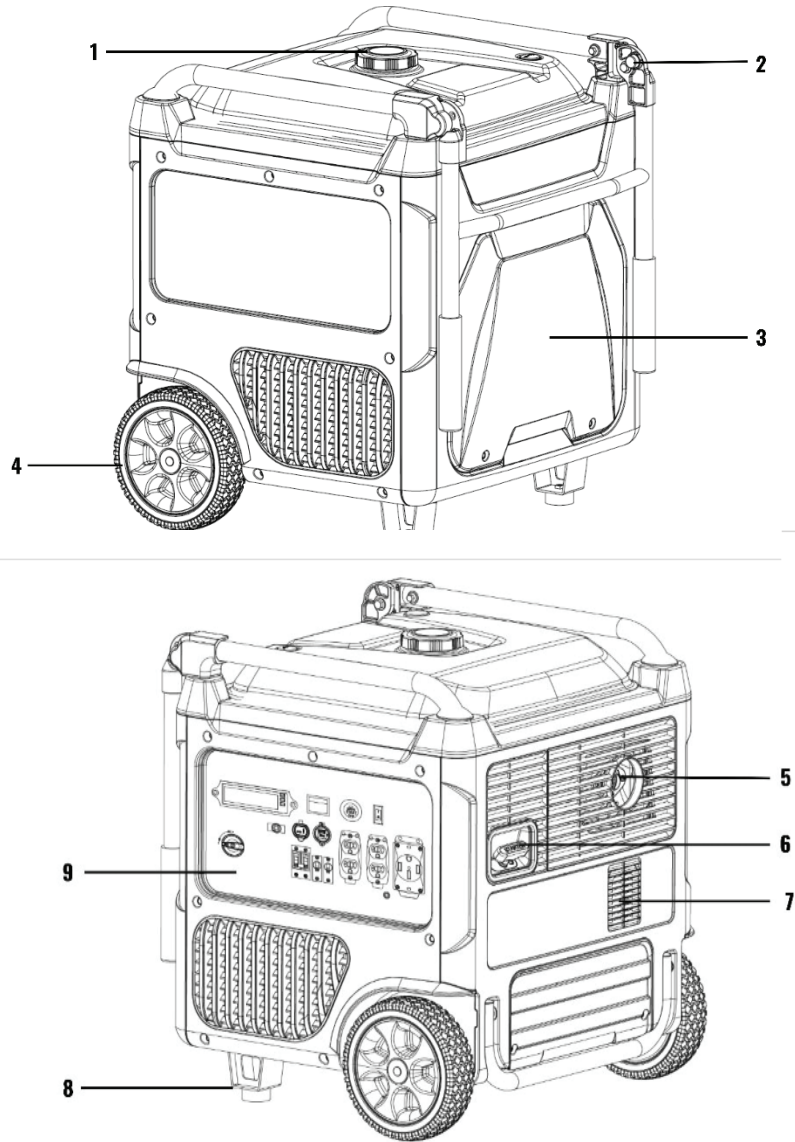


Diagram 1. Generator Parts

- |   |                         |   |                         |
|---|-------------------------|---|-------------------------|
| 1 | Fuel Cap                | 6 | Recoil Starter          |
| 2 | Carrying Handle         | 7 | Maintenance Cover Plate |
| 3 | Maintenance Cover Plate | 8 | Foot                    |
| 4 | Wheel                   | 9 | Control Panel           |
| 5 | Muffler                 |   |                         |

## 2.1 Control Panel Features

### Control Panel Features

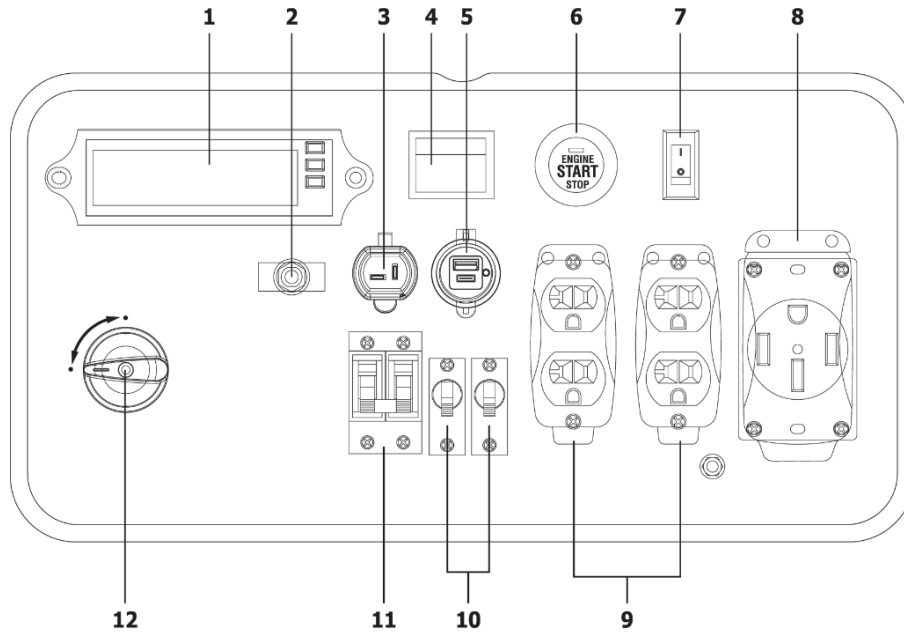


Diagram 2. Control Panel Features

- |   |                          |    |                     |
|---|--------------------------|----|---------------------|
| 1 | LCD Multi-Meter          | 7  | Eco Mode            |
| 2 | Circuit Protector 9A     | 8  | AC 115V/230V- 50A   |
| 3 | DC 12V                   | 9  | AC 230V - 20A       |
| 4 | Engine Switch            | 10 | Circuit Breaker 20A |
| 5 | 5V USB/Type A/C          | 11 | Circuit Breaker 36A |
| 6 | Engine Start/Stop Button | 12 | Fuel Knob Switch    |

