INSTALLATION SUPPLEMENT

Original Issue Date: **6/22**
Model: **All Models Equipped with the RDC2 or VSC Controller**
Market: **Residential/Commercial**
Subject: **Warranty Registration and Controller Unlock Code**

Introduction

Residential generator sets equipped with the following controllers will require an unlock code in order to operate in automatic (AUTO) mode.

- RDC2 controller
- RDC2 controller with APM firmware
- VSC controller (for 6VSG models)

The unlock code needs to be entered only once for each controller. The unlock code can be entered before or at the time of installation.

Residential generator sets built in July 2022 or later will require the unlock code.

To obtain the unlock code, follow the instructions in this document to log into the Rehlko Power Assistant Service Support Platform and register your generator set. A unique access code will be created by the warranty system, displayed on the screen, and also emailed to the address you provide during registration. A unique code is required for each new generator set controller.

The code can be entered:

- Using SiteTech,
- Using the USB Utility tool, or
- From the controller keypad.

You will need to have the following information when you register the generator set.

- Owner's name, address, and email address
- Address for the generator location
- Generator serial number
- Fuel type, NG or LPG (if dual fuel, use NG)
- In-service date
- Kohler representative name

rehlko

Safety Precautions

Observe the following safety precautions when entering the unlock code.

Note:
If the generator set is already installed and connected to an automatic transfer switch (ATS) or a remote start switch, the engine may start after the unlock code is entered and the controller is placed in AUTO.

DANGER	**Hazardous voltage. Moving parts.** **Will cause severe injury or death.** Operate the generator set only when all guards and electrical enclosures are in place.
	

CAUTION	**Hazardous noise.** **Can cause hearing loss.** Never operate the generator set without a muffler or with a faulty exhaust system.
	

Engine noise. Hazardous noise can cause hearing loss. Generator sets not equipped with sound enclosures can produce noise levels greater than 105 dBA. Prolonged exposure to noise levels greater than 85 dBA can cause permanent hearing loss. Wear hearing protection when near an operating generator set.

1 Registration Procedures

To get the unlock code, you must first register the generator in Kohler Power Assistant. There are two methods for registering the generator set; one is for dealers, and the other is for generator owners.

Get the generator set serial number from the nameplate. See the generator set operation manual for the location of the nameplate, if necessary.

Registration Procedure for Dealers:

1. Go to https://kohler.mizecx.com and log into the Kohler Power Assistant Service Support system.
2. Click on **Registration**. See Figure 1**.**
3. Under Product Registration, click on **New**. See Figure 2.
4. A registration form appears on the screen. See Figure 3. Enter the information into the spaces on the form. Required items are marked with an asterisk (*).
    a. Click on the dropdown arrows where provided and select from the list of options.
    b. As you type the address into Address Line 1, Google-verified addresses will appear. Please select the correct address from the list.
    c. For usage, the code ending in ESP is for emergency standby and PRP is for prime power (off grid) applications. (PRP may not apply to your model.)
5. Click on **REGISTER**.

The unlock code will be displayed on the screen. The code will also be sent to the email address that you provided in the registration form.

Note:
Save the unlock code! You will need to enter it into the generator set's RDC2 or VSC controller.

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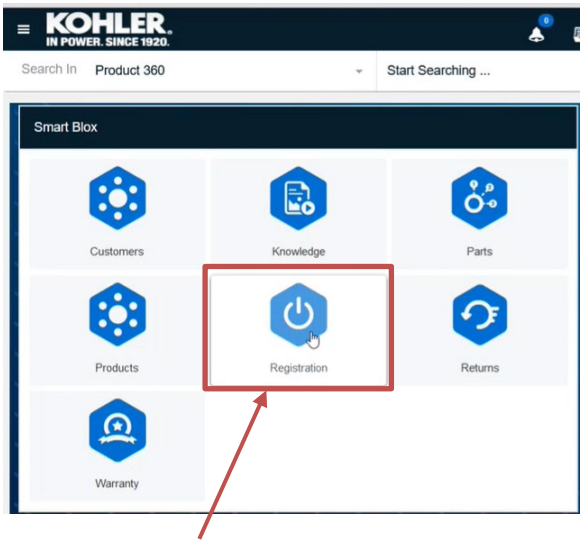


