



IN-WALL® SLIDE-OUT TROUBLESHOOTING

Troubleshooting

Error Codes

During operation when an error occurs, the board will use the LEDs to indicate where the problem exists. The green LED will blink once for Motor 1, and two times for Motor 2. The red LED will blink from two to nine times, depending on the error code. The error codes are as follows:

LED Error Code	Error Code Concern
2	Battery drop out: Battery capacity low enough to drop below 6 volts while running.
3	Low battery: Voltage below 8 volts at start of cycle.
4	High battery: Voltage greater than 18 volts.
5	Excessive motor current: High amperage, caused by an obstruction.
6	Motor short circuit: Motor or wiring to motor has shorted out.
8	Wire short between controller and motor: Encoder is not providing a signal. Usually a wiring problem.
9	Hall power short to ground: Power to encoder has been shorted to ground. Usually a wiring problem.

Manual Override

In the event of any error code, the system can be manually overridden electronically using these steps:

1. Locate the controller.
2. Press the "mode button" six times quickly, press a seventh time and hold for approximately five seconds.
3. The red and green LED lights will begin to flash indicating the system is in override mode.
4. Using the wall switch, press and hold the IN button until the room comes completely in.

NOTE: The "8" error code is the most common. This can signify one of these issues:

- Pinched or broken wiring in the system harness or motor pigtail.
- Disconnected or faulty motor.

Checking Fuses

Check the 12 volt fuse box for blown fuses, and replace any if necessary. If the fuse blows immediately upon replacement, there is a problem with the wiring to the circuit board. Have qualified service personnel check and repair.

Obstructions

Check outside the unit for possible obstructions: tree, post, car, folded over flap seals, debris on top of the slide room, etc. Check inside the unit for any obstructions: luggage, furniture, open cabinets, carpeting, wiper seal, etc. Also check for smaller objects that may be wedged under the floor or in the sides of unit. Remove obstructions before proceeding.



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Low Voltage

The Slide-out Controller is capable of operating the room with as little as 8 volts. But at these lower voltages the amperage requirement is greater. Check voltage at the controller. If voltage is lower than 11 volts, it is recommended that the battery be placed on a charger until it is fully charged. It may be possible to "jump" the unit battery temporarily to extend or retract the room. Consult the unit manufacturer's owner's manual on the procedure for "jumping" or charging the battery.

⚠ WARNING

Never "jump" or charge the battery from the power connections on the In-Wall® controller. Always do this at the battery. Failure to do so could result in serious injury.

Only One Side Moving

The In-Wall® Slide-out System has a separate motor to operate each side of the room. Does only one side of the room move a short distance (2 to 4 inches) and stop?

Q. Will non-moving side move with help?

A. If only one side of the room is moving, then with someone's assistance, press the switch to extend or retract the room while pushing the non-moving side in the appropriate direction. On larger rooms it may be necessary to have two or more people pushing the room.

Q. Can non-moving side be moved manually?

A. Try to push the non-moving side in and out. If a motor shaft has broken, it may be possible to move that side of the room several inches by hand. Larger rooms may require several people to push.

Q. With motor disengaged can room be moved?

A. Disengage motor. After disengaging the motor, attempt to move the room by hand. On larger rooms more than one person may be required to move the room.

Debris

Check all gear racks on the side of the room for debris. Check for obstructions, such as wiper seals caught in floor or v-rollers.

Status LEDs

Find the slide controller. When the room slide extend/retract switch is actuated, do the status LEDs light up? Check this in both the extend and retract modes. If the LEDs do not light up, or only light in one direction, then unplug and re-plug the extend and retract wire connection on the board. If the problem persists, the LEDs still do not light up in both directions, then the switch or the wiring between the switch and the room is defective.

Power And Ground Connections

Make sure connections are clean, tight, and free of corrosion.