

## Generator doesn't start, display says "Whisper is running",

**Question** Generator doesn't start, display says "Whisper is running", generator does not engage starter during start sequence

**Answer** This is caused by an internal fault in the DC alternator.

**Test procedure:**

Before start remove the green connector from the back of the DC alternator.

Start the generator. The startermotor should engage when the display shows "cranking" in the start sequence.

The generator will stop and restart after the 15 seconds failure bypass time.

**Description:**

On the green plug in the back of the DC alternator there are two connections, marked "L" and "R"

The L-connection is a 12V output when the alternator is giving 12V out.

The R-connection is a 12V input to the alternator regulator used for compensation of voltage drops in the wiring. This 12V input is taken from the "hold" connection of the DDC blackbox.

Due to an internal fault in the alternator the 12V input on the R-connection is directly connected to the L-connection giving a 12V signal out when the generator is stopped.

The DDC blackbox is receiving this 12V signal from the alternator "L" connection on the blackbox "alt" connection as a generator running signal.

This running signal is used by the DDC blackbox as a start block to avoid the startermotor to engage on a running generator.

**Solution:**

Because the DC alternator has an internal fault, this should be replaced or repaired by an authorized repair shop.

In some cases a temporarily solution is possible by removing the wire between the DDC "hold" and alternator "R" connections.

The alternator will still deliver output from its internal regulator but it will not compensate for cable losses. This can result in a slightly lower alternator DC output to the starter battery.