Figure 1 Select Registration

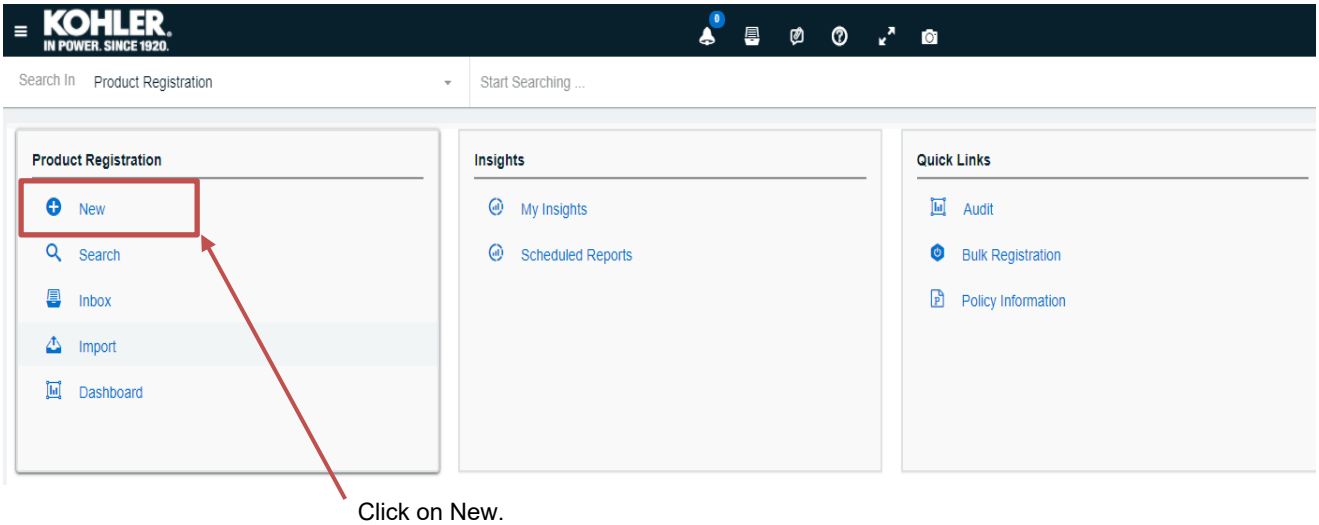


Figure 2 Select New under Product Registration

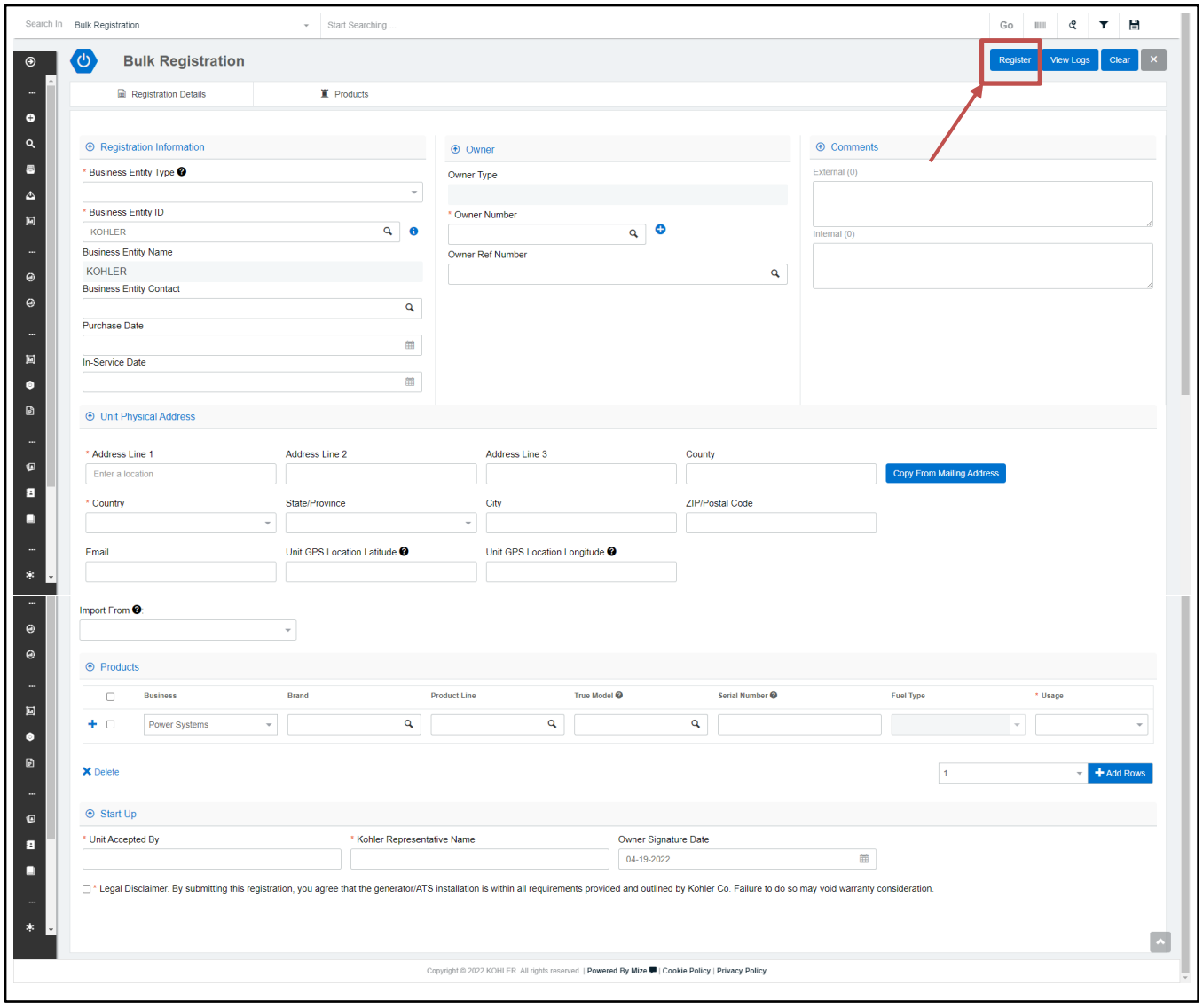


Figure 3 Registration Form for Dealers

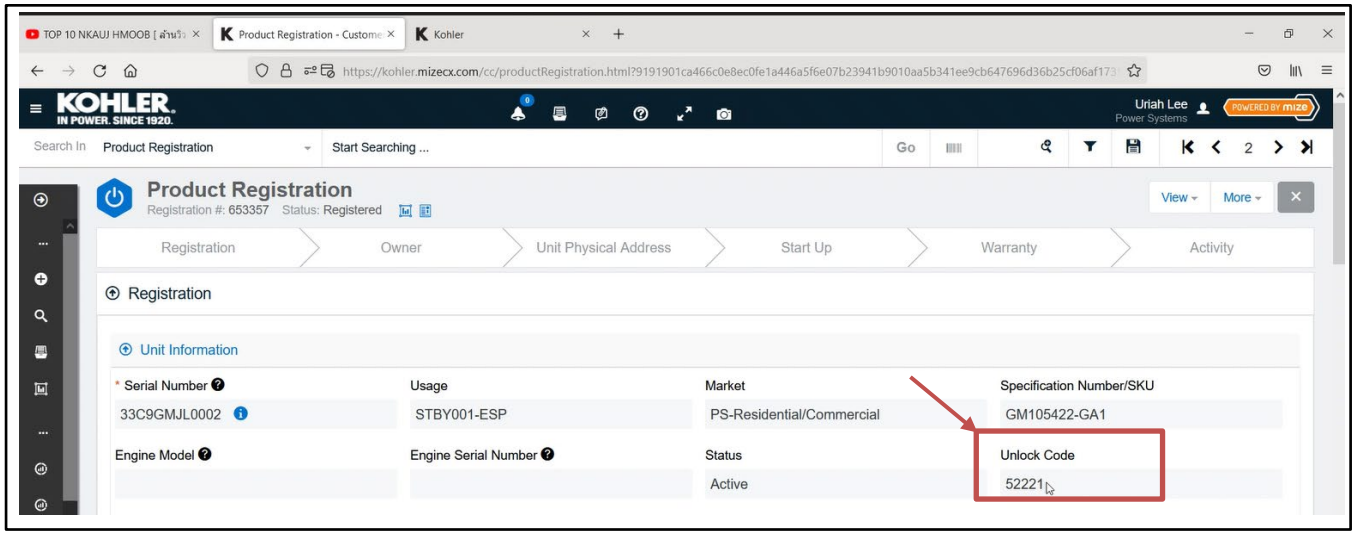


Figure 4 Unlock Code

Registration Procedure for Owners:

