

Pro Lite

FOR THE PLEASURE OF TRAVELING LIGHT.



TROUBLESHOOTING MANUAL

INTRODUCTION



ELECTRIC TRAILERS NOTICE

See chapter **Troubleshooting** in the electrical section.

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 your 15/30 amp adapter, if it is well connected, some adapters have a light to indicate light to indicate the functionality of the adapter.
- Check the 120-volt breakers on the pole outside your site and in the trailer's converter. If a breaker has tripped, reset it to "On."
- Verify that your trailer's GFCI is not tripped, and reset it if necessary.
- 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.

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 power from the electrical pole for your site, it is probably out.
- Check the breaker on the pole.
- Check the converter breakers.

THE EXTERIOR 120-VOLT OUTLETS HAVE NO POWER.

- Ensure that you are connected to the 120-volt current for your site.
- 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 TRAILER’S INDOOR GFCI OUTLET HAS NO POWER.

- Ensure that you are connected to the 120-volt current for your site.
- 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.
- 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 for your site or that your trailer's battery is fully charged. If you are not at 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 demand for 12-volt current 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 example, a light in a storage space, the water pump, electronic appliances connected, etc.
- Check that your refrigerator is not in 12-volt mode, if applicable.
- 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.

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 FAN.**OCCASIONALLY:**

- This is normal, the converter needs to be cooled in hot weather.

CONSTANTLY:

- This is normal if the converter is charging the battery.
If it continues for more than 12 hours, consult a specialist; you probably have a battery fault.
- Ensure that nothing is obstructing the front of the converter, to ensure adequate ventilation.

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

GAS SPACE HEATER

THE HEATER DOES NOT IGNITE BUT THE FAN RUNS AFTER THREE IGNITION ATTEMPTS, AS PROGRAMMED.

- Check that the propane tank is open and has gas.
- Remove any obstruction in front of the burned gas exhaust outlets.
- Try to light the stove, to eliminate air that might be trapped in the gas lines.
- Switch the thermostat to the “Off” position and then reset it to “On” to try again.
- If you are in camping without electricity mode, check your battery’s charge and recharge it as required.
- Consult an RV specialist if the problem persists.

THE HEATER DOES NOT WORK (NO SOUND).

- The temperature setting may be too low; adjust the thermostat setting higher.
- Ensure that the thermostat button is set to “On,” as it is sometimes hard to set the “On” position if applicable.
- If you are camping without electricity, ensure that your battery has enough charge. Charge it as required.
- If you are camping with electricity, ensure that you are connected to 120-volt current at your site. Connect as required.
- 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 the “On/Off” or “Reset” button inside the heater’s grille (depending on your trailer model) and reinitialize it as required.
- Consult an RV specialist if the problem persists.



PROPANE STOVE

THE STOVE'S FLAMES ARE LOW EVEN WHEN AT THE MAXIMUM SETTING.

- Check that the burners are clean and the holes are not blocked. Clean them as required.
- Consult an RV specialist if the problem persists, as a defective gas regulator can cause this condition.

THE BURNER WILL NOT LIGHT OR STAY LIT.

- Check that the propane tank is open and contains gas.
- Check that the burners are clean and the holes are not blocked. Clean them as required.
- Refer to the stove's manual for care and maintenance.
- Consult an RV specialist if the problem persists, as a defective gas regulator can cause this condition.

YOU DETECT THE SMELL OF GAS.

Potential gas leaks in the system

- Extinguish all flame.
- Close the propane tank valve.
- Ventilate the trailer.
- Leave the trailer.
- Contact a qualified technician.



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.

**WARNING**

All propane connections must be periodically checked because vibrations in transit can loosen connections.

**WARNING**

Working with propane can be dangerous. Always ask a certified technician to perform all repairs to your propane gas system.

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.

- Extinguish all sources of flame.
- Close the propane gas tank valve.
- Ventilate the trailer.
- Leave the trailer immediately.
- 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.

REFRIGERATOR

CONTROL PANEL LIGHTS ARE NOT LIT.

Site without electricity

- 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 fuse for 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 breakers in the converter and reset them to "On" if they have tripped.
- Check the fuses in your converter and change them as required.
- If the problem persists, consult an RV specialist.

THE LAMPS ARE OPERATING BUT THERE IS NO COOLING

- Use an available energy source (try electrical mode if you have electricity, try propane gas mode if you have no electrical service).
- Ensure that your trailer is level, and level it as required.
- Check that exterior refrigerator vents are not obstructed. Remove any debris.



top grille



bottom grille

- Allow enough time for cooling (two to four hours in gas mode and four to six hours in electrical mode).
- Check the error code on the display panel and refer to your refrigerator manufacturer's manual.
- If the problem persists, consult an RV specialist.



