SENCI GROUP

INVERTER GENERATOR

Owner's Manual

SC4000i

SAVE THIS MANUAL FOR FUTURE REFERENCE

IMPORTANT SAFETY INSTRUCTIONS ARE INCLUDED IN THIS MANUAL

Thank You and Congratulations on Choosing Senci Inverter Generator.

This Operating Manual has been designed to instruct you on the correct use and operation of you're Senci product. Your satisfaction with this product and its safe operation is our ultimate concern. Therefore, please take your time to read the entire manual, especially the Safety Precautions. They will help you to avoid potential hazards that may exist when working with this product. This manual should stay with this generator if it is sold.

WARNING!

Read and understand all safety precautions in this manual before operating. Failure to comply with the instructions in this manual could result in personal injury, property damage, and/or voiding of your warranty. Senci will not be liable for any damages due to failure to follow these instructions.

TABLE OF CONTENTS

SAFETY INSTRUCTIONS AND WARNINGS

IMPORANT MANUAL INFORMATION

Important information is distinguished in this manual by the following notes.

Symbol Usage

This manual contains important information that you need to know and understand in order to assure YOUR SAFETY and PROPER OPERATION OF EQUIPMENT. The following symbols help you recognize this information.
Please read the manual and pay attention to these sections.

⚠ WARNING

WARNING indicate a certainty or strong possibility of personal injury or death if instructions are not followed.

NOTICE

NOTICE indicates a possibility damage to the products if instructions are not followed properly.

TIPS

TIPS give helpful information.

⚠ WARNING

Please read and understand this manual completely before operating the machine.

TIPS

Senci continually seeks advancements in product design and quality. Therefore, wherein this manual contains the most current product information available at the time of printing, there may be minor variances between your product and this manual If there is any question concering this manual, please consult a Senci dealer.
This manual should be considered a permanent part of this product and should remain with this product when resold.
Product and specifications are subject to change without notice.

SAFETY INSTRUCTIONS AND WARNINGS

SAFETY INFORMATION

FUEL IS HIGHLY FLAMABLE AND POISONOUS

- Always turn off the engine when refueling.
- Never refuel while smoking or in the vicinity of an open flame.
- Take care not to spill any fuel on the engine or muffler when refueling.
- If you swallow any fuel, inhale fuel vapor, or allow any to get in your eye(s), see your doctor immediately. If any fuel spills on your skin or clothing, immediately wash with soap and water and change your clothes.
- When operating or transporting the generator, be sure it is kept upright. If it tilts, fuel may leak from the carburetor or fuel tank.

EXHAUST FUMES ARE POISONOUS

- Never operate this product in a closed area or it may cause unconsciousness and death within a short time. Always operate this product in a well ventilated outdoor area.

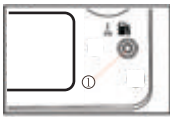
ENGINE AND GENERATOR MAY BE HOT

- When operating the generator, place in a safe area away from pedestrians or children.
- Avoid placing any flammable materials near the exhaust outlet during operating.
- Keep the generator at least 3Ft. (1m) from buildings or other equipment, or the product may overheat.
- Do not operate the product with a dust cover, or other objects covering it.
- When covering the generator, be sure to do so only after the engine and muffler have completely cooled down.
- Be sure to carry the generator only by its carrying handles.
- Do not place any obstacles on the generator.

TO PREVENT ELECTRIC SHOCK

- Never operate the product in rain or snow.
- Never touch the generator with wet hands, or, electrical shock can occur.

GROUNDING



Properly ground generator to prevent electric shock.
Connect the ground terminal of the generator to the ground electrode buried in the ground.

WARNING NOTES

Failure to properly ground the generator can result in electric shock.
Be sure to always comply with electric loads.

SAFETY INSTRUCTIONS AND WARNINGS

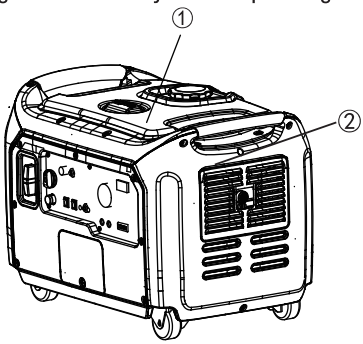
SAFETY INFORMATION

DANGER

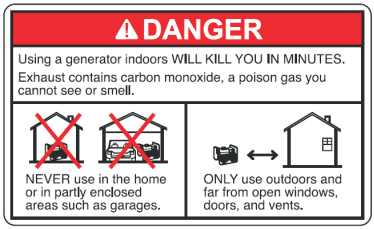
Always use proper approved electrical cords. Besure to comply with all electric codes.
Do not use electrical cords that are worn or damaged.
Always use proper approved transfer switch to isolate generator from the elecric panel.