1. Go to kohlergenerators.com
2. Select **Owner support** and then **Product Registration**. See Figure 5.

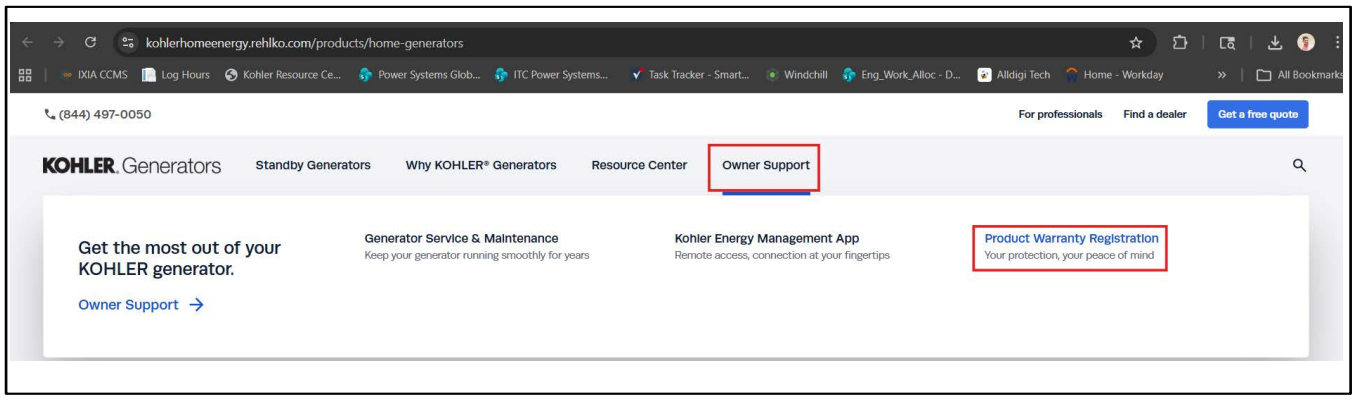


Figure 5 Kohlergenerators.com Website

3. A registration form appears on the screen. See Figure 6.
    a. Enter the information into the spaces on the form. Required items are marked with an asterisk (*).
    b. As you type the address in Address Line 1, Google-verified addresses will appear. Please select the correct address from the list.
4. Scroll down to enter the information for your generator set. After you enter the serial number, appropriate fuel type and usage selections will appear when you click on the drop-down arrows by each box.
    a. Select **Natural Gas** or **LPG**. If a dual fuel kit is used, select Natural Gas.
    b. For usage, the code ending in ESP is for emergency standby and PRP is for prime power (off grid) applications. (PRP may not apply to your model.)
5. Enter the names for the person accepting the unit and the Kohler representative.
6. Click the **Legal Disclaimer** box.
7. Click **REGISTER** when finished to submit your information.

The unlock code will be displayed on the screen. The code will also be sent to the email address that you provided in the registration form.

Note:
Save the unlock code! You will need to enter it into the generator set's RDC2 or VSC controller.

