

EU32i Q&A

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1 Generator

1.1 What engine oil should I use in my Honda.

SAE 10W–30 API service category SE or later (or equivalent) is recommended for typical use.

Please check Owner's manual for more details.

1.2 What fuel should I use in my Honda?

Honda engines are designed and certified to run on regular unleaded gasoline containing no more than 10% ethanol (E10).

E85, a mixture of 85% ethanol and 15% gasoline, has been in the news recently. E85 is an alternative fuel; it is not gasoline. Honda engines are not designed or certified to run on E85 or any other alternative fuel.

Always refer to your owner's manual for the recommended fuel and the currently approved additives.

1.3 Is parallel operation supported?

Yes, see the Owner's Manual for more details or consult your dealer.

1.4 What is the output power in parallel operation?

Maximum and rated output power values in parallel operation are available in the Owner's Manual.

2 My Generator application (app)

2.1 Specification / Installation

2.1.1 What is minimum configuration required to install the app?

Android 9.0 or above, screen size 960 x 540 pixels.

iOS 13.0 or above, compatible with iPhone and iPad.

2.1.2 Is the app free of charge?

Yes, this application is free and is also free of adds or in-app purchase.

2.1.3 Is it necessary to have internet access to use My Generator?

2.1.4 It is not necessary for the core functions. But required when they need to see OM, Dealer locator, Maintenance video and FAQ that are shown on the internet browser. What does the app allow me to do ?

- Remote stop
- Remote monitoring (power output and fuel level)
- Activate eco throttle
- Receive error and maintenance alerts

2.2 Connection / registration issues

2.2.1 I installed My Generator but cannot connect to the EU32i, what should I do?

- Your Smartphone/Tablet Bluetooth must be ON.
- On Android device, you must pair your product to your device (not necessary for iPhone/iPad).
- Make sure that no other devices within Bluetooth range of the EU32i is already connected to the product. Bluetooth only allows one to one connection.

If all 3 conditions above are fulfilled, please try following actions:

- Make sure no other smartphone is not already connected to the generator and try the connection within 30 seconds after the generator has started. Turn OFF/ON your smartphone
- Turn OFF/ON Bluetooth function on your smartphone
- At last, try to unpair (look for Bluetooth "EKKJ" device in your list of paired devices and remove it), then pair again to the EU32i.

If problem remains, please contact your dealer.

2.2.2 I have 2 EU32i, can I connect several EU32i to my smartphone?

It is possible to connect the phone to additional generators (although of course not at the same time) by tapping on "Add Generator" or upon opening the app scanning frame number QR/entering frame number and scanning "password" QR code inside the cover of the generator/entering the password manually. The steps to do this are clearly explained in the app.

Once a generator is connected, it can easily be connected to again by the same smartphone. It remembers previous generators that you connected to. The user is prompted to give each generator a name, so it is easy to identify them.

2.2.3 Can I install the app on several smartphones/tablets to connect with my EU32i?

Yes, you can install the app on all your Android and/or Apple portable devices .

2.3 Usage

2.3.1 Can I connect several smartphone/tablet to my EU32i?

Yes, but not at the same time because Bluetooth only allows one to one connection (like a cable).

2.3.2 What is the bell icon on top of the screen?

This bell is the maintenance notification.