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Service & Support Center

Setting the standard in Construction, Power and Lighting Solutions



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Service Bulletins

Technical Information

- ✓ Operation and Parts Manuals
- ✓ Technical Information (TI) Documents
- ✓ Service Schematics & Diagrams
- ✓ Emission Data Sheets
- ✓ Service Bulletins
- ✓ Service Manuals
- ✓ Instructions
- ✓ Videos

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Service & Support Center

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Home (index.html) / Field Service Contacts (service-contacts.html) / Field Service Managers - Construction & Lighting Solutions

Field Service Managers - Construction & Lighting Solutions

Please use the map below to contact one of our Field Service Managers for assistance. Click on your state and fill out the contact form or contact them directly.



Service Territory	Field Service Manager
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Southwest USA	Chuck Hughes Field Service Manager chughes@multiquip.com 720-908-0027
Northeast USA -Quebec Canada	Derek Adams Field Service Manager dadams@multiquip.com 301-957-4161
South Central USA -Kansas City Area of Missouri	Derrick Pasalich Field Service Manager dpasalich@multiquip.com 310-613-4890
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Technical Support Contacts

Construction & Lighting

888-661-8992 (tel:888-661-8992)
Monday - Friday 5AM to 5PM (PST)
techsupport@multiquip.com (mailto:techsupport@multiquip.com)

Power Solutions

800-835-2551 (tel:800-835-2551)

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PARTS ORDERING PROCEDURES

www.multiquip.com



Ordering parts has never been easier! Choose from three easy options:

Effective:
January 1st, 2006



Order via Internet (Dealers Only):

Order parts on-line using Multiquip's SmartEquip website!

- View Parts Diagrams
- Order Parts
- Print Specification Information



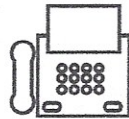
If you have an MQ Account, to obtain a Username and Password, E-mail us at: parts@multiquip.com.

To obtain an MQ Account, contact your District Sales Manager for more information.

Goto www.multiquip.com and click on **Order Parts** to log in and save!

Use the **internet** and qualify for a **5% Discount** on **Standard orders** for all orders which include complete part numbers.*

Note: Discounts Are Subject To Change



Order via Fax (Dealers Only):

All customers are welcome to order parts via Fax.

Domestic (US) Customers dial:
1-800-6-PARTS-7 (800-672-7877)

Fax your order in and qualify for a **2% Discount** on **Standard orders** for all orders which include complete part numbers.*

Note: Discounts Are Subject To Change



Order via Phone: Domestic (US) Dealers Call:
1-800-427-1244

Non-Dealer Customers:

Contact your local Multiquip Dealer for parts or call 800-427-1244 for help in locating a dealer near you.



International Customers should contact their local Multiquip Representatives for Parts Ordering information.

When ordering parts, please supply:

- | | |
|---|--|
| <input type="checkbox"/> Dealer Account Number | <input type="checkbox"/> Specify Preferred Method of Shipment: |
| <input type="checkbox"/> Dealer Name and Address | <input checked="" type="checkbox"/> UPS/Fed Ex <input checked="" type="checkbox"/> DHL |
| <input type="checkbox"/> Shipping Address (if different than billing address) | <input type="checkbox"/> Priority One <input checked="" type="checkbox"/> Truck |
| <input type="checkbox"/> Return Fax Number | <input type="checkbox"/> Ground |
| <input type="checkbox"/> Applicable Model Number | <input type="checkbox"/> Next Day |
| <input type="checkbox"/> Quantity, Part Number and Description of Each Part | <input type="checkbox"/> Second/Third Day |

NOTICE

All orders are treated as *Standard Orders* and will ship the same day if received prior to 3PM PST.

WE ACCEPT ALL MAJOR CREDIT CARDS!