## 2.2 LCD Multi-meter Function

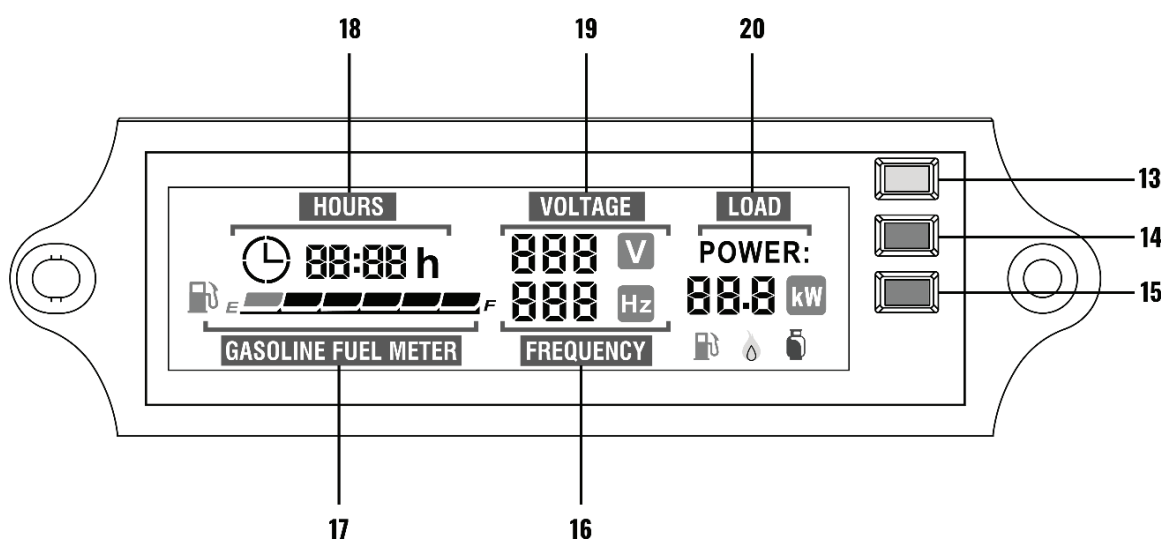


Diagram 3. Display Function

### 13 Output Indicator (GREEN)

The green light indicates that the generator is turned on

### 14 Overload Alarm (RED)

When the engine oil level is lower than the alarm value, the generator will not start and the alarm light will flash if an attempt is made to start.

If the generator runs low on oil, the indicator will blink red.

15

### Low Oil Alert (RED)

When the engine oil level is lower than the alarm value, the generator will not start and the alarm light will flash if an attempt is made to start.

If the generator runs low on oil, the indicator will blink red.

### 16 Frequency Hz

This icon shows frequency.

20

### 17 Gasoline Fuel Meter

This icon indicates the amount of fuel in the fuel tank.

### 18 Hours 00:00 h

This icon shows the running time.

### 19 Voltage V

This icon shows voltage.  
the amount of fuel in the fuel tank.

### Load kW

This icon shows frequency.

### 3. SPECIFICATIONS

Table 1. General Specifications

<b>Model</b>	PM10000i
<b>Surge Power</b>	10000W
<b>Rated Power</b>	8200W
<b>Rated AC Voltage</b>	115/230V
<b>Rated AC Current</b>	35.7A
<b>Rated Frequency</b>	60Hz
<b>Phase</b>	Single
<b>Engine Type</b>	4-stroke, OHV, Single Cylinder with Forced Air-Cooling System
<b>Engine Displacement</b>	459 CC OHV
<b>Starting System</b>	Recoil Start, Electric Start
<b>Low Oil Shutdown</b>	Yes
<b>Oil Type</b>	10W-30
<b>Spark Plug OEM Type</b>	F7TC
<b>Valve Exhaust Clearance</b>	0.006~0.008 inch (0.15~0.2 mm)
<b>Voltage Regulation System</b>	Pure Sinewave Inverter
<b>Oil Capacity</b>	1.2L
<b>Fuel Tank Capacity</b>	27L
<b>Fuel Type</b>	Unleaded Gasoline
<b>Maximum Ambient Temperature</b>	104°F (40°C)
<b>Unit Dimensions</b>	665 x 634 x 752 mm
<b>Unit Dimension with Box</b>	715 x 695 x 810 mm
<b>Net Weight</b>	98kg
<b>Gross Weight</b>	112kg



## **⚠ NOTICE**

The Promate PM10000i is designed and rated for continuous operation at ambient temperatures of up to 40°C. If needed, this product can be operated at temperatures ranging from 15°C - 50°C for short periods. If the product is exposed to temperatures outside of this range during storage, it should be brought back within this range before operation. Promate PM10000i must always be operated outdoors, in a well-ventilated area, and far away from doors, windows, and other vents.

## **4. BEFORE STARTING**

The generator is shipped without oil. User must add the proper amount of oil before operating the generator for the first time. The oil capacity of the engine crankcase is 1.2L.

### **4.1 Add/Check the Oil**

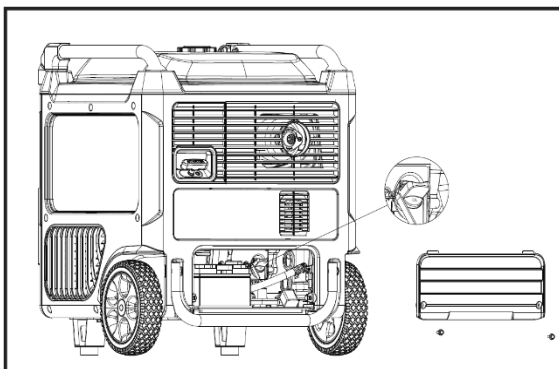
## **⚠ NOTICE**

Do not try to crank or start the generator unless it has been correctly filled with the recommended type and amount of oil. Damage caused by operating without oil will void your warranty.

Place the generator on a level surface. Make sure the engine is OFF before adding or checking oil

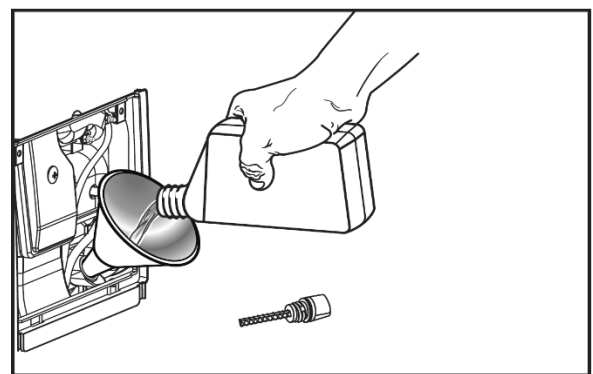
## **⚠ CAUTION**

Maintain the generator at its level. Oil can leak into the wrong parts which may cause harm if the generator is tilted when filling.



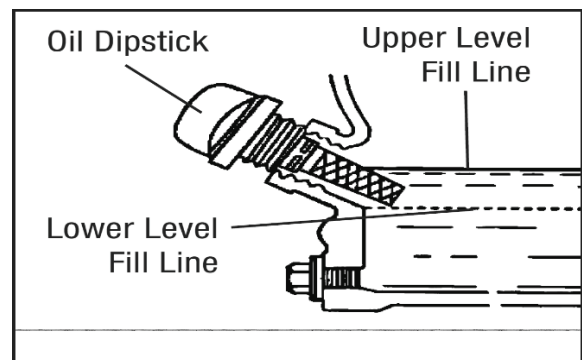
**Diagram 4. Removing the Maintenance Cover**

Take off the cover from the side panel by unscrewing the oil access cover knob. Unscrew the oil dipstick from the engine



**Diagram 5. Adding Oil Using an Oil Funnel**

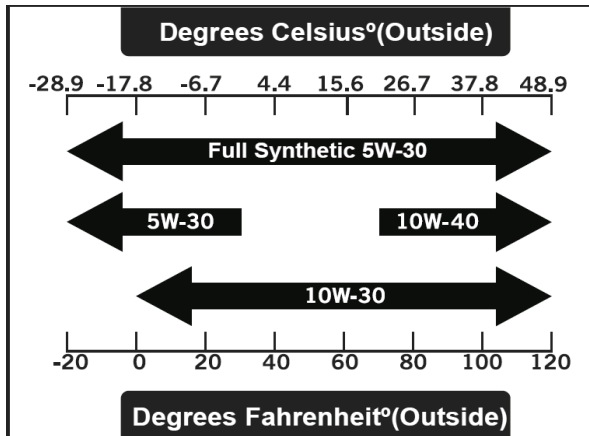
DO NOT overfill. Add oil gradually using an oil funnel or suitable dispenser. To ensure that the oil is visible halfway up the oil fill threads, fill the crankcase to the upper fill line.