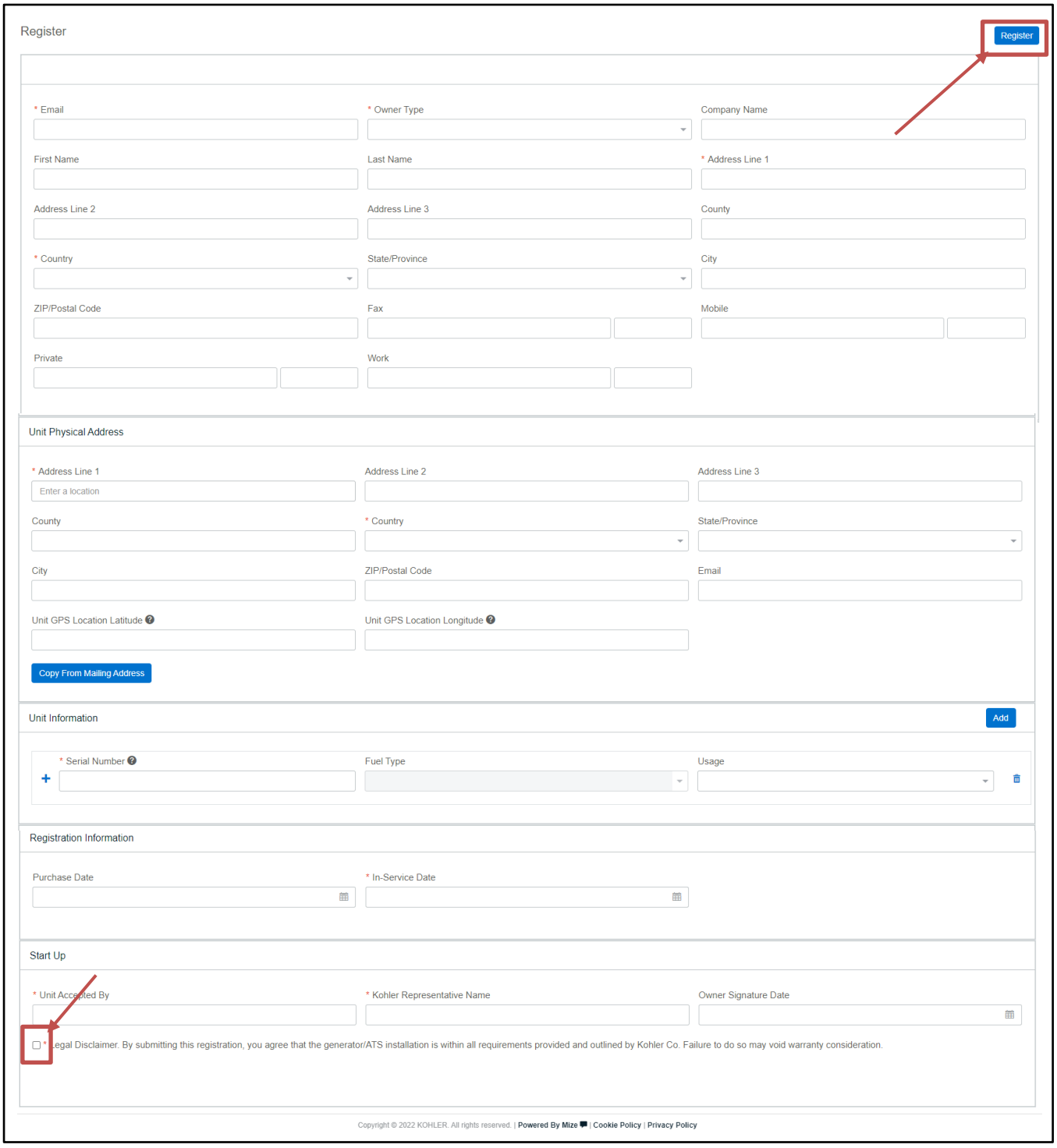


Figure 6 Registration Form for Owners

2 Controller Unlock Procedures

The following instructions describe three different ways to enter the unlock code into the controller. The code only needs to be entered once, using one of these methods.

Install and connect the engine battery. When power is applied to the controller, the unit powers up to the standard OFF state waiting for user input. The unit will operate manually as it normally would in RUN mode, but it will not operate in AUTO mode until the unlock code is entered.

Note:
Enter all five digits of the unlock code, including any leading zeroes (0) contained in the code. Example: 01234.

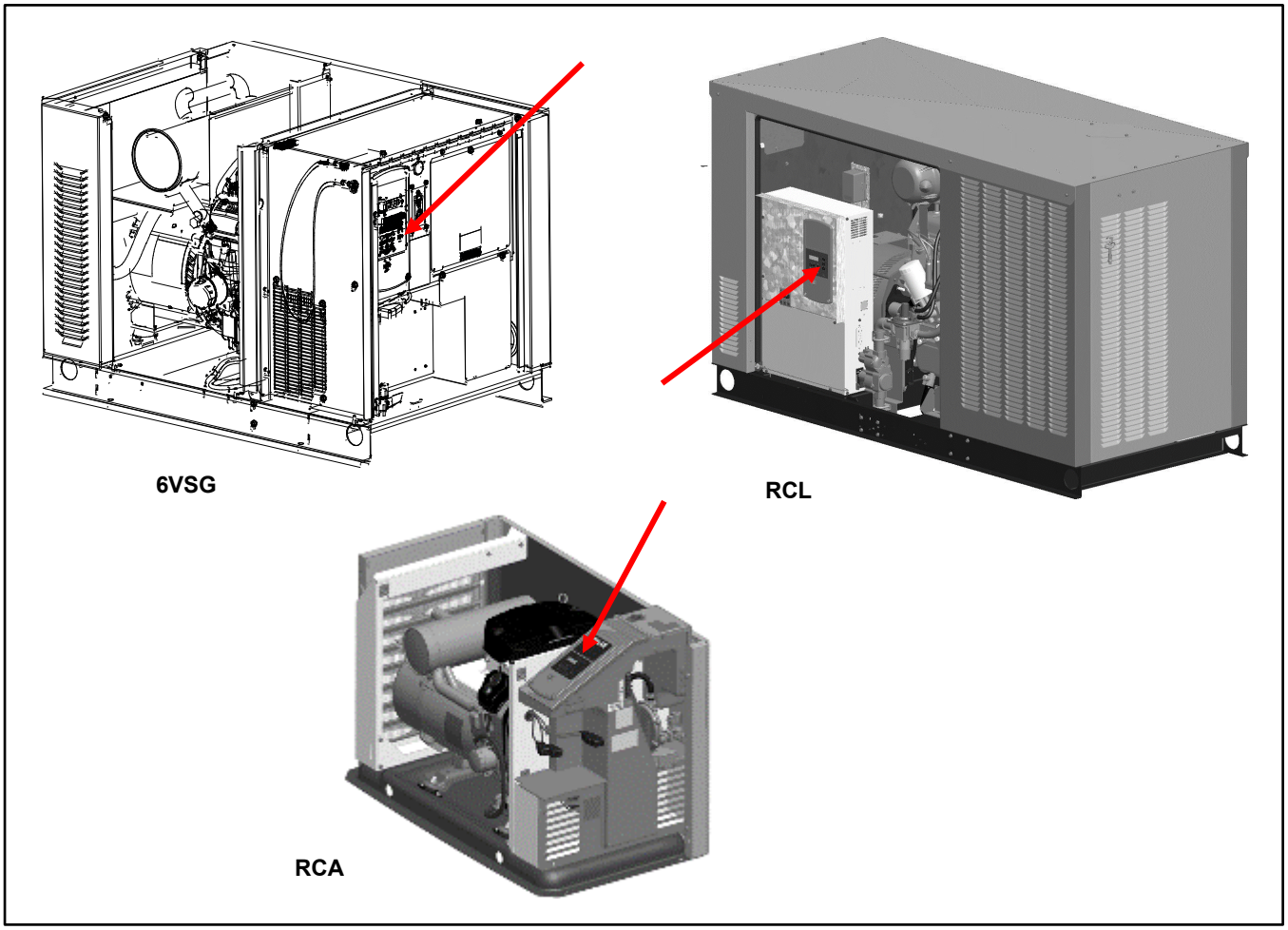


Figure 7 Controller Locations

Method 1: Using the Controller Keypad to Enter the Unlock Code

1. Open the enclosure roof or remove access panels to gain access to the RDC2 or VSC controller on the generator set. See the illustration in Figure 7 for typical controller locations.
2. Press the AUTO button to bring up the registration code entry screen. It will show five slots for a 5-digit code. The first slot will be blinking.
3. Using the Up and Down arrow buttons, scroll through to select first number of the code. When the correct first number appears in the first position on the screen, press the enter button.
4. Repeat this process to enter all five digits. After the fifth digit, press the enter button a second time to unlock the controller.
5. Follow the instructions in the generator set installation manual to complete the installation.
6. Verify that the generator set starts and runs when the RUN button is pressed, and also when a remote start signal is received while the generator is in AUTO mode.

