

## RVCP GX1 Dealer Troubleshooting Guide and Warranty Checklist

DATE	CHECK	ISSUE	CAUSES	CORRECTION
		NO POWER TO JACK	BAD GROUND	Verify included star washers have pierced Jack paint creating metal to metal contact
		INTERMITTENT POWER	SLEEP MODE	Hold any button for 3 continuous seconds to wake jack up
			OPEN INTERNAL BREAKER	Breaker will self reset after 15-20 sec. allowing motor to cool during excessive use
			BLOWN FUSE	Replace 30 amp fuse
			DEAD or LOW BATTERY	Connect trailer wiring to tow vehicle or use included manual crank
			BATTERY POWER	Requires min. 10v to run. 25-27 amps on extension and 5-7 amps on retraction
		BATTERY DRAIN	SHORT IN TRAILER WIRING	Verify no shorts exist in wiring, no loose grounds
			LONG TERM STORAGE	Memory Functions of Jack require .039 mA equiv. To clock radio/anti-theft in a car
			CHARGING SYSTEM	Verify 7 way plug connector, tow vehicle alternator output and battery, allow battery to charge
		FAILURE	TONGUE WEIGHT	3500 LB Max weight. If exceeded bodily harm may occur and permanent jack damage

DATE	CHECK	TYPE OF TRAILER	YEAR	MAKE	MODEL	MAX TONGUE LOADED WT#	MIN TONGUE EMPTY WT#
		RV Trailer					
		Horse					
		Cargo					
		Other					

**DATE CHECK Description of Improper Jack Performance :**

**DATE CHECK Required Images**

Jack mounted on trailer

Serial Number (located on rear shaft under Jack head)

Copy of Original Purchase Order

**DATE CHECK Dealer Information: (to be completed and signed by authorized selling dealer submitting claim)**

Dealer Name:

Address:

Phone:

Fax:

Email:

Warranty Mgr. Name:

Warranty Mgr Signature:

### **CONDITIONS:**

*Upon testing center or field inspection, Distributor/RVCP may chargeback customer for replacement of Jack if improper use/installation or user error is found.*

*Fully dated, checked and signed form must be submitted for any claim to be honored*

*All Warrantied items must be held for 45 business days from claim prior to scrap if not return requested*

*Jack head/Cover is not designed for customer removal. Doing so will void the warranty*