**Diagram 6. Checking the Engine Oil**

## **⚠ NOTICE**

Used engine oil should be disposed of at an approved disposal site.

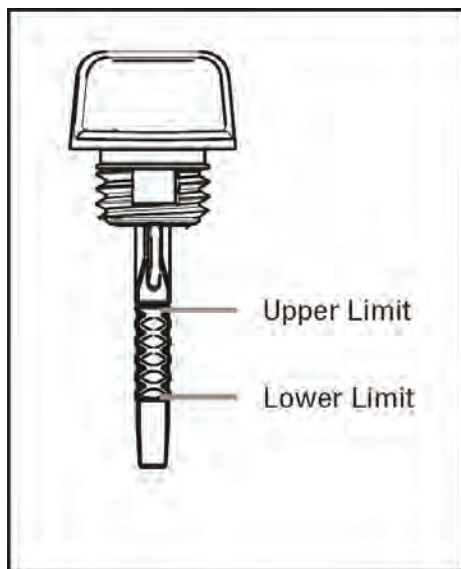


**Diagram 7. Recommended Temperature for Operation**

For subsequent operation, the oil level should be checked before each use, or after every 8 hours of operation. Promate PM10000i is equipped with low-oil sensor and will **NOT** start without sufficient amount of oil

**How to check oil level (before every subsequent start)**

Place the generator on a level surface. Make sure the engine is OFF before adding or checking oil.



**Diagram 8. Oil Dipstick Parts**

1. Open the oil access cover. Remove and wipe the dipstick with a clean cloth.
2. Insert the dipstick into the oil fill without screwing it in. Remove the dipstick to check the oil mark.

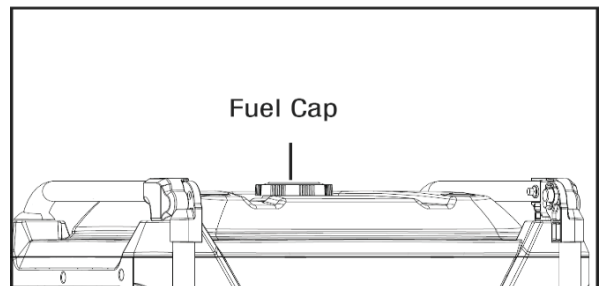
If the oil mark covers less than one half of the dipstick, slowly add oil until the oil mark reaches to the top of the dipstick (or when you can see the oil coming halfway up the oil fill threads).

3. Wipe clean any oil leaks and firmly tighten the dipstick. Reinstall the oil access cover.

**NOTICE**

Use **ONLY** lead-free gasoline that is at least 87 octanes rated and that is fresh (within 30 days of purchase). Ethanol-free gasoline gives the generator its best performance. Fuel containing more than 10% ethanol should not be used. The gasoline tank has a 27-liter capacity; **DO NOT** combine oil with it.

- Never use an oil/petrol mixture.
- Never use old petrol.
- Keep petrol away from sparks, open flames, pilot lights, heat and other sources of ignition.
- Avoid getting dirt or water into the fuel tank.
- Petrol can age in the tank and make starting difficult. Never store generator for more than 2 months with fuel in the tank.



**Diagram 9. Fuel Cap Location**

**To Add the Fuel:**

1. Ensure that the generator is turned off and situated on a level area. Remove the fuel cap and store it aside. The fuel cap may be tight and hard to unscrew.
2. Gradually fill the fuel tank with unleaded gasoline. **DO NOT** overfill.

**NOTICE**

Avoid completely filling the fuel tank. If you do, even with the fuel lid on, gasoline will expand and leak while being used.

3. Reinstall the fuel cap and use a dry cloth to clean up any gasoline spills.

### To check fuel level:

During operation, the fuel level will be displayed on the LCD Multi-meter (Diagram 2: Control Panel Features, No. 1) of the panel, or check the fuel gauge. If the fuel level is low, refill the fuel tank before starting your generator for the next time

## 4.2 Connect the Battery

### **⚠ WARNING**

To ensure maximum safety, Promate PM10000i is shipped with the battery's negative (-) terminal disconnected. The battery needs to be connected in order to use electric start on the generator (See Diagram 4: Removing the Maintenance Cover).

### To connect the battery:

Turn the battery cover knob to the unlocked position, and remove the access cover from the back panel.

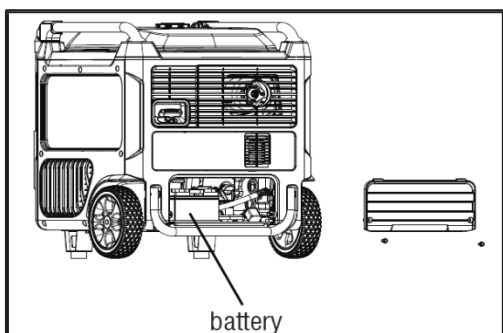
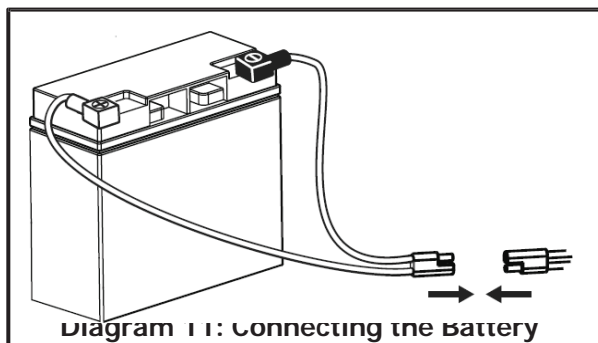


Diagram 10: Removing the Access Cover

1. Remove the batteries and loosen the rubber belts.



2. Remove the cover from the battery's

negative (-) terminal and connect the black cable to the battery's negative (-) terminal.

The generator's positive pole has already been connected. Double check to confirm that the connection is secure.

3. Return the battery into position and use the rubber belts to fasten the battery.
4. Reinstall and secure the battery access cover.