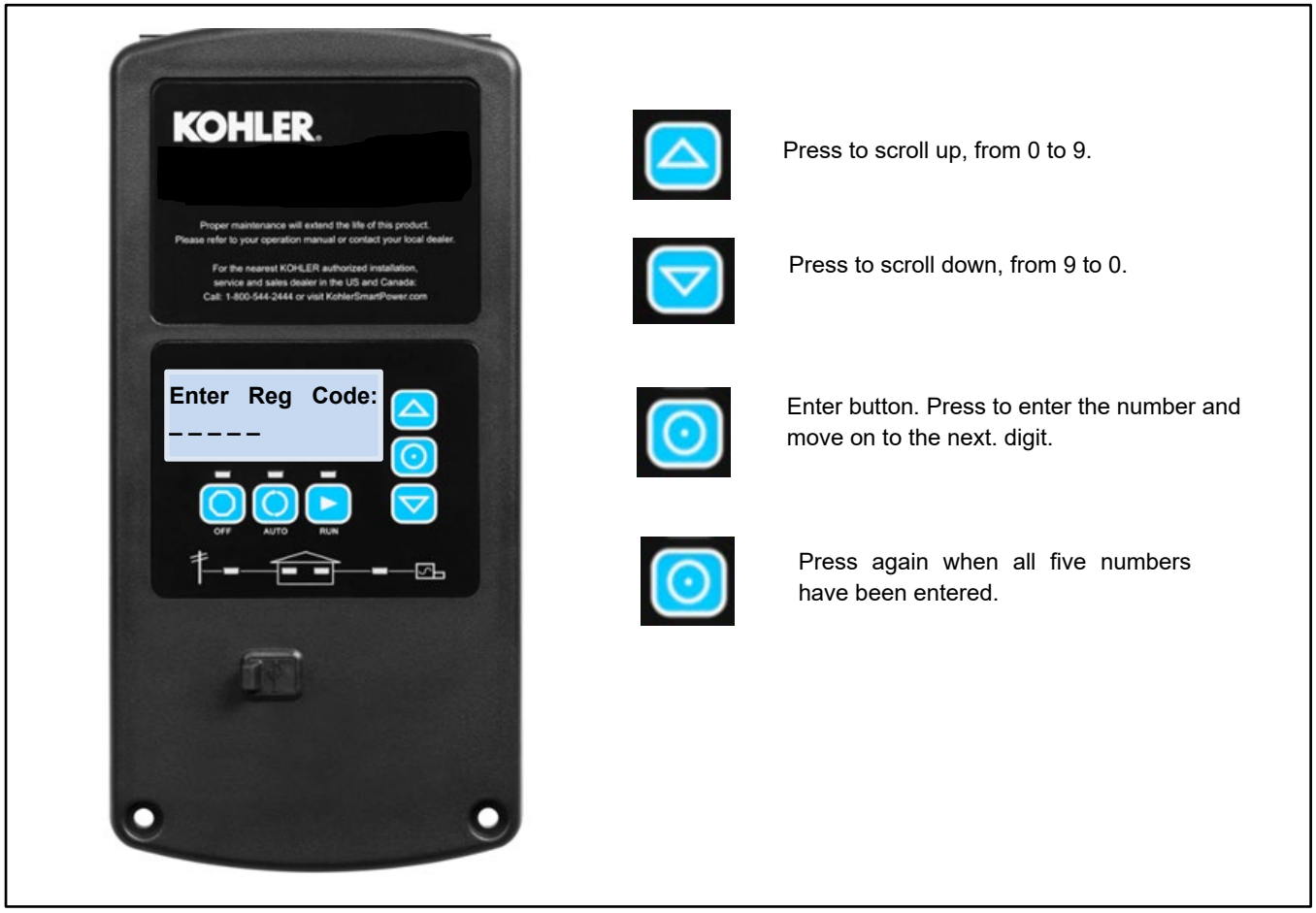


Figure 8 Entering the Unlock Code Using the Controller Keypad

Method 2: Using SiteTech Software to Enter the Code

Note:
This method can be used by a Certified Dealer with SiteTech software loaded on their laptop computer. For connection you will need a USB Cable with Mini-B plug.

1. Open the enclosure roof or remove access panels to gain access to the RDC2 or VSC controller on the generator set. See the illustration in Figure 7 for typical controller locations.
2. Use a USB Cable with Mini-B plug to connect your laptop to the USB port on the controller.
3. Open SiteTech on the computer.
4. Find and click on **Unlock Device** near the top of the screen.

5. Enter all five digits of the unlock code. If the code is only four digits, add a leading zero. For example, 01234.
6. Follow the instructions in the generator set installation manual to complete the installation.
7. Verify that the generator set starts and runs when the RUN button is pressed, and also when a remote start signal is received while the generator is in AUTO mode.