LOCATION OF IMPORTANT LABELS

Please read the following labels carefully before operating this product.



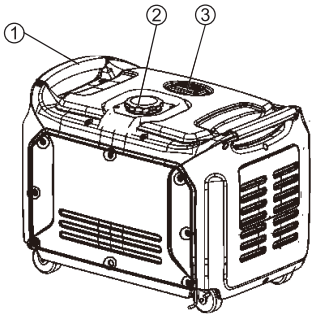
①

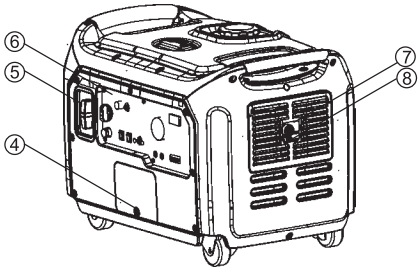


②

CONTROLS AND FEATURES

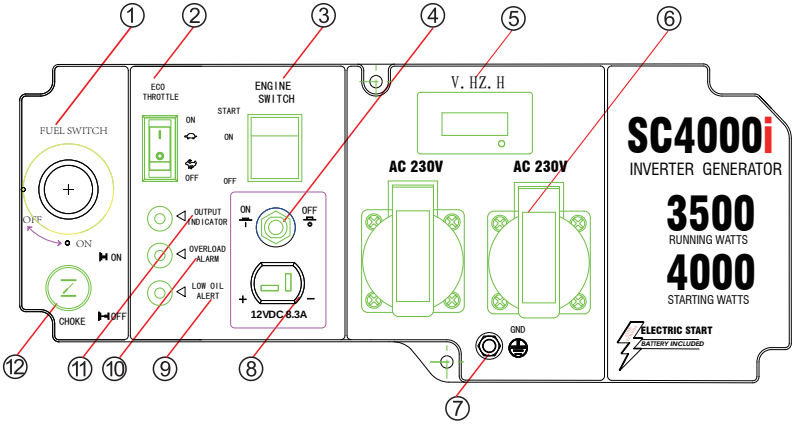
2.1 GENERATOR





1. Carrying Handle
2. Fuel Tank Cap
3. Fuel Gauge
4. Oil Filler Cap
5. Recoil Starter
6. Control Panel
7. Muffler
8. Exhaust and Spark Arrestor

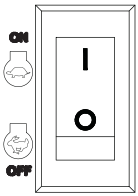
2.2 CONTROL PANEL



1. Fuel Valve
2. Eco Throttle
3. EngineElectric Start Switch
4.8A AC Circuit Breaker
5. V.HZ.H
6. Socket
7. Ground Terminal
8. 12V DC Output
9. Low Oil Alarm
10. Overload Alarm Lamp
11. Output Lamp
12. Choke

CONTROLS AND FEATURES

2.3 CONTROL FUNCTIONS

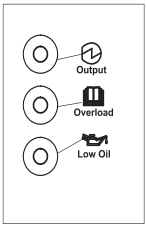


ECO THROTTLE

When the Throttle Switch is in the “ON” position, the throttle controls the engine speed according to the connected electrical load. The results are better fuel consumption and less noise. When the switch is in the “OFF” position, the engine runs at 3,800 RPM regardless of the electrical load.

NOTE

The Throttle must be “OFF” when using electrical devices that require a large starting current, such as a compressor, pump, or refrigerator.



LED INDICATORS

The LED indicators assist in communicating status and functctions of the Unit.

OUTPUT INDICATORS (GREEN)

The Output Indicator comes on when the engine starts and produces power.

OVERLOAD ALARM (RED)

The Overload Alarm comes on when a connected device requires more power than the generator is able to produce.
The Output Indicator (Green) will go off and the Overload Alarm (Red) will stay on, but the engine will continue to run.
CAUTION: Do not overload the generator when overload light appears.