### **⚠ NOTICE**

If you do not plan to use the generator for a long period of time, we recommend to DISCONNECT the negative battery cable from the battery to protect the battery from losing charge. After disconnecting the cable, cover the free end with an insulator such as electrical tape. You may also choose to use a trickle charger (not included) to maintain battery charge.

## 4.3 Ground the Generator

### **⚠ WARNING**

Shock hazard. Failure to properly ground the generator may result in electric shock.

The national electrical requires the generator to be connected properly to an appropriate ground to help prevent electric shock.

The generator has a system ground that connects its frame components to the ground terminals on the AC output outlets. There may be federal or state regulations, municipal statutes, or ordinances governing the generator's intended usage. Consult a qualified electrician, an electrical inspector, or the municipal authority with jurisdiction.

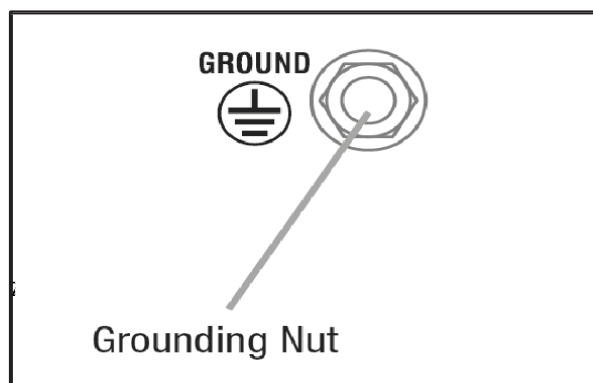


Diagram 12: Grounding Nut

1. Ground the generator by tightening the grounding nut on the front control panel against a grounding wire. A generally acceptable grounding wire is a 4mm<sup>2</sup> (Australian stranded copper wire).
2. The other end of this grounding wire needs to be attached to a grounding rod made of steel, copper, or brass that is drilled into the ground. The generator does not include wire or grounding rods.

#### 4.4 Operation on High Altitude (Above 915 Meters)

The fuel system on Promate PM10000i may be affected by operation at high altitudes. At elevations above 2438 meters, the generator may experience a decrease in performance, even with the proper altitude kit. Operating this generator may increase the engine's emissions and decrease both fuel economy and performance. Please contact Promate Service for important information regarding these modifications.

## 5. OPERATION

### **CAUTION**

Before starting the generator, make sure you have read and performed the steps in the "Generator Preparation" section of this manual. Disconnect all electrical loads from the generator before attempting to start. If you are unsure about how to perform any of the steps in this manual, please contact Promate Service.

#### 5.1 Before Starting the generator:

1. Verify if the generator is outside on a dry, level surface. Allow at least 1M of clearance on all sides of the generator.
2. To maximize safety, check if the generator is properly grounded (See 4.3: Ground the Generator)
3. Check if there is a sufficient level of oil in the crankcase. Add oil if necessary (See 4.1: Add/Check the Oil)
4. Make sure there is a sufficient level of in the fuel tank. Add fuel if necessary (See 4.1: Add/Check the Oil)
5. Make sure all electrical devices are unplugged from the generator during ignition. Otherwise, it will be difficult for the engine to start.

#### 5.2 Starting Procedure:

1. Turn the LOW IDLE MODE switch to "OFF".
2. Turn the FUEL switch to "ON" position.

#### 5.3 Manual Start:

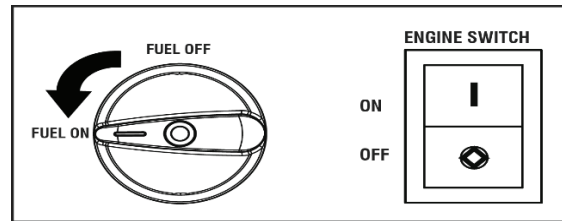


Diagram 13: Manual Start

1. Turn the knob switch to "ON".
2. Press the ENGINE SWITCH "ON".

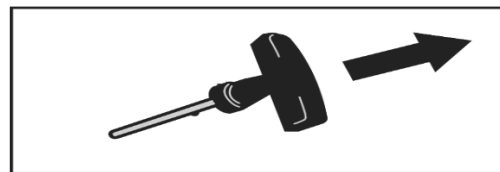


Diagram 14: Recoil Starter

3. Pull the recoil starter slowly until resistance is felt, then pull rapidly.

#### 5.4 One-Button Start:

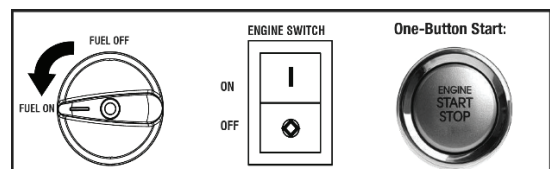


Diagram 15: One-Button Start

1. Turn the knob switch to "ON", Press the ENGINE SWITCH "ON" and then press One Button start.

#### 5.5 Stopping the Generator

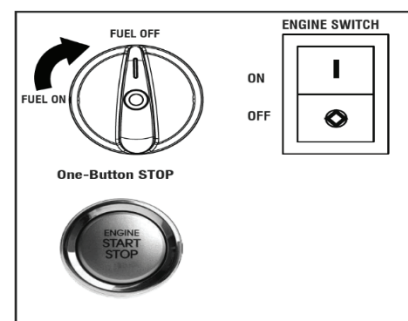


Diagram 16: Ways to Stop the Generator

1. Turn off and remove any electrical loads. Never start or stop the generator while any

- electrical equipment is connected or turned on.
- Let the generator run at no-load for two minutes to stabilize the internal temperatures of both the engine and the generator.
  - Turn the knob switch to “OFF”,
  - Press the ENGINE SWITCH “OFF”
  - Press One Button “STOP”.

### **⚠ CAUTION**

In case you are in a hurry and do not want to wait for the generator to automatically shut down, the manual shutoff feature is available. However, this method will leave stagnant fuel in

the carburetor, possibly causing blockages, a shortened lifespan, and other maintenance issues. If this approach is frequently taken, make sure to drain your carburetor before any long storage periods.

- Turn off all electrical devices prior to unplugging them from the generator. Unplugging running devices can cause damage to the generator.
- Press the “MANUAL SHUTOFF” switch and hold it down in the “OFF” position for about 6 seconds until the engine shuts off

## 6. MAINTENANCE AND STORAGE

### 6.1 Recommended Maintenance Schedule

Proper routine maintenance of the generator can help extend its life. Please follow the Maintenance Schedule for all maintenance checks and activities. If you have any questions concerning the maintenance procedures detailed in this manual, please contact your Promate Service.