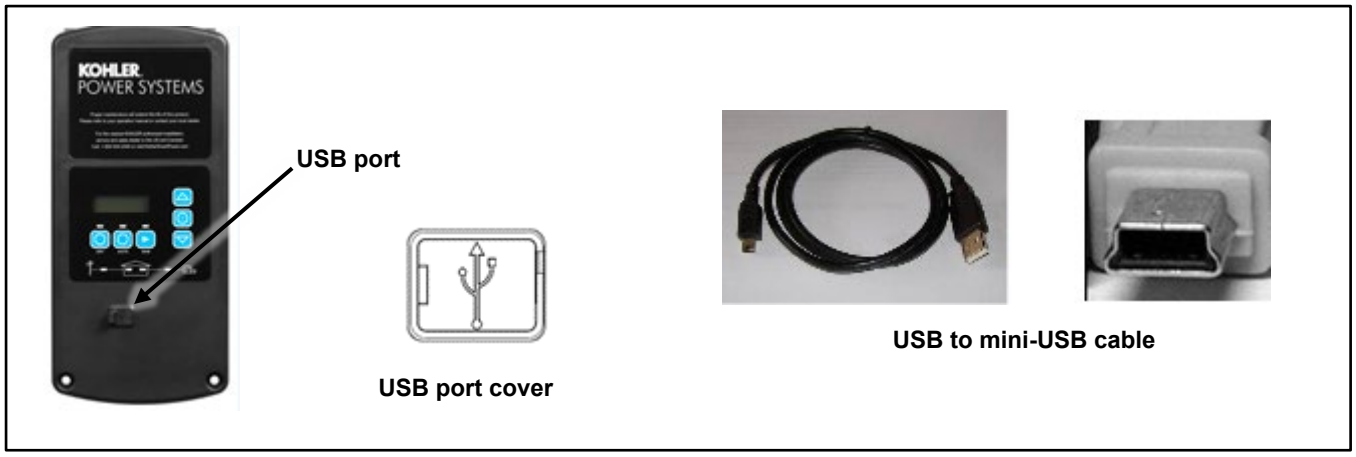


Figure 9 USB Connection to Controller (for SiteTech or USB Utility)

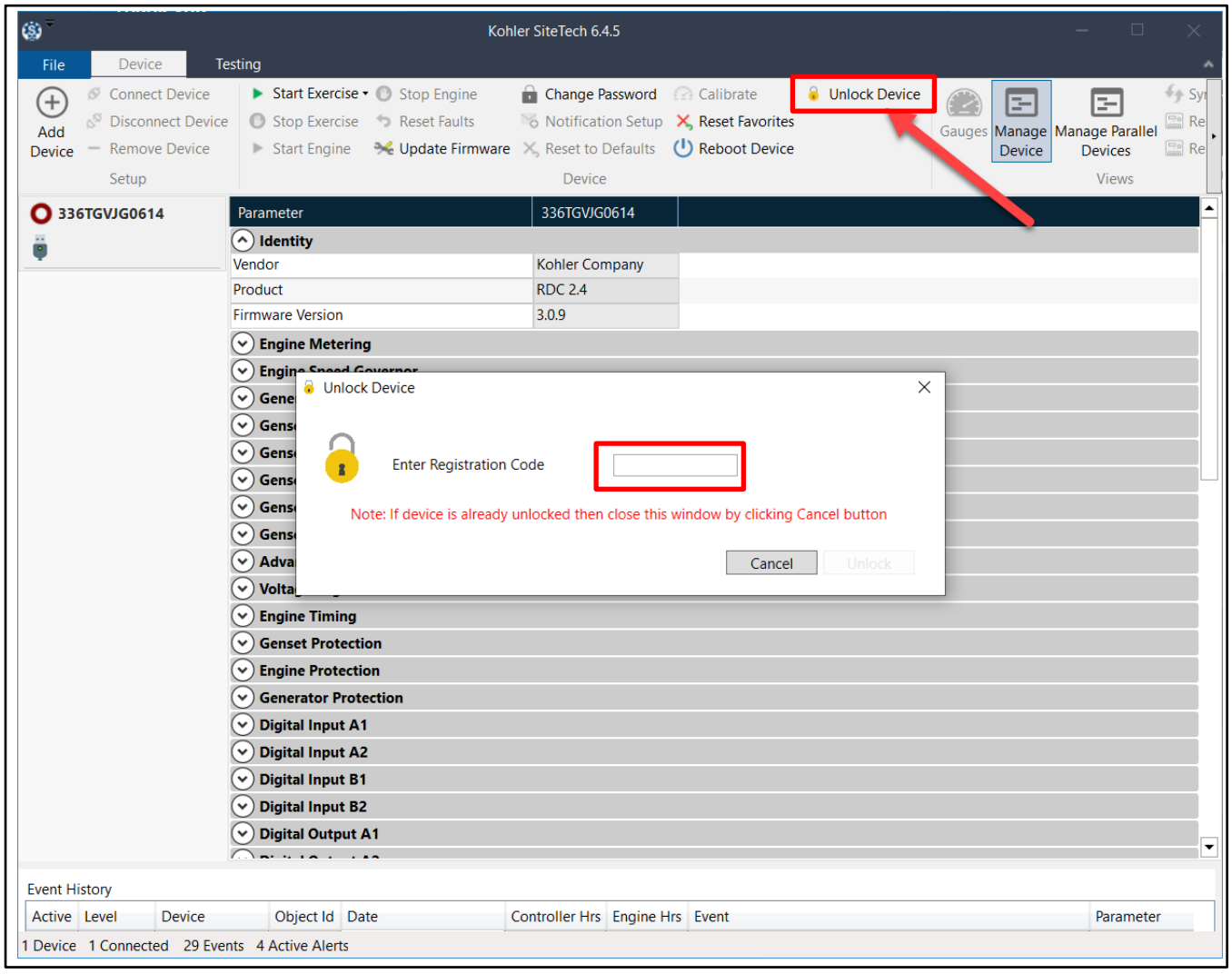


Figure 10 Using SiteTech to Enter the Unlock Code

Method 3: Using the USB Utility Tool to Enter the Code

Note:
For connection you will need a USB Cable with Mini-B plug.

1. Install the latest version of the USB Utility on your laptop.
   a. Go to www.KOHLERGenerators.com/usb.
   b. Click on DOWNLOAD for the 32 bit or 64 bit Windows Installer as appropriate for your computer. One of the following setup files will be downloaded to your computer:
      i. USBUtilityWindows32Setup.msi for computers with 32-bit operating systems
      ii. USBUtilityWindows64Setup.msi for computers with 64-bit operating systems
2. Double-click on the setup file to launch the wizard. See Figure 12.
3. Review the license agreement and check the agreement box to agree to terms.
4. Select install to start the installation and select Finish when complete.