LOW OIL ALARM (RED)

When the engine oil falls below the required level, the Low Oil Alarm will come on and the engine will stop automatically. The engine will not restart until oil is added to the unit to bring it up to the appropriate level.

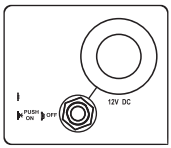
Note:
The Overload Alarm may come on for a few seconds when first using electrical devices that require a large starting current, such as a compressor, pump, or refrigerator. This is normal and not a malfunction.

CONTROLS AND FEATURES

2.3 CONTROL FUNCTIONS (CONTINUED)

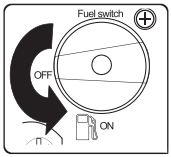
NOTE
When starting the unit, if the Low Oil Alarm light flickers and the engine will not start, you will need to add engine oil before attempting to restart the engine.

NOTE
Generator should only be operated on a level surface. DO NOT operate the generator on loose ground or obvious inclines. The low oil shutdown feature may be prematurely activated in these cases causing the engine to not start.



12V 8A DC
The 12V 8A DC Output is provided for battery charging. Follow instructions in the owner's manual for the battery charging procedures.

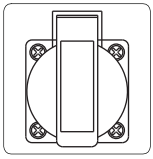
8A DC Circuit Breaker
The 8A DC Circuit Breaker turns off automatically if the current exceeds 8A. If the circuit breaker turns "OFF" you will need to push it in to turn it "ON" again.



Fuel Valve
Turn fuel valve to "on" position before starting generator
Turn fuel valve to "off" position when you stop using generator

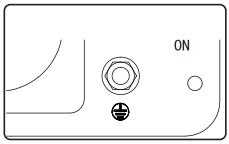
CONTROLS AND FEATURES

2.3 CONTROL FUNCTIONS (CONTINUED)



230V AC Outlet

The Outlet is used to power 230V single phase 50HZ loads requiring up to 1600W continuous power.
230V AC twist lock receptacle may be used to supply electrical power when parallel connection required.



Ground Terminal

Properly ground generator to prevent electrical shock. Connect the ground terminal of generator to ground electrode buried in the ground.

2.4 RESETTING OVERLOAD CONDITION

We can provide ONE PUSH RESET function for optional,you just push “reset” button when overload,if your generator does not have this function,reference as below:

1. Turn off any connected electrical devices and stop the engine.
2. Reduce the total wattage of connected electric devices within the rated output.
3. Use in proper ventilated areas. Maintain at least 3Ft. of clearance on all sides for adequate cooling.
4. After checking, restart the engine.

GETTING STARTED

3.1 UNPACK THE GENERATOR

Remove the generator from its packaging.

WARNING!
DO NOT ATTEMPT TO ADD FUEL TO THIS UNIT BEFORE REMOVING IT FROM PACKAGING.

Inspect the generator to ensure that no damage has occurred in shipping or handling. If the unit appears to be damaged, DO NOT add fuel or attempt to start the generator.

Check to Ensure that You Received the Following Items:
Inverter Generator
12V Charging Cables
Oil Funnel

3.2 ADDING ENGINE OIL

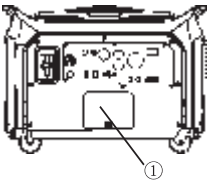


Figure 1

The generator has been shipped without engine oil.
DO NOT add fuel or start the engine before adding engine oil.
IN ORDER TO ADD ENINGE OIL, YOU WILL NEED TO REMOVE THE SIDE PANEL FROM THE UNIT (Figure 1).
Using a #2 Philips-Head screwdriver to loose screw and remove the side panel ①.

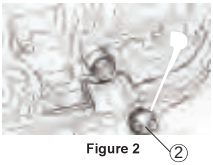


Figure 2

PLACE THE GENERATOR ON A LEVEL SURFACE.
DO NOT tilt the generator while adding oil. It can cause you to overfill the oil and/or cause the oil to leak into areas in which it is not intended.
Remove the oil plug ② (see Figure 2)

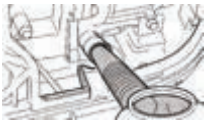


Figure 3

Using the funnel (supplied) to fill with 0.63qt.(0.6L) of SAE 10W-30 or 10W-40 (see Figure 3). See Figure 4 for proper oil level.