**Table 2: Generator Maintenance Schedule**

Recommended Maintenance Schedule		Each 8 Hours or Daily	Every 25 Hours	Every 3 Months or 50 Hours	Every 6 Months or 100 Hours	Before Storage	As Necessary
Engine Oil	Check level	x					
	Replace		x*			x	x
Air Filter	Check			x*			
	Clean			x*			
Spark Plug	Check/Clean/Regap				x		
	Change					x	x
Fuel Tank	Check level	x					
	Drain					x	x
Carburetor (Auto Shutoff)	Drain					x	x
Carburetor (Manual Shutoff)		x				x	
Spark Arrestor	Check/Clean				x		
Battery	Disconnect					x	

*\* Clean/change more often under dusty conditions or operating under heavy load.*

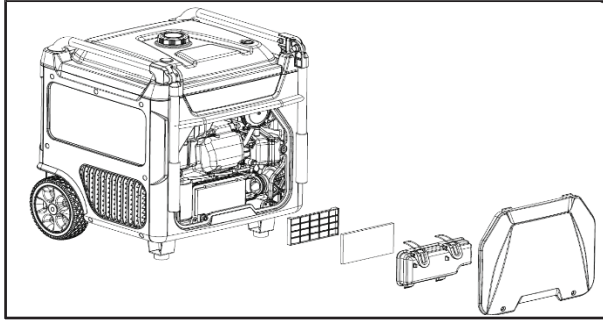
### **⚠ WARNING**

Never perform maintenance while the generator is running. Before maintaining or servicing the generator, switch it off, disconnect all devices, and let it cool down.

### IMPORTANT GENERATOR MAINTENANCE TIPS:

- Drain your carburetor after use and before storage to prevent clogging.
- Generator fuel should not be stored for more than 2 months to avoid spoiling.
- Run the generator for at least 20 minutes every month to charge the battery and extend its life.

## 6.2 Air Filter Maintenance



**Diagram 17: Removing /Reinstalling Air Filter**

1. Remove the maintenance cover plate on the side of the unit.
2. Remove knob and air filter cover plate. Remove the filter element.
3. If the filter element is dirty, wash it with warm soap and clean water and dry it.
4. Apply a layer of engine lubricant on the filter element and squeeze it out.
5. Reinstall the filter element into the air cleaner unit.
6. Reinstall the air filter cover plate.
7. Reinstall the side maintenance cover plate of the unit.

## 6.3 Battery Maintenance/Replacement

(See Diagram 10: Removing the Access Cover)

### ⚠ CAUTION

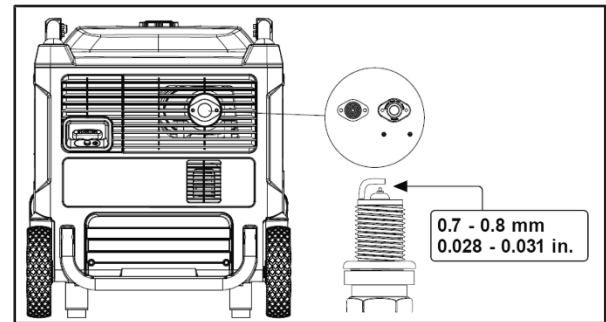
1. Battery posts, terminals contain lead and lead compounds. Make sure to wash your hands after handling.
2. Unscrew the knob and remove the left maintenance cover plate.
3. Loosen the nuts and remove the battery cover.
4. Replace the battery with a new one. *Battery Specification: 12V, sealed lead acid. LxWxH: 5.9x3.3x4.1 inches (150x85x106mm)*
5. Put the battery back in place. Fix it with nuts and battery cover plate.
6. Reinstall and fix the left maintenance cover

plate.

### ⚠ NOTICE

Dispose of the used battery properly according to the guidelines established by your local or state government.

## 6.4 Spark Plug Maintenance



**Diagram 18: Correct Spark Plug Gap**

The spark plug must be properly gapped and free of deposits in order to ensure proper engine operation.

### To check:

1. Turn the and remove the maintenance cover.
2. Remove the spark plug cap.
3. Clean any dirt from around base of spark plug.
4. Remove the spark plug using the provided wrench.
5. Inspect the spark plug for damage, and clean with a wire brush before reinstalling. If the insulator is cracked or chipped, spark plug should be replaced.
6. Measure the plug gap. The correct gap is **0.028-0.031 in. (0.7-0.8 mm)**. To widen the gap, if necessary, carefully bend the ground (top) electrode. To lessen the gap, gently tap the ground electrode on a hard surface.
7. Seat spark plug in position; thread in by hand to prevent cross-threading.

- Tighten with wrench to compress washer. If your spark plug is new, use 1/2 turn to compress washer appropriate amount. If reusing old spark plug, use 1/8 to 1/4 turn for proper washer compression.

**NOTE:** An improperly tightened spark plug will become very hot and could damage the generator.

- Reinstall the spark plug cap.

## 6.5 Valve Clearance Maintenance

### **⚠ NOTICE**

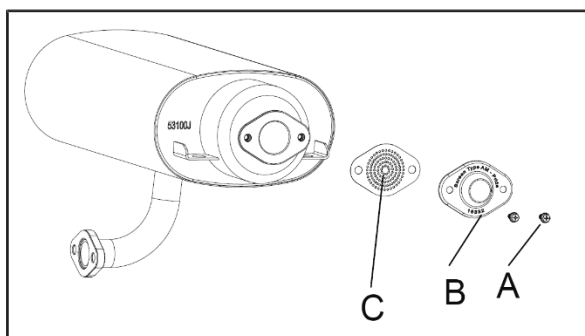
Please contact Promate Service for assistance. Proper valve clearance is essential for prolonging the life of the generator. Check the valve clearance per maintenance schedule.

**Table 3: Valve Clearance Maintenance Schedule**

	Intake Valve	Exhaust Valve
Valve Clearance	0.004~0.006 inch 0.1~0.15 mm	0.004~0.006 inch 0.1~0.15 mm
Torque	10-12 N·M	10-12 N·M

Checking and adjusting valve clearance must be done when the engine is cold.

### To clean the Spark Arrestor:



**Diagram 19: Spark Arrestor Parts**

- Allow the generator to cool completely before repairing the spark arrester.
- Loosen the bolt (A) to remove the flange

- Carefully remove carbon deposits on the filter screen of spark arrester (C) with a steel wire brush.
- If the spark arrester (C) is damaged, replace it.
- Place the spark arrester (C) on the muffler and reinstall it with the bolts removed in step 2.

## 6.6 Generator Maintenance

Make sure that the generator is kept clean and stored properly. Only operate the unit on a flat, level surface and in a clean, dry operating environment.

**DO NOT** expose the unit to extreme conditions, excessive dust, dirt, moisture or corrosive vapors.

### **⚠ NOTICE**

**DO NOT** use a garden hose to clean the generator. Water can enter the generator through the cooling slots which can damage the generator windings.

Use a damp cloth to clean the exterior surfaces of the generator.

Use a soft bristle brush to remove dirt and oil.

Use an air compressor 25 PSI (172 kPa) to clear dirt and debris from the generator.

Inspect all air vents and cooling slots to ensure that they are clean and unobstructed.

## 6.7 STORAGE

Shut off the generator and allow the unit to cool to room temperature before storing it. **NEVER** place any type of storage cover on the generator while it is still hot. Do not obstruct any ventilation openings.

