

Many generator manufacturers use a coolant heater that is way too small for the system. It works, but it does not put out enough heat. This is a building code violation, but the factories know no one will catch it until the temperature drops into the single digits; then it becomes a profitable service call. This is standard practice among generator suppliers.

If the generator starts, the heater is working to some extent. Run it regularly during a cold snap until a larger heater can be ordered and installed

Building code found in NFPA 110, chapter 5.3.1 requires the jacket water temperature be maintained at a temperature determined by the manufacturer for cold starting and load acceptance. This requires the consulting engineer to do some engineering. They do not like doing this. Engineering, especially if it involves math, is hard work. As a result, engineers accept whatever the generator vendor offers, adequate or not.

We are getting a lot of calls about this in cold weather.