Figure 4

Recommended Engine Oil:
A. YAMALUBE 4 (10W-40), SAE 10W-30 or 10W-40
B. SAE #30 C. SAE #30 D. SAE #10W

Recommended Engine Oil Grade:
API Service SE type or higher

Engine Oil Quantity: 0.63qt.(0.6L)

3.3 ADDING FUEL

The fuel capacity is 12L.

DO NOT overfill the tank, otherwise, it may overflow when the fuel warms up and expands.

NOTE

For safety reasons, once fuel has been added to this unit, it cannot be returned to the place of purchase.

1. Use clean, fresh, regular unleaded fuel with a minimum octane rating of 85.
2. DO NOT mix oil with fuel.

3. Clean area around the fuel cap.
4. Be sure that the fuel strainer is in place.
5. Slowly add fuel to the tank.
6. Do not exceed the red marker position of the fuel filter.
7. Screw on the fuel cap and wipe away the spilled fuel.

NOTE: Use only unleaded gasoline.

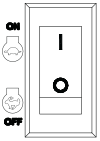
The use of leaded gasoline will cause severe damage to internal engine parts.

After filling fuel, make sure the fuel tank cap is tightened securely.

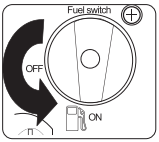
GETTING STARTED

3.4 STARTING THE ENGINE

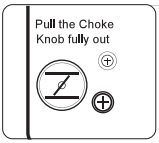
OPERATING THE ENGINE IN A WELL VENTILATED AREA.
DO NOT connect any electrical devices to the outlets on the generator before starting the engine.



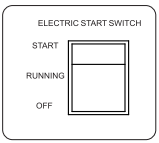
1.Push the Eco Throttle switch “OFF”.
You may turn the Eco Throttle switch to “ON” once the engine is started and a steady idle is achieved. (below 0°C(32°F)/5mins, below 5°C(41°F) /3mins)



2. Turn fuel valve to “on” position before starting generator



3.Pull the choke knob fully out.

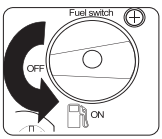


4.Push the engine switch to the “START” position and hold for 1 or 2 seconds until successful startup.

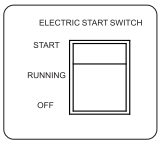
5. After the engine starts, warm up the engine until the engine does not stop when the choke knob is returned the original position.

3.5 STOP THE ENGINE

Before stopping the engine, turn off and unplug all electrical loads. Never start or stop the generator with electrical devices plugged in or turned on.
Let the generator run at no-load for several minutes to stabilize internal temperatures of the engine and generator. Generator will shut down after ALL excess fuel has been used.



1. Turn the Fuel Valve to the "OFF" position.
2. Let the engine run until fuel starvation has stopped the engine. This usually takes a few minutes.



3. Press the engine switch to the "OFF" position.

Important:
Always ensure that the Fuel Valve and the Engine Switch are in the "OFF" postion when the engine is not in use.

ELECTRICAL CONNECTION

4.1 CAPACITY

Follow these simple steps to calculate the running and starting watts necessary for your purposes.

See Section 4.3 for WATTAGE REFERENCE GUIDE.

1. Select the electrical devices you plan on running at the same time.
2. Total the running watts of these items. This is the amount of power you need to keep your items running.
3. Identify the highest starting wattage of all devices identified in step 1
   A. Add the number to the number calculated in Step 2.
   B. Surge wattage is the extra burst of power needed to start some electric driven equipment. Following the steps listed under “Power Management” will guarantee that only one device will be starting at a time.
   C. Use the following formula to convert voltage and amperage to watts:

   Volts x Amps = Watts

TO PROLONG THE LIFE OF YOUR GENERATOR AND ATTACHED DEVICES, FOLLOW THESE STEPS TO ADD ELECTRICAL LOAD:

1. Start the generator with no electrical load attached.
2. Allow the engine to run for several minutes to stabilize.
3. Plug in and turn on the first item. It is best to attach the item with the largest load first.
4. Allow the engine to stabilize.
5. Plug in and turn on the next item.
6. Allow the engine to stabilize.
7. Repeat Step 5 and Step 6 for each additional.