### **⚠ WARNING**

Avoid direct sunlight inside a vehicle. If the generator is left in an enclosed vehicle for hours, the high temperature could cause the fuel to vaporize may cause explosion.

Every 30 days, it is advised to turn on and operate the generator for 30 minutes. If this is

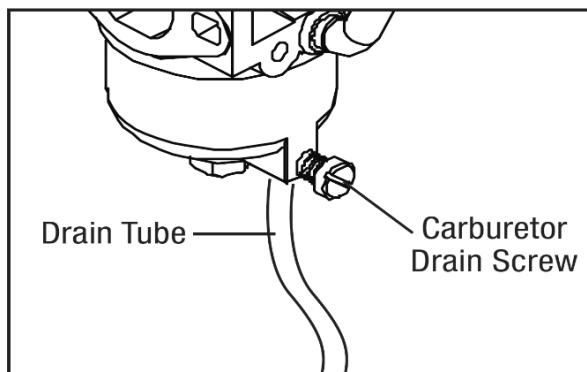
not feasible, please see the short-term and long-term storage options.

**Table 4: Short-Term and Long-Term Storage Options**

For Short Periods (30 to 60 Days):
<ul style="list-style-type: none"> <li>• Drain the carburetor.</li> <li>• Disconnect the negative lead from the battery.</li> </ul> <p><b>Add fuel stabilizer:</b></p> <ul style="list-style-type: none"> <li>• Follow the suggested portions and instructions of your preferred stabilizer. Run the engine for 15 to 20 minutes, allowing the fuel stabilizer to mix with the and circulate through the carburetor, and then top off with fuel. Filling the fuel tank full reduces the amount of air in the tank and helps fight deterioration of fuel.</li> </ul>
For Extended Periods (Over 60 Days):
<ul style="list-style-type: none"> <li>• Disconnect the negative lead from the battery.</li> <li>• Drain the fuel tank and carburetor (see <b>"DRAINING THE FUEL TANK"</b>). NEVER store generator with fuel in the tank for more than two months.</li> <li>• Change the engine oil (see <b>"CHANGING OIL"</b>).</li> </ul>

## 6.8 Fuel Tank and Carburetor

To help prevent gum deposits in the fuel system, drain the fuel from the tank and carburetor before storing (See Diagram 10: Removing the Access Cover)



**Diagram 20: Draining the Fuel Tank/ Carburetor**

1. With the help of another person, place the generator on an elevated platform such as a table or desk.
2. Unscrew the maintenance cover knob, and remove the cover from the side panel.

### To drain the carburetor:

Make sure that the fuel is switch to turned to **"ON"**.

### To drain the carburetor:

1. Make sure that the fuel is switch to turned to **"OFF"**, at this position so that only the fuel left inside the carburetor will be drained out.
2. The carburetor can be accessed between the engine and the air filter. Locate the transparent tube from the carburetor that extends down through the base plate of the generator.
3. Prepare an approved gasoline-storage container and direct the end of the drain tube into the container.
4. Open up the carburetor drain screw with a flat-head screwdriver (not included) and drain out any gasoline that has built up inside the carburetor through the drain tube into the approved gasoline-storage container.
5. Once the fuel has drained, tighten the drain screw with the screwdriver.

## **⚠ NOTICE**

Make sure to drain your carburetor before storing the generator for long periods of time.

6. Reinstall the service panel.

## 6.9 Draining/ Changing Fuel

Change the fuel according to the Recommended Maintenance Schedule (See Table \_\_\_ 6.1)

Change the fuel **MORE OFTEN** if you are operating under heavy load or high ambient temperatures. It is also necessary to drain the fuel from the crankcase if it has become contaminated with water or dirt. Changing the fuel when the engine is warm allows for complete drainage.

### To change the engine oil (See Diagram 10: Removing the Access Cover):

With the help of another person, place the generator on an elevated platform such as table or workbench.

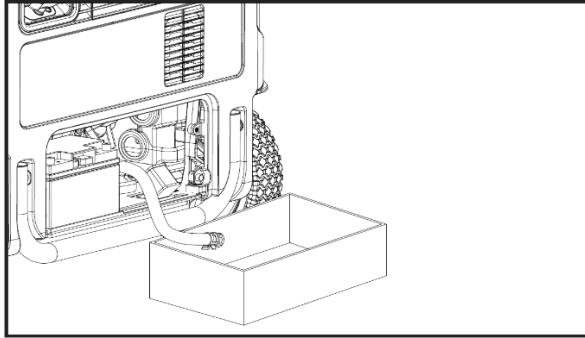
## **⚠ NOTICE**



## **⚠ NOTICE**

To avoid possible oil spills from the carburetor bowl, drain the carburetor before draining oil.

1. Unscrew the oil access cover knob, and remove the cover from the side panel.



**Diagram 21: Draining/Changing the Fuel**

2. Place a suitable container underneath the generator to catch the used fuel.
3. Reach under the generator and remove the black rubber seal located below the oil drain plug.
4. Remove the oil fill cap/dipstick.
5. Use a wrench to remove the oil drain plug and allow the oil to drain completely.
6. Reinstall the oil drain plug after the oil has been drained.
7. Reinstall the black rubber seal.
8. With the generator in a level position and refill with engine oil following the instructions in the Checking/Adding engine oil section previously in this manual.

## **⚠ NOTICE**

Never dispose of used engine oil in the trash or down a drain. Please call a local recycling center or auto garage to arrange proper oil disposal.

9. Reinstall the oil dipstick and tighten it securely. Wipe clean any oil spillage and reinstall the oil access cover.

## **7. TRANSPORTING AND PRODUCT DISPOSAL**

### **7.1 Transporting the Generator**

To prevent fuel spillage when transporting, be sure to perform the following:

1. Tighten the fuel cap and turn the vacuum relief valve to **"OFF"**.
2. Set the engine switch to **"OFF"**.
3. Drain the fuel tank if possible.
4. Keep the generator upright. Never place the generator on its side or upside down - doing so will make it difficult to start.

## **⚠ WARNING**

### **7.2 Product Disposal**

Do not dispose of used generator or parts with your household waste. This product contains electrical or electronic components that should be recycled. Please take this product to your local recycling facility for responsible disposal to minimize its environmental impact.

Do not dispose of used oil or fuel in the trash or down a drain. Please contact your local recycling center or auto garage to arrange proper oil/fuel disposal.

## 8. TROUBLESHOOTING

Table 5: Troubleshooting your Generator

### ENGINE NOT STARTING

Possible Cause	Solution
Battery not charged.	Charge the battery.
Engine switch is in the OFF position.	Turn engine switch to the ON position.
No fuel.	Fill fuel tank.
Stale fuel or water in the fuel.	Drain entire system and refill with fresh fuel.
Engine oil level is low.	Promate PM10000i is equipped with Low Oil Shutoff. If engine oil level is low, it must be filled before starting the unit. Check the oil level and fill, if necessary.
Fuel-switch is in OFF position.	Turn the fuel-switch to the "ON" position.
Spark plug faulty, fouled, or improperly gapped.	Replace the spark plug.
Generator was stored without treating or draining the fuel, or refueled incorrectly.	Drain the fuel and refill with a fresh one.
Dirty fuel filter.	Replace the fuel filter or contact Promate Service.