TROUBLESHOOTING (ENGINE)

Table 10. Engine Troubleshooting		
SYMPTOM	POSSIBLE PROBLEM	SOLUTION
Engine does not start.	No fuel?	Replenish fuel.
	Air in the fuel system?	Bleed system.
	Water in the fuel system?	Remove water from fuel tank.
	Fuel pipe clogged?	Clean fuel pipe.
	Fuel filter clogged?	Clean or change fuel filter.
	Excessively high viscosity of fuel or engine oil at low temperature?	Use the specified fuel or engine oil.
	Fuel with low cetane number?	Use the specified fuel.
	Fuel leak due to loose injection pipe retaining nut?	Tighten nut.
	Incorrect injection timing?	Adjust.
	Fuel cam shaft worn?	Replace.
	Injection nozzle clogged?	Clean injection nozzle.
	Injection pump malfunctioning?	Repair or replace.
	Seizure of crankshaft, camshaft, piston, cylinder liner or bearing?	Repair or replace.
	Compression leak from cylinder?	Replace head gasket, tighten cylinder head bolt, glow plug and nozzle holder.
	Improper valve timing?	Correct or replace timing gear.
Piston ring and liner worn?	Replace.	
Excessive valve clearance?	Adjust.	
Starter does not run.	Battery discharged?	Charge battery.
	Starter malfunctioning?	Repair or replace.
	Key switch malfunctioning?	Repair or replace.
	Wiring disconnected?	Connect wiring.

TROUBLESHOOTING (ENGINE AND GENERATOR)

Table 9. Engine and Generator Troubleshooting (Continued)

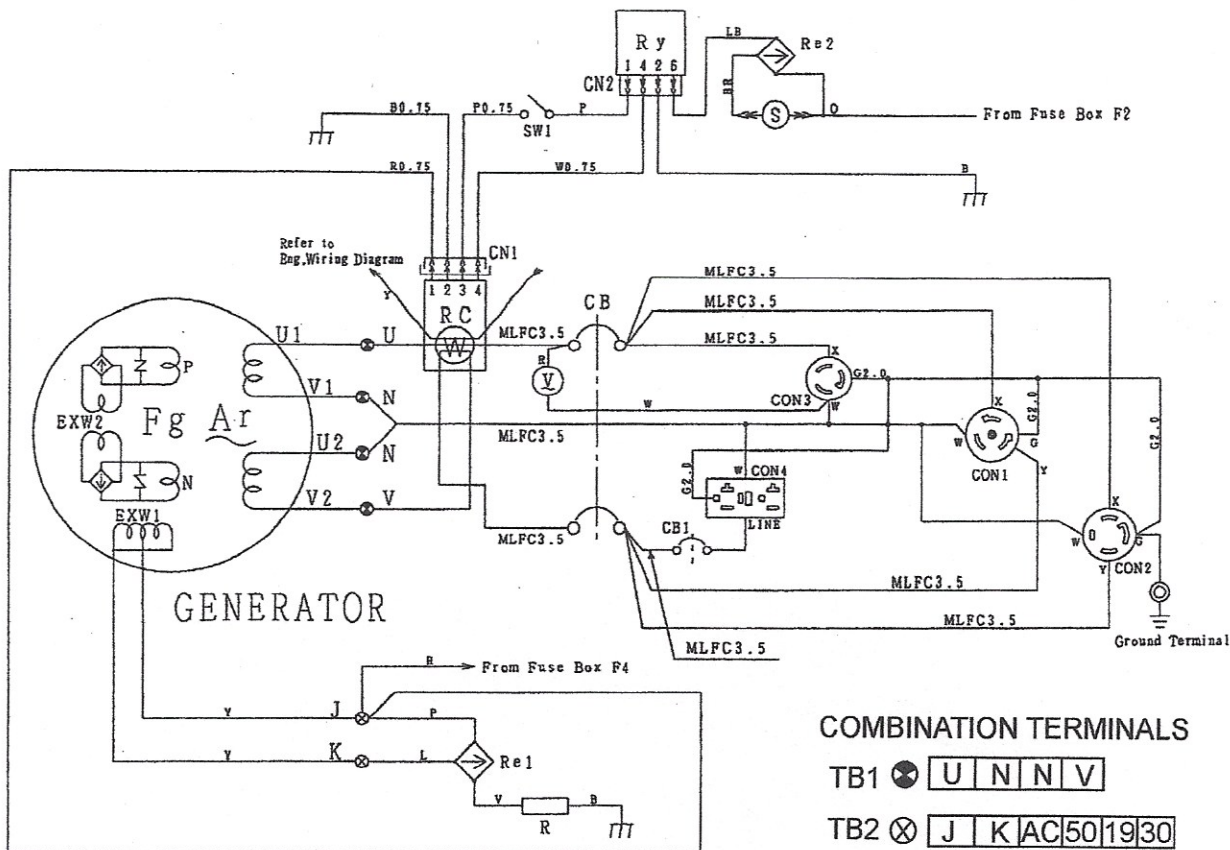
SYMPTOM	POSSIBLE PROBLEM	SOLUTION
Engine starts and "Idle Control Switch" is in OFF position. Engine speed rises and battery discharges too soon.	Defective Engine Regulator?	Replace Regulator.
	Defective Wiring?	Repair or Replace Wiring.
Engine starts and "Idle Control Switch" is in OFF position. Engine speed rises and engine seems overloaded.	Defective Alternator?	Repair or Replace Alternator.
	Damaged Alternator Bearing?	Replace Alternator Bearings.
Engine starts and "Idle Control Switch" is in OFF position. Engine speed rises and engine has large vibrations. overload.	Bad Engine Installation?	Repeat Installation of of Engine.
Engine starts and "Idle Control Switch" is in OFF position. Engine speed rises and engine has abnormal noise.	Loose Engine Parts?	Check All Engine Parts For Tightnes.
	Defective Alternator?	Check Alternator for Damaged Bearing or Loose Clamping Bolts.
	Defective Enclosure?	Check Enclosure Bolts for Tightness.
Engine starts and "Idle Control Switch" is in OFF position. Engine speed rises and remains at high speed when Idle Control switch is placed in the ON position.	Defective Idle Control Device?	Repair or Replace Idle Control Device.
	Defective Idle Control Switch?	Replace Idle Control Switch.
	Defective Solenoid?	Replace Solenoid.
	Defective Relay?	Replace Relay.