4.2 CONNECTING ELECTRICAL LOADS

1. Let the engine stabilize and warm up a few minutes after starting.
2. Prior to powering tools and equipment, make sure the generator rated voltage, and amperage capacity is adequate to supply all electrical loads that the unit will power. If powering exceeds the generator capacity, it may be necessary to group one or more of the tools and/or equipment for connection to a separate generator.
3. Once the generator is running, simply connect the power cords of 230 Volt AC powered tools and equipment into the 230 Volt AC outlet and/or the power cord of a 12V DC powered tool to the DC terminals.

ELECTRICAL CONNECTION

4.2 CONNECTING ELECTRICAL LOADS (CONTINUED)

4. DO NOT connect 3-phase loads to the generator.
5. DO NOT connect 60HZ loads to the generator.
6. DO NOT overload the generator.

NOTE
The DC terminals may be used for charging 12 Volt automotive type batteries only.

4.3 WATTAGE REFERENCE GUIDE

Item	Running Watts	Starting Watts
Essentials		
Light Bulb	100	100
Refrigerator/Freezer	1200	2400
Sump Pump	600	1800
Well Pump 1HP	2000	4000
Water Heater	4000	
Security System	180	
AM/FM Radio	300	
Garage Door Opener ½ HP	500	600
Battery Charger 12V	110	
Heating and Cooling		
Air Conditioner 12000 BTU	1700	2500
Fan	300	600
Furnace Fan 1/3 HP	1200	2000
Home Appliances		
Microwave	1000	
Electric Range – One Element	1500	
Electric Skillet	1250	
Coffee Maker	1500	
Clothes Washer	1200	
Entertainment		
CD/DVD Player	100	
Stereo Receiver	450	
Television 27”	500	
PC with 15” Monitor	800	
Job Site		
Belt Sander 3”	1000	1500
Bench Grinder 6”	700	1500
Circular Saw	1500	1500
Compressor 1 ½ HP	1000	1000
Edge Trimmer	500	500
Hand Drill ½”	1000	1000
Paint Sprayer	600	1200
Table Saw	2000	2000

For reference Only. Check your tool or appliance requirements. The wattage for exact wattages listed is based on estimated wattage requirements.
For exact wattages, check the data plate or owner’s annual on the item you wish to power when you use the generator.
Operating voltage and frequency requirement of all electronic equipment should be checked prior to plugging into this generator. Damage may result if the equipment is not designed to operate within a +/-10% voltage variation, and +/-3 Hz frequency variation from the generator specification ratings.

YOUR POWER NEEDS

Tool or Appliance	Running Watts	Starting Watts
1.		
2.		
3.		
4.		
5.		
Total Running Watts		
	Highest Starting Watts	

Total Running Watts + Highest Starting Watts	

4.4 BATTERY CHARGING

Start the engine first and allow it to reach idle before connecting the generator to the battery. Battery charging is performed using the 12V DC outlet only.

1. Be sure the Throttle Switch is turned “OFF” while charging batteries.
2. Be sure to connect the red battery charger lead to the positive (+) battery terminal, and connect the black lead to the negative (-) battery terminal. DO NOT reverse these positions.
3. Connect the battery charger leads to the battery terminals securely so that they do not disconnect due to engine vibration or other disturbances.
4. Charge the battery by following the instructions in the owner’s manual for the battery.
5. The DC Circuit Breaker will turn “OFF” automatically if the current exceeds rated output.
6. To restart charging the battery, turn the DC protector on by pressing its button to “ON”.
7. Refer to the owner’s manual for the battery to determine charging times.

NOTE

Never start or stop the generator with electrical devices plugged in or turned on.

MAINTENANCE

5.1 PERIODIC MAINTENANCE

Routine Inspection and Replace Every will keep your generator in the safest and most efficient condition possible.

Item	Routine Inspection	Prior to use	Replace Every	
			6mos. or 100hrs.	12mos. or 300hrs.
Spark Plug	• Check condition • Clean and replace if necessary		•	
Fuel	• Check fuel level and leakage.	•		
Fuel hose	• Check fuel hose for cracks or damage • Replace if necessary.	•		
Engine oil	• Check oil level in engine.	•		
	• Replace*		•*	
Air Filter Element	• Check condition • Clean		•	
Muffler Screen	• Check Condition • Clean or replace if necessary		•	
Spark Arrestor	• Check Condition • Clean or replace if necessary		•	
Fuel Filter	• Check Condition • Clean or replace if necessary			•

* Initial replacement of the engine oil is after one month or 20 hours of operation.