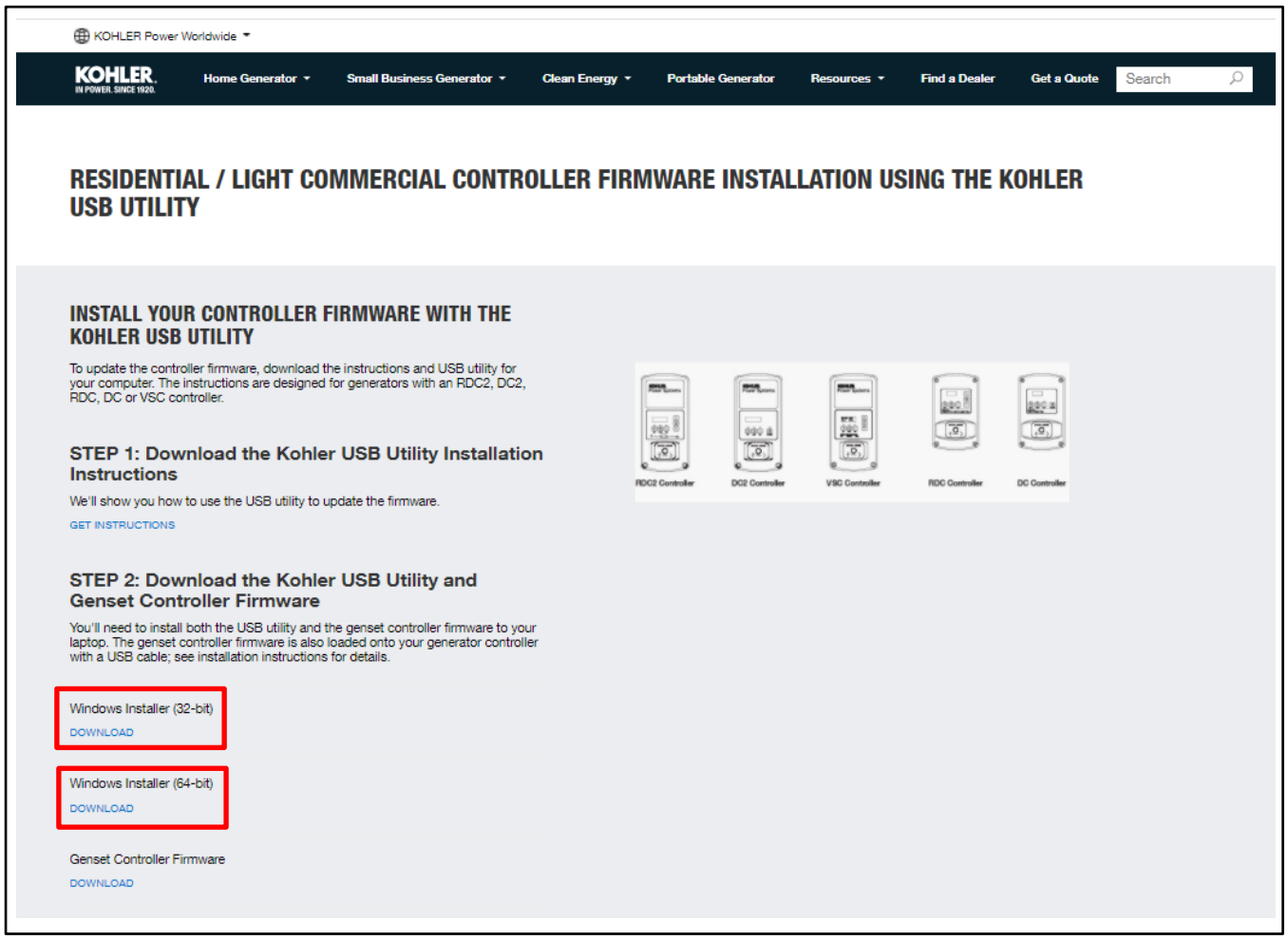


Figure 11 USB Utility. Select 32-bit or 64-bit as needed

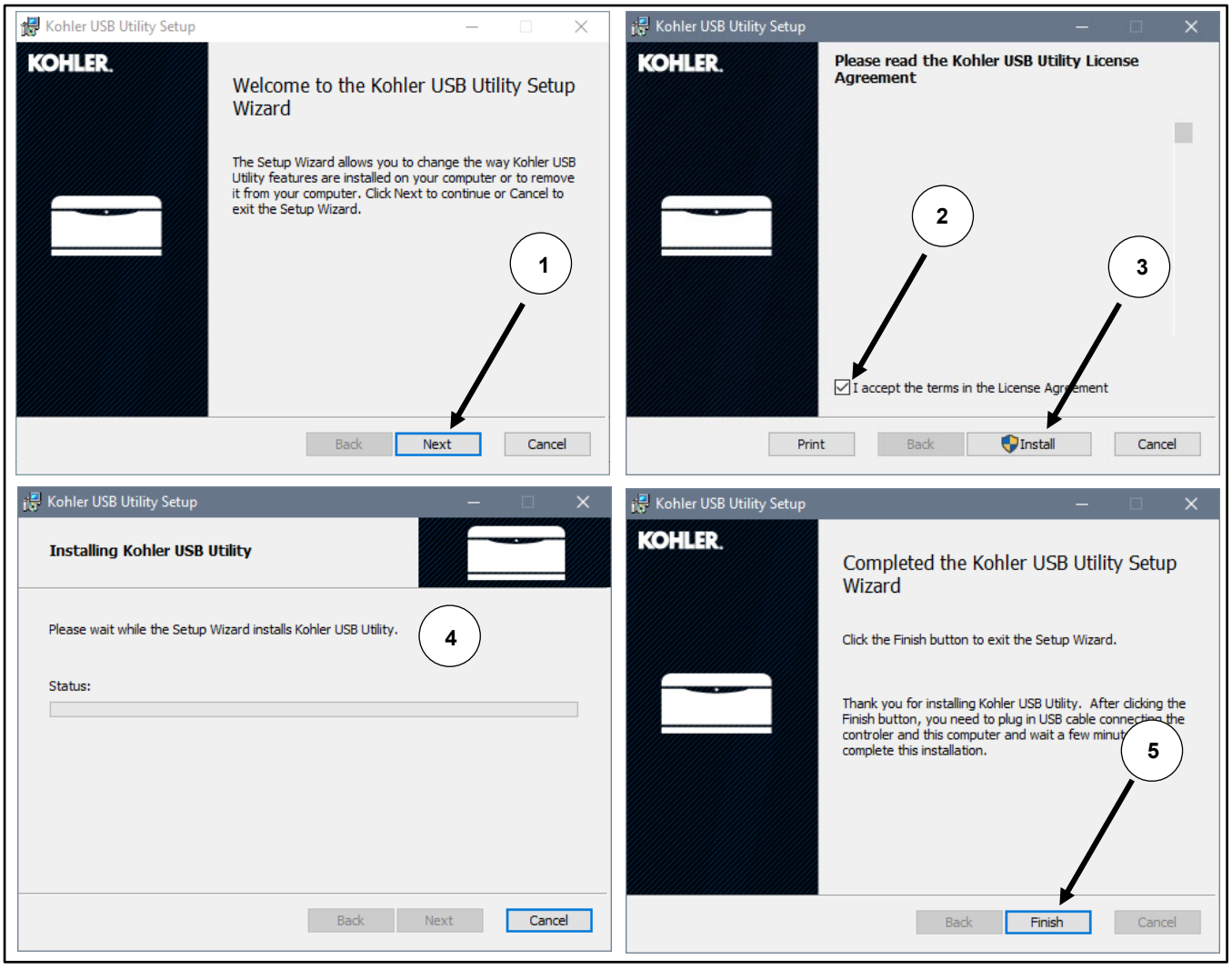


Figure 12 USB Utility Installation

5. Open the enclosure roof or remove access panels to gain access to the RDC2 or VSC controller on the generator set. See the illustration in Figure 7 for typical controller locations.
6. Use a USB Cable with Mini-B plug to connect your laptop to the USB port on the controller. See Figure 9.
7. Start the USB Utility app on your laptop.
8. Click on **Unlock Device** on the left side of the screen. See Figure 13.
9. Enter the 5-digit unlock code. If the code is only four digits, add a leading zero. For example, 01234.
10. Click **Unlock**.
11. Follow the instructions in the generator set installation manual to complete the installation.