HINTS AND TIPS

In very hot and humid weather, the refrigerator may lack ventilation in the exterior grille; you can remove the grille temporarily to improve ventilation.



NOTE

For any code on your refrigerator's display panel, please refer to your manufacturer's manual and follow its instructions.



WARNING

If you have the 12-volt option for your refrigerator, use this function only while travelling and connect the trailer to your vehicle with a seven-conductor cable. Using the 12-volt function without recharging by the towing vehicle will drain your battery in barely four hours.



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.

ROOF AIR CONDITIONER

THE AIR CONDITIONER IS NOT WORKING.

- Ensure that you are connected to a 120-volt supply. Connect as required.
- Check your converter's breakers and reset them to "On" if they have tripped.
- Check the breakers for your campsite and reset them to "On" if they have tripped.
- If the problem persists, consult an RV specialist.

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.

MOTORIZED EXTENSION

THE EXTENSION IS OPERATING SLOWLY.

- Check for any object obstructing movement of the rails.
- Check your battery's status, charge if necessary or connect to a 120-volt outlet.
- Lubricate the telescoping rails on each side and the rubber seals with a silicone lubricant as required.
- If the problem persists, consult an RV specialist.

WATER IS LEAKING INTO THE TRAILER THROUGH THE EXTENSION

- Check whether the exterior joints around the rubber seals are cracked and repair them as required.
- Check that the rubber seal joints are in the correct position and reposition them as required.
- Check for cracks or damage in the rubber seals and replace them as required.
- Ensure that your trailer is perfectly level. Level it as required.
- Ensure whether the drainage holes in the telescoping rails are obstructed and clean them as required.
- If the problem persists, consult an RV specialist.

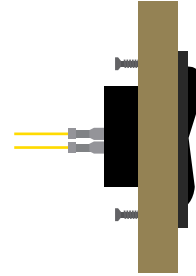
THE EXTENSION DOES NOT WORK.

- Check the extension fuse in your converter and change it as required.
- Check the battery status. Recharge it if necessary or connect to a 120-volt supply.
- If the extension still will not close, refer to the "Motorized Extensions" section of the "Your trailer's equipment and appliances" chapter.
- If the problem persists, consult an RV specialist.

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.

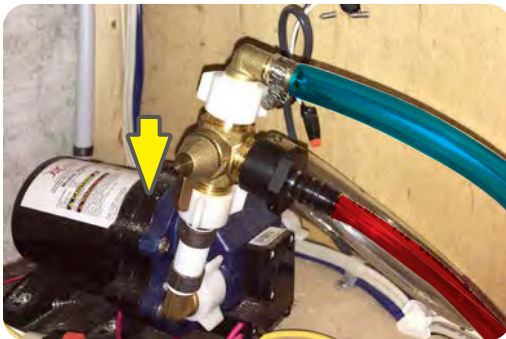


NOTE

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.



NOTE

At the start of the season, the pump may be filling the water heater tank.

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.

WATER HEATER

THE WATER HEATER DOES NOT WORK AFTER THREE IGNITION ATTEMPTS.

- The propane gas may be turned off or empty; check that the main valve is open.
- Light a burner on the stove to release air that may be trapped in the gas system.
- Turn the water heater switch to “Off” and then back to “On” to make another ignition attempt.
- Check whether a wire has come loose behind the water heater switch. Reconnect it as required.



NOTE

There may be a spider's nest in the burner duct outside. Blow compressed air all around the burner vent to clear up the duct.

THE WATER HEATER IS NOT WORKING.

- Ensure that the water heater switch is in the “On” position



- Check the converter fuse.
- Check the battery fuse.
- Ensure that 12-volt or 120-volt power feed is available.
- If the problem persists, consult a specialist.

THE WATER HEATER RUNS FOR A SHORT TIME BUT THERE IS NO HOT WATER.

- Check that there is propane gas.
- Check that there is in fact water in the water heater tank.
- Ensure that the bypass valve has not stayed in the “Bypass” position.

**NOTE**

At the start of the season, there is no water in the water heater. Open the hot water until water begins to run.

- The battery may be low. Charge it as required.
- Light a burner on the stove to purge any air that might be in the gas line.
- If the problem persists, contact a qualified technician to check your water heater.

EMPTYING BLACK WATER**WASTE WATER IS NOT EMPTIED OR DOES NOT EMPTY FREELY**

- The tank is probably obstructed by toilet paper. Thoroughly rinse out your tanks.

**HINTS AND TIPS**

To prevent blockages and foul odours, use a product for your RV septic tanks and always maintain a minimum water level.

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.



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