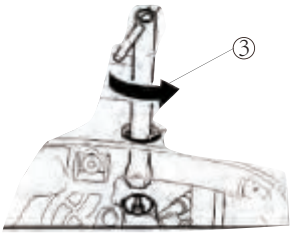
MAINTENANCE

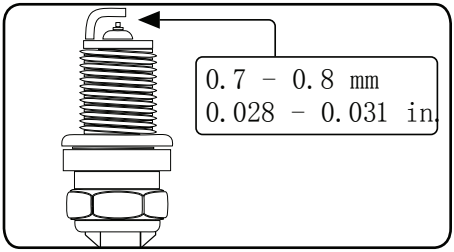
5.2 Spark Plug Maintenance

Spark Plug Inspection

The spark plug is an important engine component and should be checked periodically.

1. **Remove the screws (8 screws) ① and then remove the cover ②.**
2. **Remove the spark plug cable from the spark plug.**
3. **Use the spark plug tool that shipped with your generator to remove the plug.**
4. **Inspect the electrode on the plug. It must be clean and not worn to produce the spark required for ignition.**
5. **Make certain the spark plug gap is 0.7 – 0.8 mm or (0.028 – 0.031 in.).**





6. **Refer to the spark plug recommendation chart when replacing the plug.**
7. **Carefully thread the plug into the engine**
8. **Use the spark plug tool to firmly install the plug.**

Spark Plug Type: F6RTC

Spark Plug Torque:
20.0 N.m (2.0kgf.m, 14.8 lbf.ft)

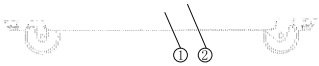
Spark Plug Cross Reference:
a) AutoLite -66
b) Champion –RN14YC
c) Bosh – WR9DS

MAINTENANCE

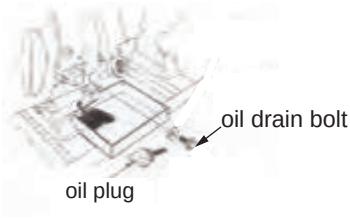
5.3 Engine Oil Replacement

Initial replacement of the engine oil is after one month or 20 hours of operation.

1. Place the generator on a level surface and warm up the engine for several minutes. Then stop the engine and turn the Fuel Petcock knob to **"OFF"**.



2. Remove the screws ① and then remove the maintenance cover ②.
3. Remove the oil plug and oil drain bolt.



4. Place an oil pan under the engine. Tilt the generator to drain the oil completely.
5. Fasten the oil drain bolt.

Note: *DO NOT tilt the generator when adding engine oil. This could result in overfilling and damage to the engine.*

figure 1

6. Add engine oil to the upper level as seen in the diagram figure 1.

Recommended engine oil:
- YAMALUBE 4 (10W-40),SAE 10W-30 or 10W-40
- SAE#30
- SAE#20
- SAE10W

Recommended engine oil grade:
API Service SE type or higher
Engine oil quantity:
0.6L.

7. Install oil plug , cover, and screws.

MAINTENANCE

5.4 Air Filter Maintenance

Should be performed every 6 months or 100 hours. The air filter may need to be cleaned more frequently when using in unusually wet or dusty areas.

Figure 1

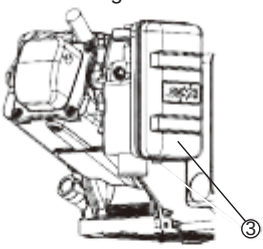


Figure 2

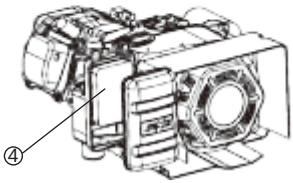


Figure 3

1. Remove the screws (8 screws) ① and then remove the cover ②.
2. Then remove the air filter case cover ③.
3. Remove the foam element ④.
4. Wash the element in soapy water squeeze filter dry in clean cloth (NOTE:DO NOT TWIST)Figure 4.
5. Soak filter element in clean engine oil ,squeeze the excess oil from filter.
6. Clean air cleaner housing and install air filter cover and screws .