12. Verify that the generator set starts and runs when the RUN button is pressed, and also when a remote start signal is received while the generator is in AUTO mode.

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For the nearest sales and service outlet in
the US and Canada, phone 1-800-544-2444
kohlergenerators.com

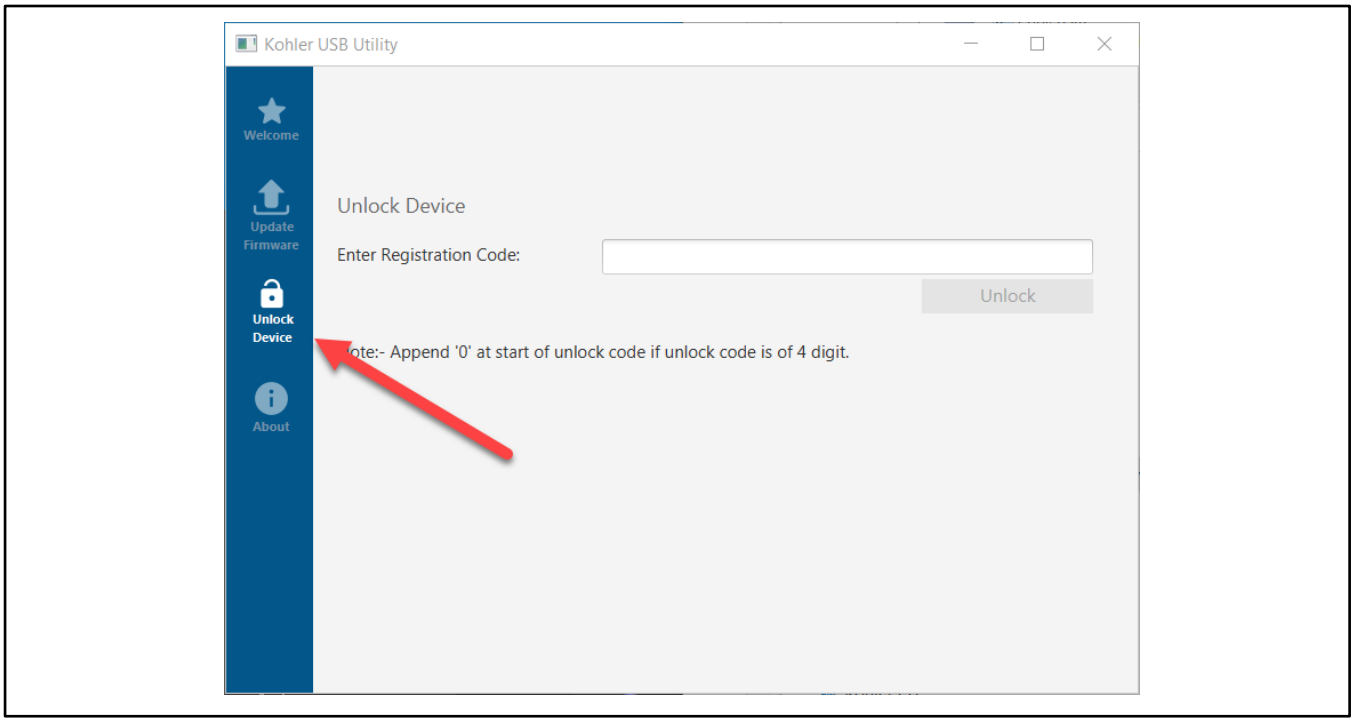


Figure 13 Unlock Device Screen in Kohler USB Utility

Availability is subject to change without notice. Discovery Energy, LLC reserve the right to change the design or specifications without notice and without any obligation or liability whatsoever. Contact your local authorized generator set distributor for availability.

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