TROUBLESHOOTING (ENGINE AND GENERATOR)

Table 9. Engine and Generator Troubleshooting

SYMPTOM	POSSIBLE PROBLEM	SOLUTION
Engine fails to start and starter does not rotate.	Dead Battery?	Replace Battery.
	Defective Starter Switch?	Replace Switch.
	Defective Starter?	Replace Starter.
	Fuse F5 Burned Out?	Replace Fuse.
Engine fails to start and starter rotates.	Broken Pre-Heat Circuit?	Check Pre-Heat Circuit.
	No Fuel?	Add Fuel.
	Defective Wiring?	Check Wiring.
Engine starts "Idle Control Switch" is in OFF position and engine remains at low speed.	Defective Idle Control Switch?	Replace Switch.
	Idle Control Switch is in ON position?	Set Switch to OFF Position.
	Clogged Fuel Strainer?	Clean or Replace.
	Clogged Air Cleaner?	Clean or Replace.
	Defective Idle Control Device?	Replace.
	Disconnected Wiring?	Check and Repair Wiring.
Engine starts and "Idle Control Switch" is in OFF position. Engine speed rises and no voltage is present in AC power source.	No Voltage Present in AC Power source	Replace Rectifier (RE1).
	Defective Rotor?	Replace Rotor.
	Defective Voltmeter?	Replace Voltmeter.
	Disconnected Wiring?	Check and Repair Wiring.
	Layer Short-Circuit in armature winding?	Replace Armature.
Engine starts and "Idle Control Switch" is in OFF position . Engine speed rises and AC power voltage is too low or cannot be used.	Defective Circuit Breaker (Protector)?	Replace Circuit Breaker (Protector).
	Layer Short-Circuit, Broken Wires In Armature Winding?	Repair or Replace Armature.

