

Pro Lite

FOR THE PLEASURE OF TRAVELING LIGHT.



TROUBLESHOOTING SECTION — ELECTRIC TRAILERS



INTRODUCTION

To help you resolve certain problems with your Prolite trailer, this troubleshooting section provides several tips for finding quick solutions to correct the problems you may encounter. To learn about other troubleshooting solutions for certain equipment or appliances in your trailer, read the owner's manuals for these accessories included in your starter kit.

ELECTRICAL SYSTEM

THE TRAILER HAS NO POWER.

- Check the 120-volt breakers on the pole outside your site and in the trailer's converter. In the event of a disjunction, reset it to "On."
- Check the converter fuses and replace them if necessary.
- If the problem persists, have a qualified person or an RV specialist check your electrical system.

FLAT BATTERY. [SEE THE VIDEO](#)

- If the battery is completely flat, use a battery charger to wake up the inverter, which will take over the charging of the battery.

THE GFCI OUTLET TRIPS REGULARLY.

- Connect to an electrical outlet without GFCI (ground fault circuit interrupter). The great energy demand of the inverter/charger may cause the GFCI outlet to trip.
- If the problem persists, have the electrical system checked by a qualified person or RV specialist.

SOME ELECTRICAL APPLIANCES, SUCH AS MICROWAVE OVENS, AIR CONDITIONERS AND COUNTER OUTLETS ARE NOT WORKING, BUT YOUR LIGHTS, WATER PUMP AND HEATING ARE WORKING.

- Check the 120-volt supply of your site's electrical pole and circuit breaker and reset them to "ON" in the event of a disjunction.
- Check the circuit breaker of your main electrical entrance of your trailer, reset it to "ON" in the event of a disjunction.
- Check the converter circuit breakers, reset them to "ON" in case of tripping.
- Check the breakers of your inverter, reset them in case of tripping.
- If the problem persists, contact a dealer or a qualified technician.

THE EXTERIOR 120-VOLT OUTLETS HAVE NO POWER.

- Ensure that you are connected to the 120-volt current for your site. If you are camping without service, turn on the inverter's panel by turning it to the "ON" position.
- Check the converter circuit breakers; reset them to "ON" in the event of a disjunction.
- Check that the GFCI internal differential of your trailer is not disjuncted; reset it as needed.
- If the problem persists, contact a dealer or a qualified technician.



YOUR TRAILER'S INDOOR GFCI OUTLET HAS NO POWER.

- Ensure that you are connected to the 120-volt current for your site. If you are camping without service, turn on the inverter's panel by turning it to the "ON" position.
- Check that the indoor GFCI outlet in your trailer has not tripped. Reset it as required.
- Check the converter breakers and if they have tripped, reset them to "On."
- If the problem persists, contact a dealer or a qualified technician.

THE TRAILER'S REGULAR INDOOR 120-VOLT OUTLETS HAVE NO POWER.

- Ensure that you are connected to the 120-volt current for your site. If you are camping without service, turn on the inverter's panel by turning it to the "ON" position.
- Check the converter breakers and if they have tripped, reset them to "On."
- Check that the indoor GFCI outlet in your trailer has not tripped. Reset it as required.
- If the problem persists, contact a dealer or a qualified technician.

YOUR 12-VOLT AND/OR USB OUTLET HAS NO POWER.

- Ensure that you are connected to the 120-volt current of your camping site or that your trailer's battery is fully charged. If you are not on a site with electricity, charge your battery as required.
- Check behind the charging centre in case a wire has become disconnected. Reconnect as required.
- Check the fuses in your converter and change them as required.
- If the problem persists, contact a dealer or qualified technician.

AT A CAMPSITE WITHOUT ELECTRICITY, YOUR 12-VOLT APPLIANCES ARE NOT WORKING (E.G. LIGHTS, WATER PUMP, HEATING, REFRIGERATOR, ETC.).

- Check the fuses in your converter and change them as required.
- Check the 30-amp fuse for your trailer's battery and change it as required.
- Check that your battery is charged and in good condition. Charge it as required.
- If the problem persists, contact a dealer or qualified technician.

AT A CAMPSITE WITHOUT ELECTRICITY, YOUR TRAILER'S BATTERY LOSES ITS CHARGE QUICKLY.

