



TECHNICAL BULLETIN

Date: 10.01.2025	Ref No. TB-2511	Model(s): iGen11000Tfc
Subject: How to Float the Neutral		

Name of Product:

iGen11000Tfc

Issue / Concern:

Units Neutral wire is Bonded to the Ground wire and frame; Customer wants to Float the Neutral wire

Precautionary Steps:

1. Make sure the Engine is cool prior to working on the unit.
2. Turn the ON/OFF switch on the generator to the "OFF" position.
3. Disconnect the Battery and Spark plug.
4. Turn the Fuel Valve into the "OFF" position.
5. Loosen the Fuel Drain bolt at the bottom of the Carburetor to drain any remaining fuel.
 - 5.1. Note: Have a drain pan or container at the end of the hose to capture any remaining fuel.

Description:

This technical bulletin will guide you through the process of separating the units "Bonded" Neutral and Ground wiring by "Floating the Neutral" wire, after the above "Precautionary Steps" have been completed.

The Westinghouse iGen11000Tfc generator is wired neutral to ground. If you are connecting your generator to a Transfer Switch, a licensed electrician will need to consider removing the bonded neutral to ensure proper operation of household GFCI circuits.

If the bonded neutral is disconnected, the generator must be relabeled as "Floating Neutral" on the control panel. Disconnecting the bonded neutral may not allow proper operation of the generators GFCI receptacles.

Follow the steps below to "Float the Neutral" on the Westinghouse iGen11000Tfc.

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Recommended Solution:

Step 1: Remove the Front Panel.

- 1) Remove the (x8) Phillip screws.



Step 2: Remove the bolts securing the Inverter.

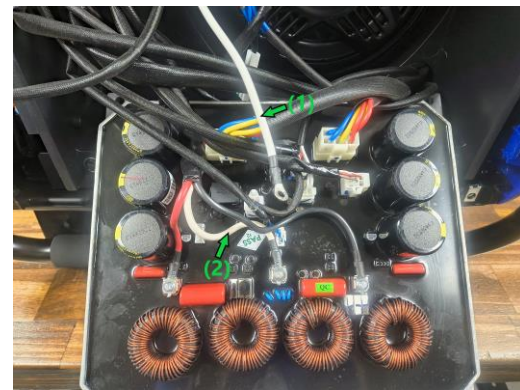
- 1) Remove the (x4) bolts securing the ground wire and Inverter then very delicately allow the Inverter to hang.





Step 3: Remove the Neutral wire (1) from the Inverter.

- 1) Remove the Phillip screw securing both Neutral wires from the white Neutral terminal on the Inverter.
- 2) Remove the white Neutral wire (1) that is leading up to the Control Panel from the Neutral terminal.
- 3) Re-install the Neutral wire (2) that is bundled with the Black and Red wires and the Phillip screw to the Neutral terminal.



Step 4: Re-install the Inverter.

- 1) Secure the Inverter and ground wire to its seat with the (x4) 8mm bolts.



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Step 5: Remove the Fuel Selector Knob.

- 1) Remove the Phillip screw inside of the Fuel Selector Knob shaft.



Step 6: Remove the screws securing the Control Panel.

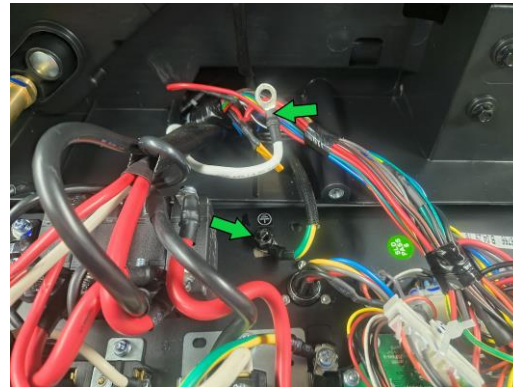
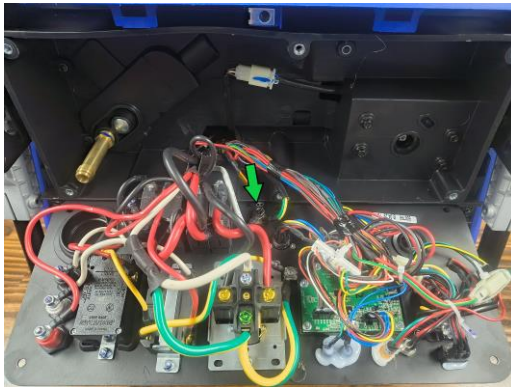
- 1) Remove the (x6) Phillip screws securing the Control Panel, then gently allow the Control Panel to hang.





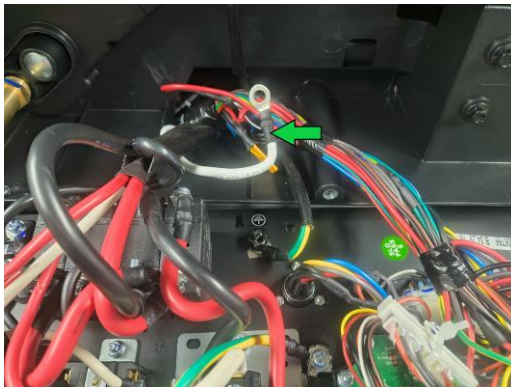
Step 7: Remove the Neutral wire from the Control Panel Grounding Stud.