GENERATOR WIRING DIGRAM



WIRING COLOR CODE	
SYMBOL	COLOR
B	BLACK
L	BLUE
BR	BROWN
G	GREEN
GR	GRAY
V	VIOLET
P	PINK
R	RED
W	WHITE
Y	YELLOW
LB	LIGHT BLUE
LG	LIGHT GREEN
O	ORANGE

SYMBOL	PARTS NAME
AR	ARMATURE WINDING
Eg	FIELD WINDING
EXW1~2	EXCITATION WINDING
V	AC VOLTMETER
RE1~2	RECTIFIER
CON1	RECEPTACLE (120/240V, 50 AMP)
CON2	RECEPTACLE (120/240V, 30 AMP)
CON3	RECEPTACLE (120V, 30 AMP)
CON4	RECEPTACLE (120V, 20 AMP-GFCI)
CB	MAIN CIRCUIT BREAKER (265V, 25 AMP)
CB	GFCI CIRCUIT BREAKER (250V, 20 AMP)
SW1	IDLE CONTROL SWITCH
RC	IDLE CONTROL DEVICE
S	SOLENOID
Ry	RELAY
R	RESISTOR

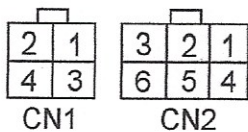
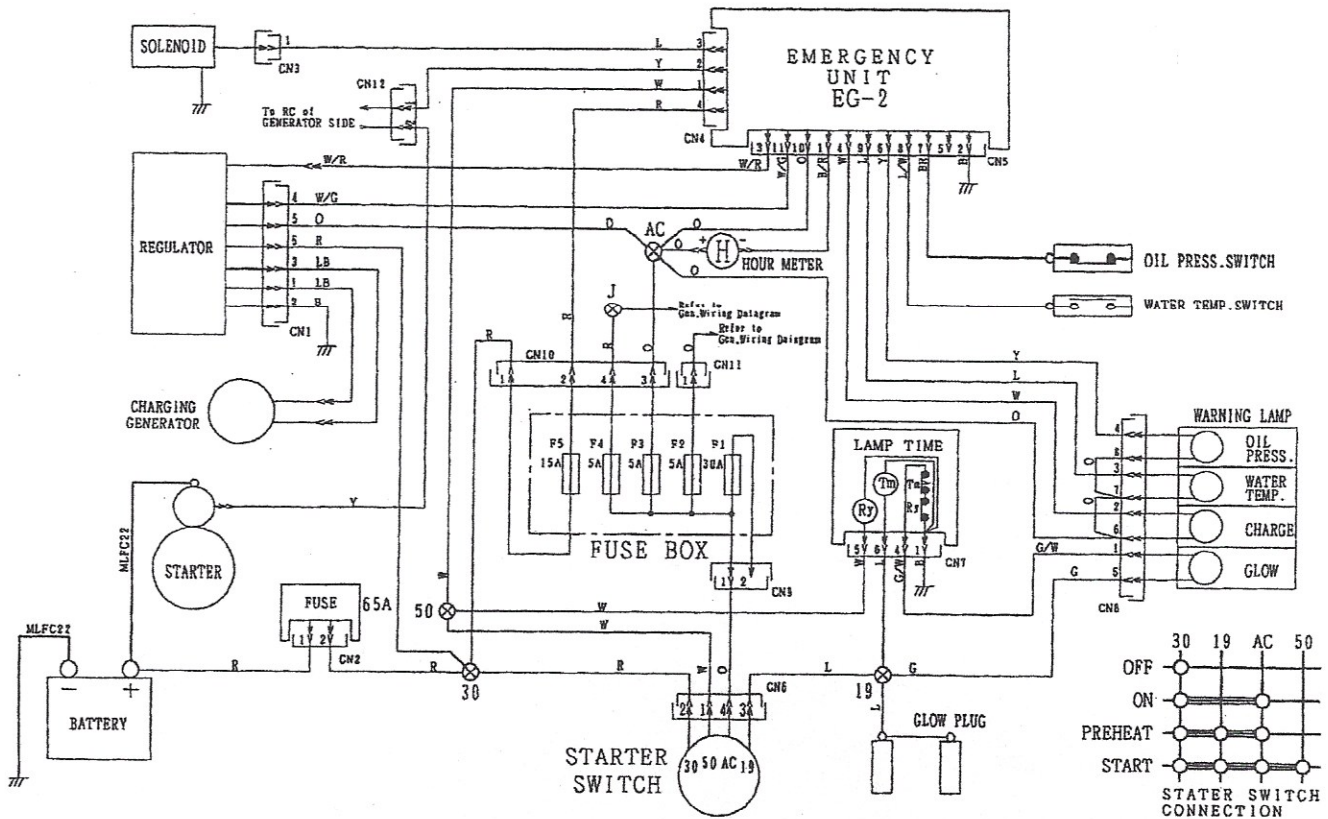