- Check that your 12-volt current consumption has been calculated and limited based on your battery's capacity to preserve your energy. Reduce your 12-volt consumption as required.
- Ensure that a 12-volt accessory is not running unnecessarily.
(For instance a light in a storage space, the water pump, electronic appliances connected, etc.)
- Check that your inverter is in the "OFF" position and that it is not powered up unnecessarily.
- Check that the emergency brake pin has not been pulled out (if applicable).
Reinsert the pin into the emergency brake.
- Check that your battery is charged and in good condition.
- If the problem persists, contact a dealer or qualified technician.



NOTE

Although you have turned off your car's engine and removed your keys from the ignition, the seven-conductor cable connecting the two vehicles is drawing amperage from your battery. For stops of more than two hours or when you are in camping mode, disconnect the seven-conductor cable from your towing vehicle, to avoid draining your car and trailer batteries.

THE BATTERY IS NOT CHARGING WHEN YOU ARE DRIVING WITH YOUR TOWING VEHICLE.

- Ensure that the seven-conductor cable is working and connected from your car to your trailer. If you are using a four-strand to seven-conductor adaptor, it is normal for the car not to charge your trailer battery when driving. Have a trailer hitch specialist change your wiring.
- Check the 12-volt fuses for the towing system. Depending on the vehicle model, some fuses are located inside the vehicle and others near the towing vehicle's battery (under the hood).
- Check your seven-conductor connectors for the trailer and towing vehicle, to ensure there are no objects, tarnishing or dirt preventing good contact between the two.
- Check the fuses in your converter and change them as required.
- Check the 30-amp fuse for your trailer's battery and change it as required.
- If the problem persists, contact a dealer or qualified technician.

YOU CAN HEAR YOUR CONVERTER'S AND / OR INVERTER'S FAN.

- This is normal, the converter and / or inverter needs to be cooled in hot weather.
- Make sure there is nothing in the front of the converter and / or inverter to allow proper ventilation.
- The inverter fan may make noise when converting the 12v to 120 volts or when recharging your battery.
- If the converter and / or inverter fan is running continuously, contact a qualified dealer or service technician.

THE EXTERIOR RUNNING, BRAKE AND SIGNAL LIGHTS ARE NOT WORKING OR ONLY WORK OCCASIONALLY

- Check your seven-conductor connectors for the trailer and towing vehicle, to ensure there are no objects, tarnishing or dirt preventing good contact between the two.
- If the problem persists, contact a trailer hitch or RV specialist.

ONE OR TWO LED LIGHTS AT THE BACK OF THE TRAILER REMAIN LIT AT ALL TIMES.

- Dry your trailer's seven-conductor connector, as humidity can form a contact and create this situation.
- If the problem persists, contact a trailer hitch or RV specialist.



YOU DETECT THE SMELL OF GAS.

POTENTIAL GAS LEAKS AROUND YOUR TRAILER

- Extinguish all flame if you are using propane near your trailer.
- Close the propane tank valve (if applicable).
- Check that people around you do not use propane.



DANGER

Never use a match or flame to check for leaks.
Failure to heed this warning can cause a fire or explosion, resulting in serious injury or even death.

THE PROPANE AND CARBON MONOXIDE GAS DETECTOR SOUNDS AT INTERVALS WITH NO SMELL OF PROPANE.

- The charge may be low in the trailer's battery. Recharge it if necessary.
- Ensure there are no objects near the detector emitting strong odours.
- Ensure that cleaning products with strong emissions have not been used recently inside the trailer.
- Press the "Reset" button on the detector.
- The propane detector may be defective. Change it as required.
- Read the detector manufacturer's manual.
- If the problem persists, consult an RV specialist.

THE PROPANE AND CARBON MONOXIDE GAS DETECTOR SOUNDS CONSTANTLY.

POTENTIAL GAS LEAKS AROUND YOUR TRAILER

- Extinguish all flame if you are using propane near your trailer.
- Close the propane tank valve (if applicable).
- Check that people around you do not use propane.
- The detector may be sounding due to a high concentration of carbon monoxide. Ventilate your trailer and get out immediately.
- Once the trailer has been ventilated, try to find the source of carbon monoxide (e.g. generator emitting exhaust near your trailer, idling car engine nearby, solvent product with strong odour, exhaust ducts from gas appliances may be obstructed, etc.).
- Reset the propane gas detector, following the manufacturer's instructions.
- Read the detector manufacturer's manual.
- If the problem persists, consult an RV specialist.



