

ELECTRIC JACKS TROUBLESHOOTING TIPS

The Rieco-Titan electric jack system was designed for many years of trouble-free service for a wide variety of campers, and extreme variation in climates, and environments. However, occasionally, special attention is required to keep the system running normally.

Below are some troubleshooting tips that will help our customers diagnose and provide pertinent data about their problem to our customer service/warranty staff. This may also help speed up the process of getting the jack system back to normal operation. Call Toll Free (866) 403-9803)

WARRANTY

As of this date, the warranty period for electric jacks is two years. (Not honored if equipment is bought used, was damaged in an accident, improperly installed or operated, or modified by the customer.) Please refer to the warranty provided in the jack system instructions for additional provisions.

SYSTEMS IN USE

Always determine the system model number and the date of purchase to inform our customer service/warranty personnel. The model number is found on the back of the remote button control. OSL-15 is the 1st model made. It has no fuses or LEDs. Next was OSI-433, which has four fuses and LEDs. Our latest model is OSI – 433N, which has 8 fuses, and four LEDs. The first two models have 8 security switches, and the OSI 433N has seven. Every model has a different frequency of operation, so only components of the same model number will work together. No mixing of components with different model numbers will work.

PROBLEM SYMPTOMS

JACK RUNS IN ONLY ONE DIRECTION- If a jack runs in only one direction, and not both, it is not a problem with the jack. It is either a problem with the remote control or a problem with the receiver control box. However if your system is an OSI 433N, which has eight fuses, it could be a burned fuse. Check the motor operation direct from the battery. If the motor runs, then for sure the problem is control. Most control problems are due to a short in the buttons, so send the remote button control in for testing and repair. It can also be a receiver control problem, and if the remote tests good, then send in the receiver for testing.

JACK RUNS WITHOUT PRESSING A BUTTON - If a jack runs as soon as the system is turned on, it is very likely a short in the remote. You can determine if there is a button short by simply removing the internal battery in the remote, and it will stop transmitting a signal. The uncontrolled jack movement will stop when the system is turned on. If it doesn't, then the problem is definitely in the receiver control box. Send in the problem component for testing and repair. A constantly lit LED in the remote is also a definite indicator of a button short.

UNEXPECTED SYSTEM SHUTDOWN - If a system shuts off by itself when the system is on and 2,3,or 4 jacks are activated at once, there is a suspicion of power insufficiency. The battery may be defective, or be insufficiently charged, or too much corrosion has accumulated on the battery posts, and power cord plugs. These contacts should all be checked and cleaned. The battery and the charging system should also be checked.

COMBINATION PROBLEM - If a camper has more than one jack that doesn't run, it is possible to have more than one problem. There may be a button short in the remote control as well as a stuck relay in the receiver. In such a case, send both units in for testing and repair.

Also, rarely, a receiver or remote control will be totally non-functional. Once tested and examined, we find that the entire unit has been inundated with water or other fluid, with consequential multiple component failures rendering them a total loss. Extreme care must be exercised to keep electronics dry.

INTERMITTENT OPERATION - When running the jacks RF (wireless), if the jacks run on and off repeatedly, the problem is due to the brushes in one or more jacks sparking, and interfering with the RF signal. The solution to the problem is to temporarily run the jacks with a wire until the motor brushes curve to match the commutator, and the sparking stops. The jacks will run smoothly when run wired. RF operation can resume after the sparking stops. If caused by 1 or 2 motors, call us for replacement option.

NOISY JACK- If a jack is much noisier than the other three, it is vital to determine if the noise comes from the jackpost or the powerhead. Install the powerhead on another jack, and see if the noise follows the powerhead. If not,the source is the jackpost. Send the noisy component in to Rieco- Titan for repair.

JACK FALLS TO GROUND - If the jack tube falls to the ground, it is because that jack's inner tube was designed for lifting, and because the foot of the jack is sometimes frozen to the ground when it is actuated. A design change we made prevents the tube from coming loose, and improves its durability. This improvement was accomplished in a later manufacturing cycle, and the customer got a jack that preceded the improvement. Send the jackpost in for the addition of the improvement.

JACK STOPS MOVING AND CLICKS - If this happens between full extend and full retract position, it is a symptom of a slipping clutch. The ball bearings wear a groove in the ramps, and thus wear out the clutch. The clutch cannot be repaired. It must be replaced by purchasing another new or reworked powerhead. When a clicking noise is heard, stop pressing the transmitter button immediately. This will extend the life of the clutch.

POWERHEAD RUNS, BUT JACK STOPS MOVING - If this happens, make sure that the powerhead drive pin in the shaft coming out the bottom, fits into the groove in the top of the jackpost. If the pin is not in the slot, it will not turn the screw, which actuates the jack to move. Remove the powerhead from the jackpost, and align the pin with the slot in the drive connector in the jack post and position the powerhead so that the pin fits in the slot. Fasten the powerhead to the jackpost once more, and the jack should operate normally.