Figure 38. Generator Wiring Diagram (DA7000 SERIES)

ENGINE WIRING DIGRAM



CONNECTOR VIEWED AT WINDING SIDE

WIRING COLOR CODE	
SYMBOL	COLOR
B	BLACK
L	BLUE
BR	BROWN
G	GREEN
GR	GRAY
V	VIOLET
P	PINK
R	RED
W	WHITE
Y	YELLOW
LB	LIGHT BLUE
LG	LIGHT GREEN
O	ORANGE

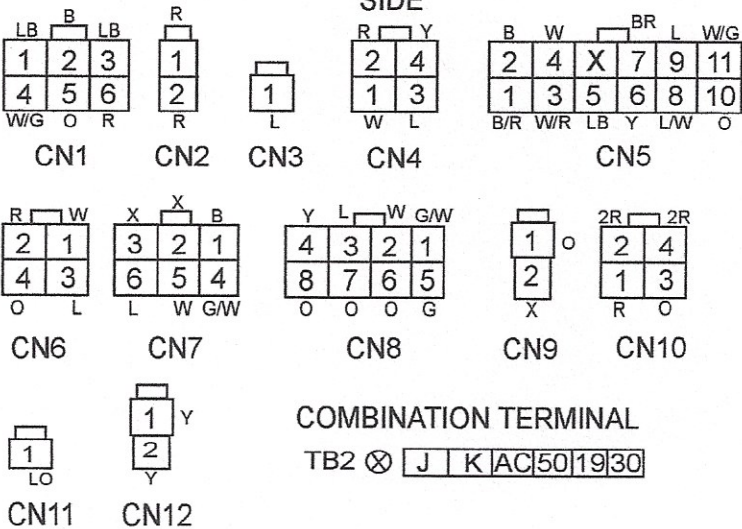
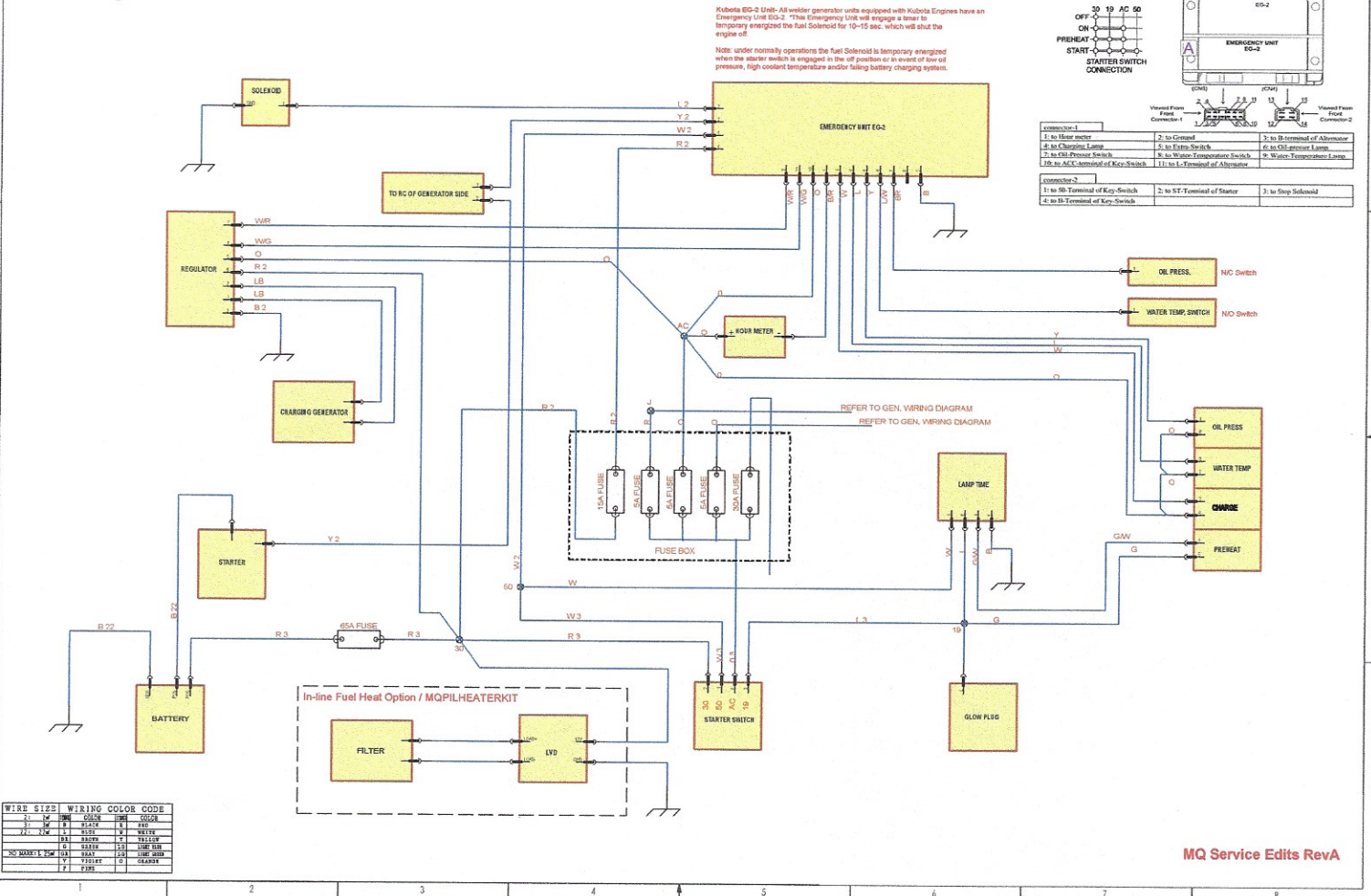
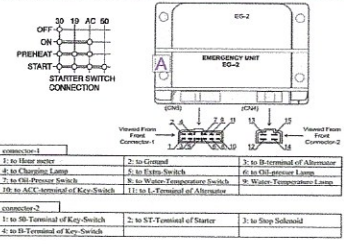


Figure 39. Engine Wiring Diagram

DA/DAC7000 Engine Electrical Schematic

Kubota EG-2 Unit: All welder generator units equipped with Kubota Engines have an Emergency Unit EG-2. This Emergency Unit will engage a timer to temporarily energize the fuel Solenoid for 10-15 sec. which will shut the engine off.

Note: Under normal operation the fuel Solenoid is temporarily energized when the starter switch is engaged in the off position or in event of low oil pressure, high coolant temperature and/or falling battery charging system.



WIRE SIZE	WIRING COLOR CODE
14	ORANGE
16	RED
18	BLACK
20	BLUE
22	GREEN
24	BROWN
26	YELLOW
30	PINK
36	GRAY
40	WHITE
48	UNCOLORED
50	UNCOLORED
60	UNCOLORED
70	UNCOLORED
80	UNCOLORED
90	UNCOLORED
100	UNCOLORED

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