

Troubleshoot Guide 2016

This guide has been designed to help you with basic troubleshooting. Please go through this before sending us a warranty claim request as the problem may be very simple to resolve.

If you are still having problems please follow the Warranty Procedure.

Winch not working at all

- Check that all the connections are clean and tight on the winch motor: Carefully remove the cables off the winch motor and re-attach. (Do one cable at a time so you know where each one goes). You may have a bad connection between the cables and motor terminals.
- Check that all the connections under the control box cover is clean and tight.
- Check that the connections on the battery is clean and tight.
- Try both the wireless remote and plug in remote.
- Check if there is power going to the terminals on the winch motor when you press the winch in or out buttons on your remote. (You can easily check this by using a basic test light.) If there is power going to the winch motor the fault will be inside the winch motor.
- Check that the main earth cable from the winch motor going back to the battery negative terminal. A bad earth could prevent your winch from working and could also cause damage to the winch motor.
- Check that your battery is larger than 650CCA (this is the minimum size that can be used with any 4X4 Electric Winch). A poor power supply could prevent your winch from working and could also cause damage to the winch motor.

Winch only working in one direction

- Check that all the connections are clean and tight on the winch motor: Carefully remove the cables off the winch motor and re-attach. (Do one cable at a time so you know where each one goes). You may have a bad connection between the cables and motor terminals.
- Check that all the connections under the control box cover is clean and tight.
- Try both the wireless remote and plug in remote.
- Switch the yellow and red cables on the winch motor (F1 and F2). If the motor now runs in the opposite direction you could have a faulty solenoid.

The winch motor is trying to turn the drum but something is preventing it from moving

This may be a sign that the winch brake needs adjusting. This can be done by following our online instruction video. Please visit www.runvawinch.com.au and click on the support tab. Brakes on a winch is a consumable item and therefore not covered under warranty. Doing a brake adjustment is also not covered under warranty and falls under winch maintenance.

The winch is running slower than normal

- Check that all the connections are clean and tight on the winch motor: Carefully remove the cables off the winch motor and re-attach. (Do one cable at a time so you know where each one goes). You may have a bad connection between the cables and motor terminals.
- Check that all the connections under the control box cover is clean and tight.
- Check that the connections on the battery is clean and tight.
- Check that your rope is feeding onto the drum in the correct direction.
- Check that the main earth cable from the winch motor going back to the battery negative terminal. A bad earth could prevent your winch from working and could also cause damage to the winch motor.
- Check that your battery is larger than 650CCA (this is the minimum size that can be used with any 4X4 Electric Winch). A poor power supply could prevent your winch from working and could also cause damage to the winch motor.

The winch motor is heating up when used

- Check that all the connections are clean and tight on the winch motor: Carefully remove the cables off the winch motor and re-attach. (Do one cable at a time so you know where each one goes). You may have a bad connection between the cables and motor terminals.
- Check that all the connections under the control box cover is clean and tight.
- Check that the connections on the battery is clean and tight.
- Check that your rope is feeding onto the drum in the correct direction.
- Check that the main earth cable from the winch motor going back to the battery negative terminal. A bad earth could prevent your winch from working and could also cause damage to the winch motor.
- Check that your battery is larger than 650CCA (this is the minimum size that can be used with any 4X4 Electric Winch). A poor power supply could prevent your winch from working and could also cause damage to the winch motor.

The winch is letting go while under load

- This could be a sign that your brake needs to be adjusted or replaced.
- Check that your rope is feeding onto the drum in the correct direction.

Thank you