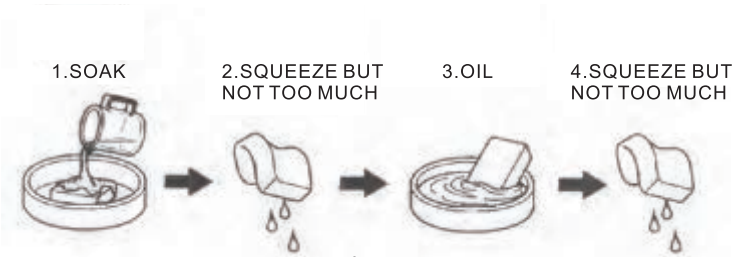


Figure 4

STORAGE

6.1 Short term storage of the Generator

During short term storage,the generator should be secured upright in its normal operating position with the fuel valve and engine switch truned “OFF”.

Avoid placing the generator in direct sunlight when storing.

If the generator is left in an enclosed area or vehicle,high temperatures inside could cause residual fuel to vaporize resulting in possible explosion.

6.2 Long term storage of the Generator.

1.During long-term storage,or infrequent use of your equipment,it is important to add a commercial fuel stabilizer(per the instructions on the bottle) and run the generator for 5 minutes to ensure that any fuel trapped in the system has the stabilizer in it.you may also opt add the fuel stabilizer and run the unit until it is out of fuel.

2.To drain the gasoline from the fuel tank(Figure1), turn the engine switch to the “OFF”position.

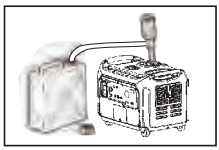


Figure1

3.Turn the fuel valve to the “ON” position,and loosen the carburetor drain screw and drain the gasoline into the approved gasoline container.

4.change the engine oil

5.Remove the spark plug and pour about a tablespoon of clean engine oil into the cylinder and turn the ignition key to the START position for a few cucles to distribute the oil.

6.Once half year ,recharge the lithium battery ①(Figure2)(remove side covers before recharge).
If a battery is allowed to drop below approximately 10.5 volts,it may not be recoverable by recharging, and you might have to replace the battery.

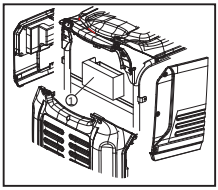


Figure2

7.Store the generator in a dry,well-ventilated place ,withthe cover placed over it.

WARNING!

GASOLINE IS FLAMMABLE. DO NOT perform this maintenance while smoking or near an open flame

TROUBLESHOOTING AND SPECIFICATIONS

7.1 Troubleshooting Diagram

MANUAL START | ELECTRIC START → NO → Check battery,ensure battery can work properly.

YES → Is there fuel in the tank? → NO → Refuel the fuel tank.

YES → Is the fuel valve open and the ignition switch on? → NO → Open the fuel valve and turn the ignition switch to the “START” position.

YES → Is there enough oil in the engine? → NO → Add the recommended oil.

YES → Is there a spark from the spark plug?

⚠ WARNING

- Be sure there is no spilled fuel around the spark plug.
- Spilled fuel may ignite.

NO → Replace the spark plug. → Still no Spark → Take the generator to an authorized Senci dealer.

YES → If the engine still does not start, take it to an authorized dealer.

Pull the recoil starter and check the spark plug for spark strength. (See "WARNING")

⚠ WARNING

1. To prevent FIRE HAZARDS, be sure fuel is not present in the spark plug area.
2. To revent FIRE HAZARDS, be sure to lace the sark plug as far way as posssible from the spark plug hole and carburetor area.
3. To prevent ELECTRIC SHOCK, do not hold spark plug lead with hand while testing.

To check spark:

1. Remove the spark plug cap and clean any dirt from around the spark plug.
2. Remove the spark plug and install the spark plug in the plug cap.
3. Attach the plug side electrode to your ground wire.
4. Quickly turn the key in the ignition to START position for a few cycles -- sparks should jump across the gap.

TROUBLESHOOTING AND SPECIFICATIONS

7.2 Fuel Filter Maintenance

Use this section to troubleshoot common errors.

