

TROUBLESHOOTING GUIDE

PLEASE READ THIS CAREFULLY IF YOU ARE HAVING PROBLEMS WITH YOUR WINCH

This guide of possible scenarios have been designed to help you with troubleshooting should you require it.

For each scenario there are several things you will need to check. We have listed them in order which will help narrow it down very quickly. Work your way down the list and make a note of the result to each test.

MY WINCH IS NOT WORKING AT ALL

(Includes the solenoid clicking but no action or noise from the winch).

1. Make sure your isolator switch is in the on position.
2. Try both your handheld and also your wireless remote. Is the result the same with both?
If one remote is working and the other not, the remote is faulty. If the answer was yes to both remotes not working, continue to work down the list.
3. Is there power going from the isolator switch to the control box? (Use a test light or multi-meter to check if there is power flowing out of the isolator when in the on position).
If there is no power going to the control box your isolator is likely faulty or have a bad connection. If there is power going to the control box the fault is either with the solenoid or the winch motor. Continue with steps below.
4. Is there power going from the control box to the winch motor when you press the winch in or out buttons on the remote? (Which terminals have power?) Use a test light or multi-meter to test it.
If there is no power going to the winch motor at all the fault is likely with the solenoid.

6. If there is power going to your winch motor, have you checked to make sure all the terminals are clean and tight?
7. Where is the solenoid and winch motor earthed back to? What CCA is your vehicle battery?
If fault persists remove the winch and check the motor. While the winch is off the vehicle it would also be a good idea to give it a full service.

MY WINCH IS ONLY WORKING IN ONE DIRECTION

1. Try both your handheld and also your wireless remote. Is the result the same with both?
If one remote is working and the other not the remote is faulty. If the answer was yes to both remotes showing the same result, continue to work down the list.
2. Are all the connections on the winch motor clean and tight?
If all clean and tight continue with the steps below.
 - Pull about 1 meter of rope/cable out and re-engage the clutch.
 - Swap the yellow and red cables over on the winch motor.
 - Using the remote, try to winch in then out. (CAUTION: The winch will work in the opposite direction to the button you are pressing).
3. Does the winch now work in the opposite direction? If yes, the solenoid is faulty.
4. Where is the solenoid and winch motor earthed back to? What CCA is your vehicle battery?

THE WINCH MOTOR IS MAKING A NOISE BUT THE DRUM IS NOT TURNING

1. Is the clutch on the winch engaged?
2. Is your winch mounted the correct way around?
Which way is your rope feeding onto the winch drum – check that it is correct. (Normal mounting position is motor on the left, gearbox on the right and rope feeding in from the bottom of the drum). If this is all correct, continue to work down the list.
The brake might be locked on preventing your winch from running. Remove the winch and try running the complete motor by itself when not attached to the drum.
3. Is the motor spinning and running freely? If no, there is a problem with the motor. If yes, the problem is with the brake or the gearbox.
4. Reset/replace the brake unit. While the winch is off the vehicle it would also be a good idea to give it a full service (brake reset applies to standard models with the brake in the drum).

MY WINCH IS NOT HOLDING UNDER LOAD

1. Make the sure the clutch is fully engaged.
2. Is the rope feeding in from the bottom or the top of the drum. (Rope direction is very important for the brake to work correctly)
If the rope is feeding onto the drum in the correct direction you may need to reset/service/replace the brake on your winch.

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MY WIRELESS REMOTE IS NOT WORKING

1. Is the handheld remote working? If yes, the fault is with the wireless remote. If no, the fault is with the solenoid or winch motor. Refer to "MY WINCH IS NOT WORKING AT ALL"
2. Is the LED on the remote lighting up? If no, you may need to replace the battery. (Battery is A23) If yes, continue with the steps below.
If the LED is lighting up the remote may have lost pairing. Follow the pairing instructions which can be found on our website.
If pairing the remote does not work, there is a fault with the wireless remote or receiver.

MY WINCH IS RUNNING SLOWER THAN NORMAL/ MOTOR HEATING UP

1. Check that all the connections on the winch motor is clean and tight. (Including the terminals which go into the motor.)
2. What CCA is your battery? Have you checked the condition and had it tested for performance? (The minimum battery recommendation (as per our warranty terms) for the Compact Series, 4X4 Electric Series and Lifting Series is 750CCA)
3. Remove the winch and perform a full service.
The problem could be motor related. While the winch is being serviced also check the gearbox and brake.

FURTHER HELP

Regular maintenance and servicing is required for warranty purposes. (Servicing is not covered under warranty)

Servicing the winch yourself is generally not recommend if you are not mechanically minded, or have no experience with pulling winches apart. We recommend an auto electrician or 4X4 store to do it for you. (Service fees are not covered by our warranty)

If you have followed the Troubleshooting Guide and still having problems, please follow our Warranty Procedure which can be found on our website. We will require images and videos so please take these as you go to help us diagnose the problem faster.

All warranty claims and technical support must be submitted via email. Follow the warranty procedure on our website.