

FAQ

1 Is the battery fully charged?

The battery being used may not be fully charged, meaning once it receives a load it cannot work properly, could you please check to see that the battery is fully charged.

2 Have you tried to run a separate 6mm wire from the battery to the jack?

The wire used may not be thick enough, it is advised that to use a 6mm wire as the jack draws quite a bit of current. For caravans the jack often requires an additional earth wire from the jack to the chassis/body of the caravan.

3 Is the paint on the jack or the location where it is installed affecting the connection?

The local area on the flange of the electric jack may need to be brought back to bare metal, and the copper ring will need to be sandpapered clean. This will allow the current to travel without issue.

4 Have you tried to wire the jack off the trailer directly to a fully charged 12V battery?

Sometimes there might be an issue in your trailer/caravan wiring that is hard to see, we recommend putting the two cables of the electric jack directly to a fully charged battery. This will fully isolate the jack. If it operates fine, then there might be an issue somewhere else in the wiring.