



## WSK-1™ TROUBLESHOOTING - TECH SUPPORT

---

**Issue:** Unit only “clicks” and does not turn over engine when trying to start with remote.

**Cause:** Generator’s battery charge level/crank power too low.

**Solution:** The generator’s onboard battery is just a bit too weak on state of charge and/or state of health to allow the extra power required to start remotely. Disconnect battery from generator to charge or replace battery if necessary.

---

**Issue:** The generator will start but **will not shut off** by remote or with ignition switch.

**Cause:** The generator was likely started remotely while the ignition key was turned on or was started with the ignition key while the control panel toggle switch was turned on.

**Solution:** Disconnect the WSK-1 control box power connector and wide harness plug connector. Count to 10 and then reconnect. This will reset the ground circuits to allow shut down. To prevent issue: leave the ignition key turned to OFF or not in the ignition switch while starting remotely. The control panel toggle switch needs to be ON when using the remote, or OFF for long term storage or when starting with ignition key switch.

**For further assistance contact Hayes Products at 580-762-6334  
or email: [service@hayesequipment.com](mailto:service@hayesequipment.com)**