INVERTER

THE INVERTER DOES NOT TURN ON WHEN I PUT IT IN THE “ON” POSITION ON THE CONTROLLER PANEL.

- Check the status of your battery by reading the controller of your solar panels.
- The inverter has gone into sleep mode if you have reached 25% or 10.5 volts of your battery capacity.
- Charge your battery;
 - by connecting to a 120 volt source.
 - by charging your solar panels.
 - by connecting your seven-conductor adaptor to the towing vehicle in operation.
- If your reading indicates that your battery is more than 25% or 10.5 volts check that the inverter’s circuit breakers are not tripped, Reset them as required.
- Check that the 200/300 amperes main fuse is not blown, replace it if required.

THE INVERTER TURNS ON WHEN I UNPLUG IT FROM THE 120V SOURCE.

- It is normal for the inverter to go to the “ON” position when it was already in the “ON” position before being connected to the 120v source. It keeps in memory its last function. Return it to the “OFF” position.

THE INVERTER EMITS AN AUDIBLE SIGNAL (BEEP).

- The inverter has gone into sleep mode if you have reached 25% or 10,5 volts of your battery capacity.
- Charge your battery;
 - by connecting to a 120 volt source.
 - by charging your solar panels.
 - by connecting your seven-conductor adaptor to the towing vehicle in operation.
- If the problem persists, consult with a specialist.

SOLAR PANELS

THE SOLAR PANELS DO NOT CHARGE.

- Check the fuse of the solar panels to the battery, replace it if necessary.
- Clean your panels of debris or equipment according to the manufacturer’s instructions.
- Make sure your trailer is not installed in a covered area (for example under a temporary carport).
- If the problem persists, consult a specialist.

THE READING OF THE SOLAR PANEL CONTROLLER IS NOT ACCURATE.

- Make sure you are not connected to an external source; whether at a 120 volt outlet or with a seven-conductor adaptor to your towing vehicle. If this is the case, disconnect the external source.
- If the problem persists, consult a specialist.

**IT IS IMPOSSIBLE TO READ THE SOLAR PANEL CONTROLLER DATA.**

- Check the fuse of the solar panels to the battery and replace it if necessary.
- If the problem persists, consult a specialist.

REFRIGERATOR**SITE WITHOUT ELECTRICITY**

- Make sure your refrigerator is not closed or at very low temperatures.
- Check your battery's charge and recharge it as required.
- Check the fuses in your converter and change them as required.
- Check the 30-amp converter fuse to your trailer's battery and change it as required.

SITE WITH ELECTRICITY

- Ensure that you are connected to 120-volt current from your site.
- Check the circuit breaker of the main electrical entrance of your trailer, put it back in "ON" in case of disjunction.
- Check the breakers in the converter and reset them to "On" if they have tripped.
- Check the fuses in your converter and change them as required.
- Check the converter fuse to your trailer's battery and change it as required.
- If the problem persists, consult an RV specialist.

THE LAMPS ARE OPERATING BUT THERE IS NO COOLING.

- Check that the temperature control knob inside the refrigerator is not at the lowest temperature.
- Ensure that your trailer is level, and level it as required.
- Allow enough time for cooling (two to four hours).
- If the problem persists, consult an RV specialist.



1. Refrigerator temperature adjustment knob



ROOF AIR CONDITIONER

THE AIR CONDITIONER DOES NOT WORK.

- Make sure you are connected to a 120 volts power source. Connect to one if you're not.
- Check the circuit breaker at the main entrance of your trailer, switch it back to «ON» if it has tripped.
- Check the converter circuit breaker, switch it back to «ON» if it has tripped.
- Check the circuit breakers at your camp site, switch them back to «ON» if it has tripped.
- If the problem persists, consult an RV specialist.



CAUTION

The inverter should never be used for large electrical appliances such as air conditioning. The battery would discharge in a few minutes.

THE AIR CONDITIONER IS OPERATING BUT IS NOT MAINTAINING THE TEMPERATURE SET.

- The control setting may be too low or too high.
- Open all the air conditioner's ventilation outlets to limit the risk of it freezing.
- When in use, the air conditioner may stop cooling. Turn it off to allow it to thaw.
- Ensure that the filter is clean; clean or change it as required.
- If the problem persists, consult an RV specialist.



