

EU7000*is* Remote Starter Frequently Asked Questions



EU7000*is* Generator

Have a question or concern about how the EU7000*is* Remote Starter functions? Here is a list of the most frequently asked questions that may provide the answer.

These frequently asked questions apply to EU7000*is* generators that have the Remote Starter accessory (P/N 06612-Z37-000AH) installed and have a frame serial number between EEJD-1000001 and EEJD-1299999.

If you need additional assistance with your remote starter kit, contact your local authorized Honda Power Equipment dealer. To find a Honda dealer near you, visit powerequipment.honda.com or contact American Honda Customer Relations at (770) 497-6400, option 3.



Questions and Answers

What do the different light colors mean on the remote fob?

A Button:

If you press and the light flashes RED, it means the fob is not paired.

If you press and the light flashes ORANGE, but then flashes RED quickly, there is an error. Check to make sure you are in range of the generator and the key is in the "ON" position.

After Solid Orange, if you press 'A' again, it will give you a status of the generator (Red = generator is stopped, Green = generator is running).

If you press and there is no colored light, check and replace the battery in the fob.



START Button:

If you press START, the generator will start and the light will turn solid GREEN.

STOP Button:

If you press STOP, the generator will stop and the light will turn solid RED.

If the light ever flashes red fast, there is an error in communication.

Why is it necessary for both the remote fob and phone to be paired for either one to work?

In order to help ensure only you or someone you authorize can use the generator, it is required that you pair both before either one can be used.

Why does the Main Switch on the generator need to be in the "ON" position? Won't the battery die?

This allows for the remote receiver to have power to be able to start. The battery will have an extended life in this mode with the remote start properly connected because the remote start will put the generator into sleep mode when not running. It can stay in this condition for an extended period of time depending on the temperature and condition of the battery.

Why is the working distance of the remote different inside an RV or house compared to outside?

The antenna for the receiver is in the control panel side (front) of the generator, and the reception from sides or back of the generator is not as strong, nor is it as strong when you are inside a house or RV. The more barriers between the remote and the antenna, the weaker the signal becomes. If the battery is strong, the range should be 75 feet from the front if there are no barriers.

My phone says the generator is “offline.” What does that mean?

It means that the phone cannot communicate with the receiving unit because either the phone is out of range or there is no power to the receiving unit.

What happens if I lose my remote fob?

Once it is paired, the receiving unit in the generator will know it has been paired and will still function with your phone. If you decide to buy another fob, you can reset the receiving unit and pair the new fob.

What happens if I lose my remote fob and reset my receiving unit?

You can only use the generator if the receiving unit has one fob and one phone paired with it. Anything other than that, it will not work.

What happens if I lose my phone or get a new phone?

The fob will still work even if the phone is not present. However, if you get a new phone, you will need to reset the receiving unit in order to be able to pair the new phone.

How do I reset the receiving unit?

To reset the receiving unit to add a new phone, you turn the MAIN Switch key to the ON position and then back to OFF 10 times. That will erase the receiving unit memory. If you also want to reset the fob, continue to turn the key on and off another 10 times (20 times in a row). All of the memory will be reset to an empty memory condition.

I accidentally reset my receiving unit, how do I re-pair the remote fob?

You will need to reset the fob by the following process.

1. Hold all three buttons ('A', 'Start', and 'Stop') down at the same time for about three seconds until the light blinks orange.
2. Lift up and repeat a second time until the light blinks orange again.
3. Lift up and repeat a third time until the light turns green. Once green, it is reset and ready to pair.

Generator makes clicking sound when starting (or no sound), but does not start. Why?

Likely the generator battery is weak and does not have enough energy to start the generator. You can manually start the generator by pulling the recoil rope and allow the battery to charge via the generator charging system. You can also follow the instructions in your EU7000's Owner's Manual for recharging the battery with a dedicated battery charger.

Why is there a zip tie included with the Remote Starter kit?

The zip tie is to ensure you secure the jumper plug that is removed when the remote receiving unit is plugged in. **It is really important not to lose it!** If you ever want to remove the remote starter accessory from the generator, you will need to replace that jumper plug in order for the generator to operate.

Can I pair more than one remote fob or phone to one receiving unit?

No, one receiving unit can only have one fob and one phone paired at a time.

Can I pair more than one receiving unit to one remote fob or phone?

A fob can only be paired to one receiving unit at a time. A phone can be paired to multiple generators at the same time and can switch between them.

Can I turn on the generator with the remote fob and off with the phone?

Yes, or vice versa. You can also manually turn off the generator if you wish.

I have a parallel kit and want to run two generators with one remote fob. Can I buy an extra receiving unit?

No, one fob can only operate one generator, therefore an additional new Remote Starter Kit will be required for the second generator, which includes the individual fob.

Why can't I turn on the generator manually even if the key is in the "ON" position?

If the key is on for more than about 30 seconds without being turned on manually, the generator goes into a power-saving mode. It can be started manually by toggling the key off and then on again.

The generator tries to start, but just won't, why is that?

This is likely not a problem with the remote control. Refer to your EU7000's Owner's Manual to troubleshoot the generator to find the cause. Check all of the basics including lack of fuel, low oil, or dead battery. Contact your authorized Honda Power Equipment Dealer for additional assistance.

Why do all appliances (loads) that are plugged into the generator need to be turned off before starting the generator?

In order to maximize the life of the generator, it is important to have the engine warmed up and running at normal operating speed prior to applying a load to the generator.

Why will my fob not work even though it is paired with the generator?

The generator can only talk to one *Bluetooth*[®] signal at a time. If the generator is connected via *Bluetooth*[®] with the phone, it prioritizes that over the fob. Therefore, the fob cannot connect and will show an error. If the phone is moved to outside the range of the generator or the app is closed, the fob can be used (the phone going into sleep mode does not stop the app from communicating with the generator).