Engine won't start

Fuel systems: No fuel supplied to combustion chamber
- No fuel in tank…..supply fuel.
- Clogged fuel line……clean fuel line.
- Clogged carburetor….clean carburetor.

Engine oil system insufficient
- Oil level is low….add engine oil.

Electrical systems
- Engine switch to **"ON"** and pull the recoil starter. Poor spark
- Spark plug dirty with carbon or wet…Remove carbon or wipe spark plug dry.
- Faulty ignition system….Consult a service center.

Generator won't produce power
- Safety device (DC protector) to **"OFF"** ….press the DC protector to **"ON"**
- Safety device (AC) to **"OFF"**….stop the engine, then restart.

TROUBLESHOOTING AND SPECIFICATIONS

7.3 Specifications

Engine Type	4-Stroke OHV Air Cooled Single Cylinder EPA Certified
Engine Displacement (cc)	223cc
Rated Power	3500W
Max Power	4000W
Rated Frequency	50Hz
Rated Voltage	220V
Rated Current	15.9A
Run Time	13.4hrs at 1/2 load
Receptacles (qty.)	230V AC (2);12V 8A DC (1)
Net Weight	57kg / 126 Lbs
Noise Level (dB)	70dB @ 23Ft.
Fuel Type	Unleaded gasoline
Fuel Tank Capacity	12L
Oil Type	SAE 10W-30
Start Type	Recoil/Electric
Dimensions L x W x H	730x520x550mm

SENCI WARRANTY REGISTRATION FORM

Product registration states to complete and should be mailed to our address or go on line to sales@senci.cn

Registering your product is important , it provides protection

1)You have record of product purchased

2)Customer Service can Better serve you for Warranty related issues

3)We can contact you in the unlikely event should notification is necessary

4)Always keep copy of your original receipt

Primary Information

Name:_____

Phone:_____

E-mail:_____

Address:_____

City, State, Zip code:_____

Date of purchase:_____

Where:_____

Generator Information

Serial #

Model #

The serial No. can be fouded on the engine.
PLEASE NOTE: Your generator cannot be registered without model & serial numbers.

1. **THE PRODUCTWAS PURCHASED FOR:**
   - **A.** ❑ Home back-up
   - **B.** ❑ Businessback-up
   - **C.** ❑ Camping
   - **D.** ❑ Tailgating
   - **E.** ❑ Rental
   - **F.** ❑ Farming/Agriculture
   - **G.** ❑ Jobsite/construction
   - **H.** ❑ Outdoor activities (Hunting)
   - **I.** ❑ Special Events
   - **J.** ❑ Battery Charging
   - **K.** ❑ Other_____
2. **THIS PRODUCT IS A:** (**select one**)
   - **A.** ❑ First Time Purchase
   - **B.** ❑ Replacement
3. **HOW DID YOU FIRST LEARN OF THIS PRODUCT:** (**select one**)
   - **A.** ❑ Magazine Ad
   - **B.** ❑ Newspaper
   - **C.** ❑ Radio
   - **D.** ❑ TV
   - **E.** ❑ Store Display
   - **F.** ❑ Contractor
   - **G.** ❑ Trade Show
   - **H.** ❑ Direct Mail
   - **I.** ❑ From Friend/Relative/Neighbor
   - **J.** ❑ Catalog
   - **K.** ❑ Internet
   - **L.** ❑ Other_____
4. **PLEASE RATE YOUR SATISFACTION LEVELWITH THE FOLLOWING:**

	Completely Satisfied 5	4	3	2	Not at all Satisfied
	❑	❑	❑	❑	❑
Product Value for Price Paid	❑	❑	❑	❑	❑
Performance	❑	❑	❑	❑	❑
Features	❑	❑	❑	❑	❑
Product Appearance	❑	❑	❑	❑	❑
Warranty	❑	❑	❑	❑	❑
Ease of Maintenance	❑	❑	❑	❑	❑
Noise Level	❑	❑	❑	❑	❑

5. **HOWLIKELY ARE YOU TO RECOMMEND A-iPOWER TO FAMILY OR FRIENDS?**

Extremely Likely 5	4	3	2	Not likely at all 1
❑	❑	❑	❑	❑

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The survey data we collect is for the purposes of marketing or product support and demographic information about the entire audience registering their products.

SENCI®