HINTS AND TIPS

On very hot days, close the windows, blinds, and doors. Avoid traffic in and out of the trailer to maintain the cool indoor temperature. Avoid using appliances that generate heat.



WARNING

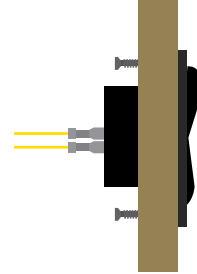
Working with electrical appliances can be extremely dangerous. Always use the services of a certified professional to perform all repairs on your air conditioner.



WATER SYSTEM

THE WATER PUMP DOES NOT WORK.

- Check that the water pump switch is in the “On” position.
- Open a cold water tap to relieve pressure that may have accumulated in the pump the last time it ran.
- Check the fuse in the converter.
- Check for any object in the compartment that may have loosened a wire from the water pump.
- Check whether a wire has come loose behind the pump switch.
- If the problem persists, consult an RV specialist.



NOTE

Note that the water pump turns on when pressure drops and turns off once the pressure has been restored.

THE PUMP IS RUNNING BUT NOT SUPPLYING WATER.

- Check that there is enough water in your drinking water tank.
- Ensure that the water pump is in normal mode.
- Ensure that some object has not kinked the hose between the pump and the tank.
- At low temperatures, ensure that the plumbing has not frozen.
- If the problem persists, consult an RV specialist.



NOTE

The pump may be obstructed by some debris. Consult a specialist to clean it as required.

**THE WATER PUMP DOES NOT SHUT OFF EVEN WHEN THE TAP IS CLOSED.**

- Check that there is enough water in your drinking water tank.
- Ensure that the water pump is in normal mode.
- Ensure that some object has not kinked the hose between the pump and the tank.
- Check for damp areas around plumbing fixtures (possible water leak).
- Have a qualified technician check your pump.

WATER FLOW FROM A TAP IS LOW.

- Check whether the tap's filter is obstructed and clean it as required.
- If your tap has a flow controller, check whether it has been activated.

THE WATER PUMP STARTS IN DELAYED ALTERNATION WHEN YOU ARE CREATING NO DEMAND FOR WATER.

- Check around and in all plumbing fixtures for a possible slow leak (tap, shower, outdoor shower, toilet, connection to water heater, etc.).
- If the problem persists, consult a specialist.

**NOTE**

The pump may cycle on and off in alternation when you create a small demand for water (e.g. brushing teeth). This is normal because it is trying to maintain constant pressure. If the pump cycles on and off when you are creating no demand, check for a water leak.



TRAILER LIGHTS

HOW TO PAIR OR REPROGRAM A WIRELESS WALL SWITCH SEE PDF



YOUR TRAILER'S INTERIOR OR EXTERIOR LIGHTS ARE DIM OR DO NIGHT LIGHT (EXCEPT RUNNING LIGHTS).

- Check that you have 12-volt or 120-volt power, as appropriate.
 - Check the breakers for your trailer and the site.
 - Check the converter fuses.
 - Check the battery fuse.
 - Check that your light dimmer is operating correctly.
- Change the remote control battery as required.



NOTE

The remote control may be subject to condensation in cold and/or humid weather. In that case, remove the remote control from its slip case and dry both it and the battery



ELECTRIC WATER HEATER

THE WATER HEATER DOES NOT WORK

- Make sure you have water in your water heater.
- Make sure the heater/water heater switch is in the water heater position.
- Check that the temperature control setting on the water heater is between is between half and full.
- Check all breakers on the trailer or power supply at your site.
- Make sure you have 120 volt power either from the outside outlet of your site or your site or from your inverter.

THE WATER TEMPERATURE IS NOT WARM ENOUGH.

- Make sure it has been at least 20 minutes since you turned on the water heater so that it can complete its heating cycle.
- Make sure that the temperature control on your water heater is set at the halfway to maximum setting.



1. Temperature control

ELECTRIC HEATING

THE HEATING DOESN'T WORK

- Make sure you have turned the heater switch to the heating position.
- Make sure the on/off switch to the right of the heater is in the On position.
- Adjust the temperature of the heater warmer than the room temperature.
- Make sure you have a 120 volt AC power supply either by plugging your trailer into a 120 volt outlet or by turning on the inverter.
- Check the circuit breakers at your inverter panel or at the 120 volt outlet at your site.



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