### ENGINE LACKS POWER

Possible Cause	Solution
Dirty air filter. Check air filter element. Clean or replace as needed.	Check air filter element. Clean or replace as needed.
Generator was stored without treating or draining the fuel, or refueled incorrectly.	Drain the fuel and refill with a fresh one.

### AC RECEPTACLES DOES NOT WORK

Possible Cause	Solution
OUTPUT indicator is "OFF", and OVERLOAD indicator is "ON".	Check the AC load. Stop and restart the engine. Check the cooling air inlet. Stop and restart the engine.
Tripped AC Circuit protector(s).	Check the AC load and reset the AC circuit protector(s).
GFCI system activated.	Reset the GFCI.
Defective item plug.	Try a different item or contact Promate Service.

*\*If problem persists after trying the above solutions, Promate Service for assistance.*

## 9. SERVICE INFORMATION

### HOW TO ORDER REPLACEMENT PARTS

Even quality-built equipment such as the generator you have purchased will need occasional replacement parts to maintain its good condition over the years.

To order replacement parts and consumable parts, please contact Promate Service and be ready with the following information:

1. Model No., Serial No. and all specifications that are shown on the Model No./Serial No. plate.
2. Part number or numbers as shown in the Parts List section ().
3. A brief description of the trouble with the generator.

### LIMITED WARRANTY

#### Warranty Coverage:

Powertech Asia Pacific Inc., (the Company) warrants to the original retail customer that it will repair or replace, free of charge, any parts found by the Company or its authorized service representative to be defective in material or workmanship. This warranty covers the cost of replacement parts and labor for defects in material or workmanship.

#### Not Covered:

- a. Shipping/Handling charges for sending the product to the Company or its authorized service representative for warranty service. Shipping/Handling repaired or replaced products back to the customer; these charges must be borne by the customer.
- b. If a separate operator's manual and engine warranty from the engine manufacturer is included with this product, only that warranty will apply to the engine.

- c. Damage caused by abuse, accident, the effects of corrosion, erosion and normal wear and tear.
- d. Warranty is void if the customer fails to install, maintain and operate the product in accordance with the instructions and recommendations of the Company set forth in the owner's manual, or if the product is used as rental equipment.
- e. The Company will not pay for repairs or adjustments to the product, or for any costs of labor performed without the Company's prior authorization.
- f. Consumable parts such as battery, spark plugs, and air cleaner

**Warranty Period:** One (1) year from the date of purchase on products used solely for consumer applications; if a product is used for business or commercial applications, the warranty period will be limited to ninety (90) days from the date of purchase. For warranty service, the customer must provide dated proof of purchase and must notify the company within the warranty period.

**EXCLUSIONS AND LIMITATIONS:** THE COMPANY MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. THE WARRANTY SERVICE DESCRIBED ABOVE IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY; LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED TO THE EXTENT PERMITTED BY LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow a disclaimer of implied warranties or the exclusion or limitation of incidental and consequential damages, so the above disclaimers and exclusions may not apply



**CONTACT THE POWERTECH Asia Pacific Inc.,**  
PRODUCT SERVICE DEPARTMENT AT (02) 8 984 2620 | (+63) 9338373922  
service@powertechasiapacific.com www.facebook.com/PromateServicePH/

(MAIN) #420 Diamond Warehouse Compound, F Legaspi St., Maybunga Pasig City 1607  
(DAVAO) Space 10 & 11 Jin-Long Complex R. Castillo St. Agdao District, Davao City 800



# 10. EXPLODED DIAGRAM AND PART LIST

Model: PM10000i

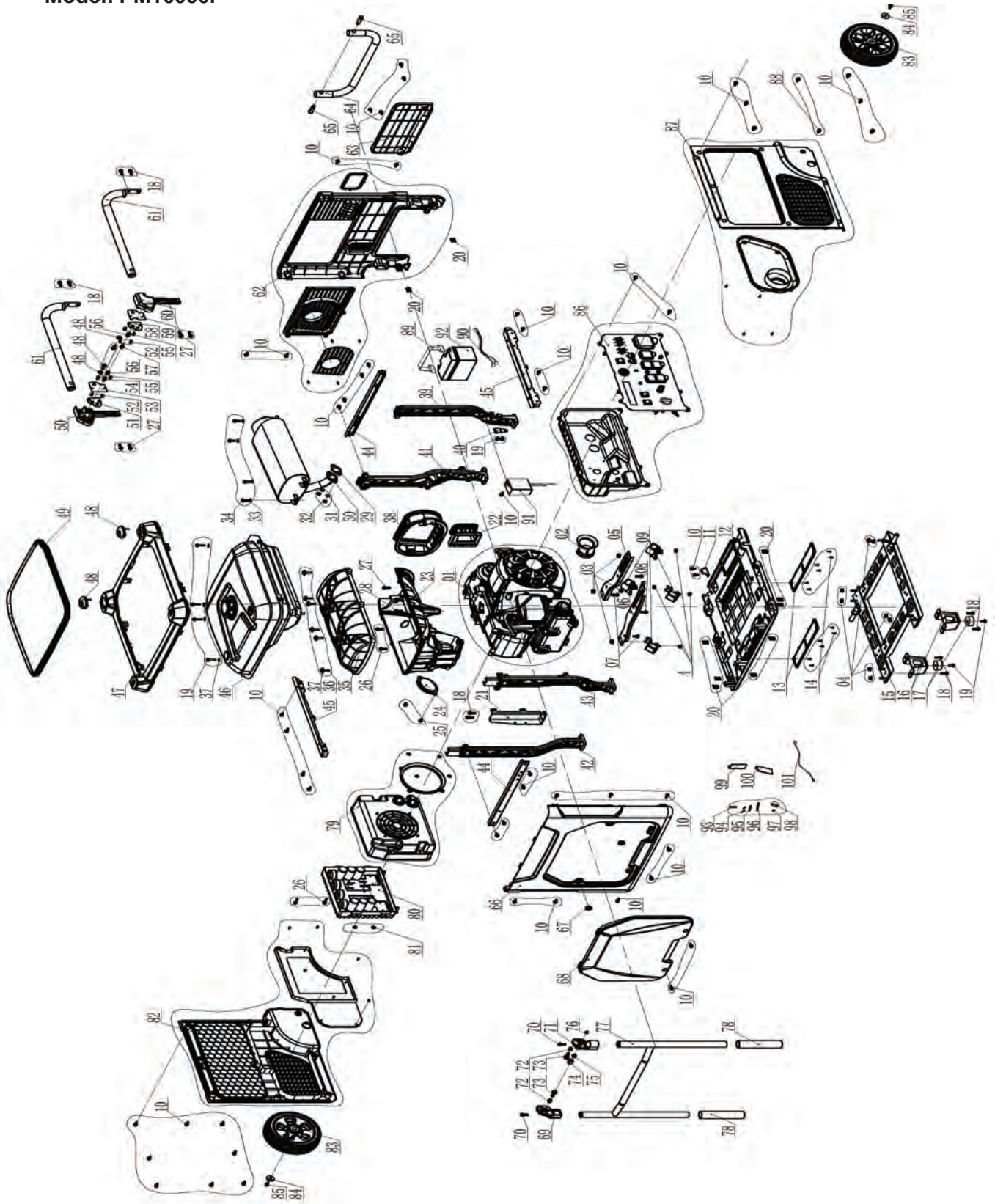


Diagram 22: Promate PM10000i Exploded Diagram

# PART LIST

Table. 6 Generator Part List (Part 1)

