

# Common Troubleshooting...

## Most tech support common calls

Most issues we receive are power related. Always check power and ground wire connections first. Check power level of battery under load (place volt meter on battery then press and hold RETRACT ALL on control to see if voltage drops).

## Alarm going off with engine on

Typically this means one of the cylinder limit switches sent the signal to the controller that it was “up” before it was 100% retracted (footpad tight to bottom). So when you hit a bump or vibration while driving, this caused the limit switch pin to loose contact and sound the alarm. First visually inspect and make sure they are all retracted, then do the following: *Enter RETRACT mode, then press and hold each cylinder button individually for a few seconds, listen for pump change tone or JACK UP LED'S to come on.*

## System will not operate with engine on

Our systems are NOT designed to extend with the engine on for safety. They will also not automatically retract when the engine comes on.

## Cylinders not lifting or holding pressure

This means there is more than likely air in the system (not bleed during installation). Two methods, easy method is to enter manual mode and completely extend all four cylinders to full extension and leave for an hour, then retract, wait another 30 minutes before operating again.

***Attention: If you have a Bolt-on System do not lift rear wheels off the ground. Bolt-on Systems should only be bled using the **secondary air bleeding process.*****

If this does not fix the issue then the **secondary bleeding procedure** must be done, see below for instruction.

## Cylinder will not operate, extend or retract...

Attempt to bleed system first, verify that it will not operate in either direction. Then check all wires at the leveling sensor to make sure they are inserted properly in the plug at the back of the sensor (wires may be loose in connector). If this is all good, then the corresponding valve/coil may be defective, in tank assembly check valve ground wire (to solenoid mounting bolt) and wire connection to wiring pigtail. If valve bad, part #M35008, take care replacing do to ease of crushing valve assembly on re-installation.

## Secondary air bleeding process

If there is still air in the system, a more strategic method may be required. Loosen all four extend hose fittings (15mm wrench) on the jacks (located near the top of each cylinder), enough that fluid and air can escape. Enter manual mode on panel (press and hold MANUAL for 3 seconds until light comes on). Press and hold each cylinder until solid fluid comes out of each fitting. Tighten fittings and repeat for retract hose fittings to ensure all air is out, to retract cylinders in manual mode, press each cylinder and the RETRACT button simultaneously. Re-tighten all fittings and clean up mess. This method can also be done by placing each line in a bucket to minimize mess afterwards. *In some instances, the front jacks may need to be dis-mounted from underneath the cab to access the top extend ports during the bleeding procedure.*

## If power light flashes and panel shuts off

This means the control is receiving less than 9.5v from your house batteries, please check and charge your batteries and try again. If you need to leave, see retracting in “retract mode”.