- 1) Remove the 10mm nut from the Ground Stud and then the white Neutral wire.
- 2) Re-install the 10mm nut to the Ground Stud.



Step 8: Completely remove the white Neutral wire.

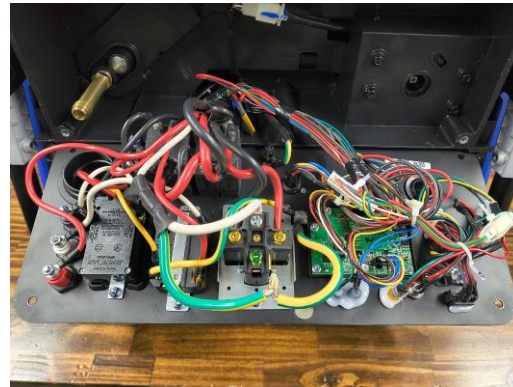
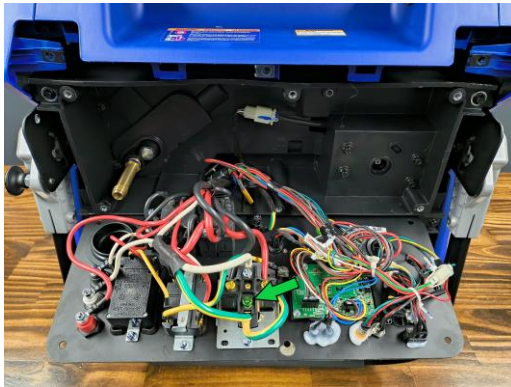
- 1) Gently pull the white Neutral wire out and away from the Control Panel.





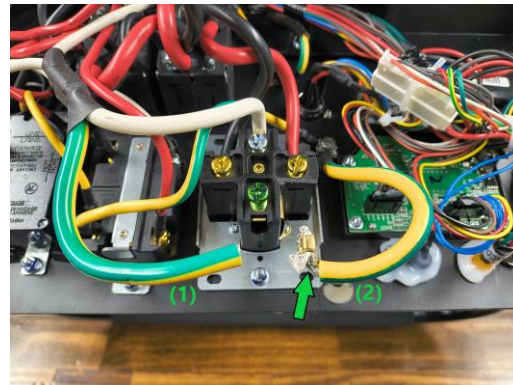
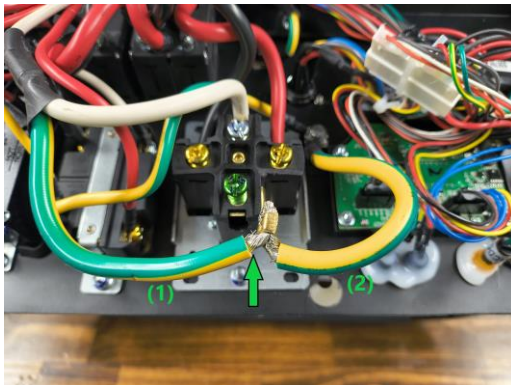
Step 9: Remove the Ground wire from the 14-50R receptacle.

- 1) Loosen the green ground screw on the 14-50R receptacle.
- 2) Remove the green/yellow Ground wires from the receptacle.



Step 10: Separate the spliced Ground wires.

- 1) Using side cuts, cut the wires at the crimp joint leaving the crimp on the Ground wire (2)





Step 11: Cap off the cut wire.

- 1) Using electrical tape or heat shrink, cap off the Ground wire (1) without the crimp.



Step 12: Install the Ground wire (2) to the receptacle.

- 1) Insert the crimped Ground wire (2) into the 14-50R ground terminal.
- 2) Tighten the green ground screw.



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Step 13: Secure the Control Panel.

- 1) Secure the Control Panel to the frame using the (x6) Phillip screws.



Step 14: Replace the Fuel Selector Knob.

- 1) Insert the Fuel Selector Knob pointing towards the "OFF" selection.
- 2) Tighten the Phillip screw inside of the Fuel Selector Knob shaft.





Step 15: Replace the Front Panel.

- 1) Secure the Front Panel to the frame using the (x8) Phillip screws.



Step 16: Re-label the Control Panel.

- 1) Locate the Grounding Stud on the face of the Control Panel.
- 2) Place a label over the "Bonded Neutral" text stating that it is now a "Floating Neutral".



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Step 17: Verify that the Neutral is floating.

- 1) Using a multimeter, test the continuity while the generator is off by placing one probe in the neutral slot of the receptacle and the other probe on the Control Panel Grounding stud. You should have an open circuit and no audible beep. If you are seeing continuity or hearing the audible beep, verify the correct wires were removed.



Contact Information:

Customer Service Contact: 1-855-944-3571