No.	Part Number	Description	Qty.
1	20260-10459-00	ENGINE	1
2	33015-00288-00	AIR FILTER INLET RUBBER SLEEVE	1
3	30125-00026-00	HEX NUT	4
4	30125-00023-00	HEX NUT	14
5	33088-01096-00	ENGINE BASE BOARD, RIGHT	1
6	33088-01095-00	ENGINE BASE BOARD, LEFT	1
7	30101-00369-00	HEX BOLT	2
8	30101-00492-00	HEX BOLT	2
9	34030-00291-00	SHOCK ABOSORBER	4
10	30101-01136-00	HEX BOLT	55
11	20014-01037-00	BATTERY FIXED MOUNT	1
12	33013-01163-00	BASE BOARD	1
13	33171-00443-00	DUST SHIELD	2
14	30117-00010-00	CROSS PAN-HEAD SCREW	12
15	33004-01852-00	BOARD	1
16	33004-01647-00	SUPPORT PART	2
17	34030-00081-00	SHOCK ABOSORBER	2
18	30101-00359-00	HEX BOLT	8
19	30101-00407-00	HEX BOLT	6
20	34024-00085-00	NUT	8
21	20014-01038-00	INVERTER SUPPORT	1
22	33015-00284-00	ALTERNATOR OUTLET RUBBER SLEEVE	1
23	33014-02636-00	MUFFLER DOWN WIND SCOOPER	1
24	33013-01440-00	MUFFLER DOWN COVER BOARD	1
25	30101-00395-00	HEX BOLT	2
26	30101-00365-00	HEX BOLT	4
27	30101-00098-00	HEX BOLT	5
28	30101-00549-00	HEX BOLT	1
29	33048-00840-00	INTEL WASHER	2
30	20202-01207-00	MUFFLER	1
31	30139-00036-00	SPRING WASHER	2
32	30121-00007-00	HEX NUT	2
33	30136-00071-00	WASHER	4
34	30101-00043-00	HEX BOLT	4
35	33014-02450-00	MUFFLER UPPER WIND SCOOPER	1
36	30101-00441-00	HEX BOLT	6
37	30136-00112-00	WASHER	10
38	33015-00194-00	MUFFLER OUTLET STRIP	1
39	20014-01031-00	COLUMN A	1
40	33577-00036-00	BATTERY FIX MOUNT	1
41	20014-01032-00	COLUMN B	1
42	20014-01033-00	COLUMN E	1
43	20014-01034-00	COLUMN F	1
44	20014-01040-00	BEAM	2
45	20014-01039-00	FUEL TANK SUPPORT	2
46	20130-00725-05	FUEL TANK	1
47	33013-01420-00	FUEL TANK COVER	1
48	33015-00289-00	TOP BEAM SEAL SLEEVE	2
49	33015-00286-00	FUEL TANK RUBBER SEAL	1
50	33593-00678-00	SUPPORTING TUBE FIXED PART, LEFT	1

**Table 6. Generator Part List (Part 2)**

No.	Part Number	Part Name	Qty.
51	33004-01651-00	FIXED COVER, LEFT	1
52	30116-00045-00	CROSS RECESSED SCREW	4
53	33004-01790-00	HANDLE BLOCK PAD, LEFT	1
54	33580-00079-00	HANDLE LOCATING PIN	1
55	30111-00088-00	CROSS PAN-HEAD SCREW	4
56	34015-00154-00	SPRING	2
57	33580-00080-00	HANDLE LOCATING PIN	1
58	33004-01652-00	FIXED COVER, RIGHT	1
59	33004-01789-00	HANDLE BLOCK PAD, RIGHT	1
60	33593-00677-00	SUPPORTING TUBE FIXED PART, RIGHT	1
61	33004-01649-00	SUPPORTING TUBE	2
62	33013-01496-00	EXHAUST COVER	1
20	34024-00085-00	NUT	2
63	33013-01371-00	OIL PORT MAINTENANCE COVER	1
64	20135-00577-00	DOWN HANDLE	1
65	33580-00066-00	HANDLE LOCATING PIN	2
66	33013-01332-00	LEFT COVER	1
67	33015-00003-00	RUBBER SEAL	2
68	33013-01497-06	LEFT WINDOW COVER	1
69	33593-00676-00	HANDLE FIXED MOUNT, LEFT	1
70	30114-00027-00	HEX BOLT	2
71	33593-00675-00	HANDLE FIXED MOUNT, RIGHT	1
72	34032-00350-00	BUSH	2
73	30101-00490-00	HEX BOLT	2
74	20172-00064-00	BUTTON	1
75	34015-00151-00	SPRING	1
76	30101-00703-00	HEX BOLT	1
77	20135-00576-00	HANDLE	1
78	33015-00318-00	HANDLE RUBBER SLEEVE	2
79	34021-00443-00	INVERTER WIND SCOOPER	1
80	20136-00994-00	INVERTER	1
81	30125-00002-00	HEX NUT	2
82	33013-01495-00	BACK COVER	1
83	20134-00428-00	WHEEL	2
84	30136-00115-00	WASHER	2
85	30101-00355-00	HEX BOLT	2
86	20114-08497-01	CONTROL PANEL	1
87	33013-01489-00	FRONT COVER	1
88	30101-00405-00	HEX BOLT	2
89	33015-00281-00	BATTERY CLIP	1
90	20196-05134-00	WIRE	1
91	31023-00034-00	DC VOLTAGE REGULATOR	1
92	31002-00180-01	BATTERY	1
93	34037-00003-00	FILTER NET	1
94	34023-00528-00	FUEL TUBE	1
95	33015-00347-00	FUEL TUBE PROTECTING SLEEVE	1
96	33015-00331-00	FUEL TUBE PROTECTING RUBBER SLEEVE	1
97	34024-00031-00	CLIP	1
98	34024-00024-00	CLIP	2
99	33171-00561-00	LIMIT BLOCK, LEFT	1
100	33171-00562-00	LIMIT BLOCK, RIGHT	1
101	20196-00122-00	WIRE	1