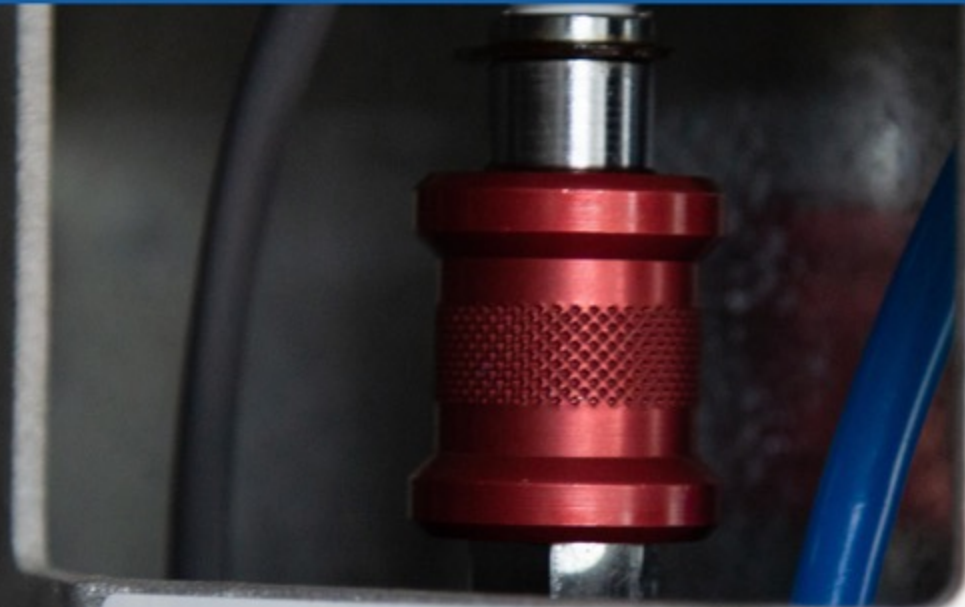

BASIC TROUBLESHOOTING

There are a few basic errors that occur requiring troubleshooting of the system: low or no air pressure, problems programming remotes or inconsistent door operation associated with low system voltage, side door locks not engaging, and poor operation of the rear door due to the condition of the door panel and rollers. When troubleshooting, follow the following steps first.

Step 1: Check the air pressure reading on the gauge control in the control panel.



Step 2: Ensure all manual air supply valves are open. Valves are located in the front lock box, the control panel and at the auxiliary air tank.




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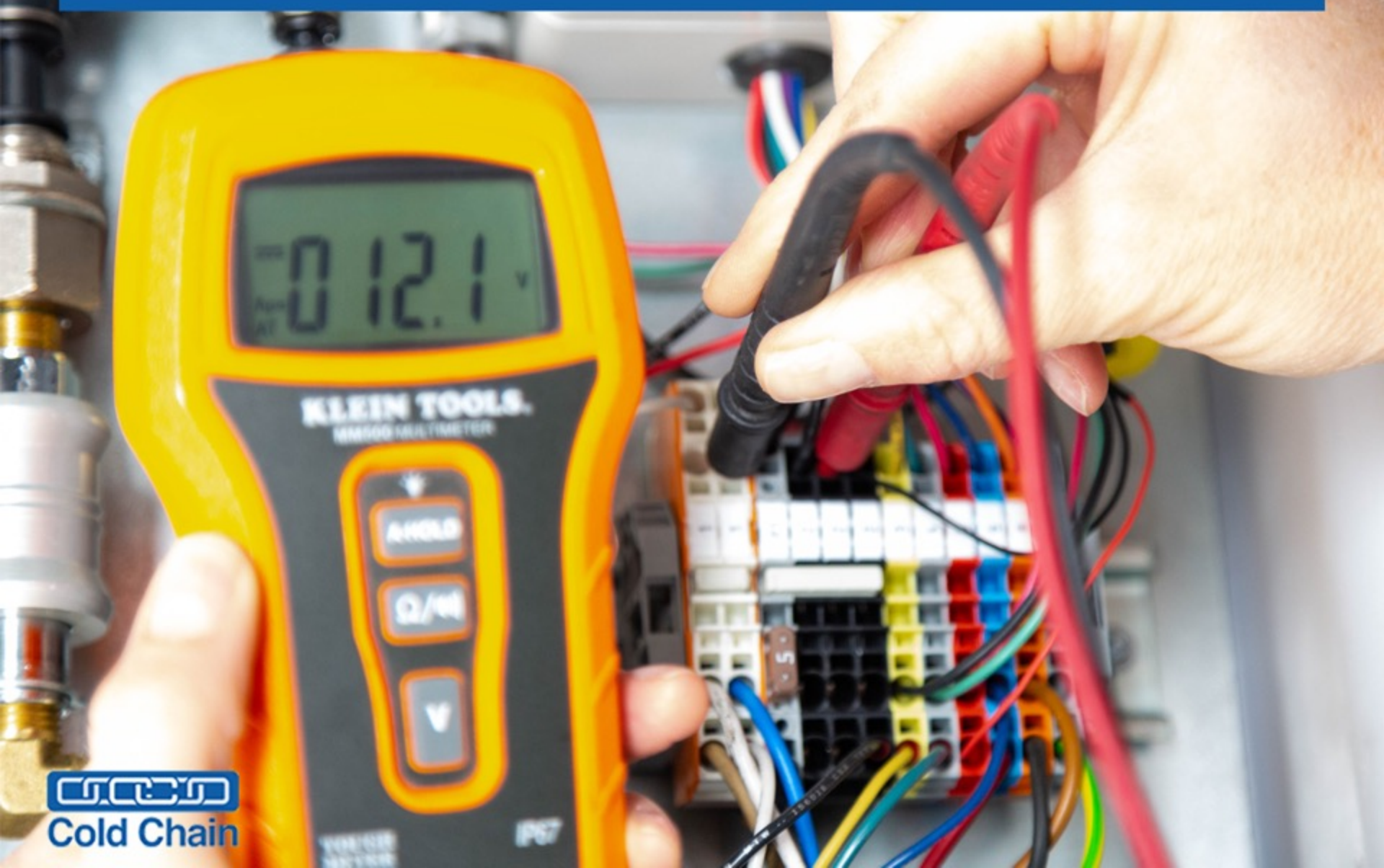
Note: Due to the pressure protection valve between the brake system and door system air reservoir, air pressure in the Trailer-Lock system may be insufficient even when the tractor pressure gauge shows residual system pressure. Tractor compressor pressure above 75PSI is required to charge the Trailer-Lock auxiliary air tank.

Step 3: Verify the remote control is working properly - the command operation should occur, and the red light on the remote should come on.

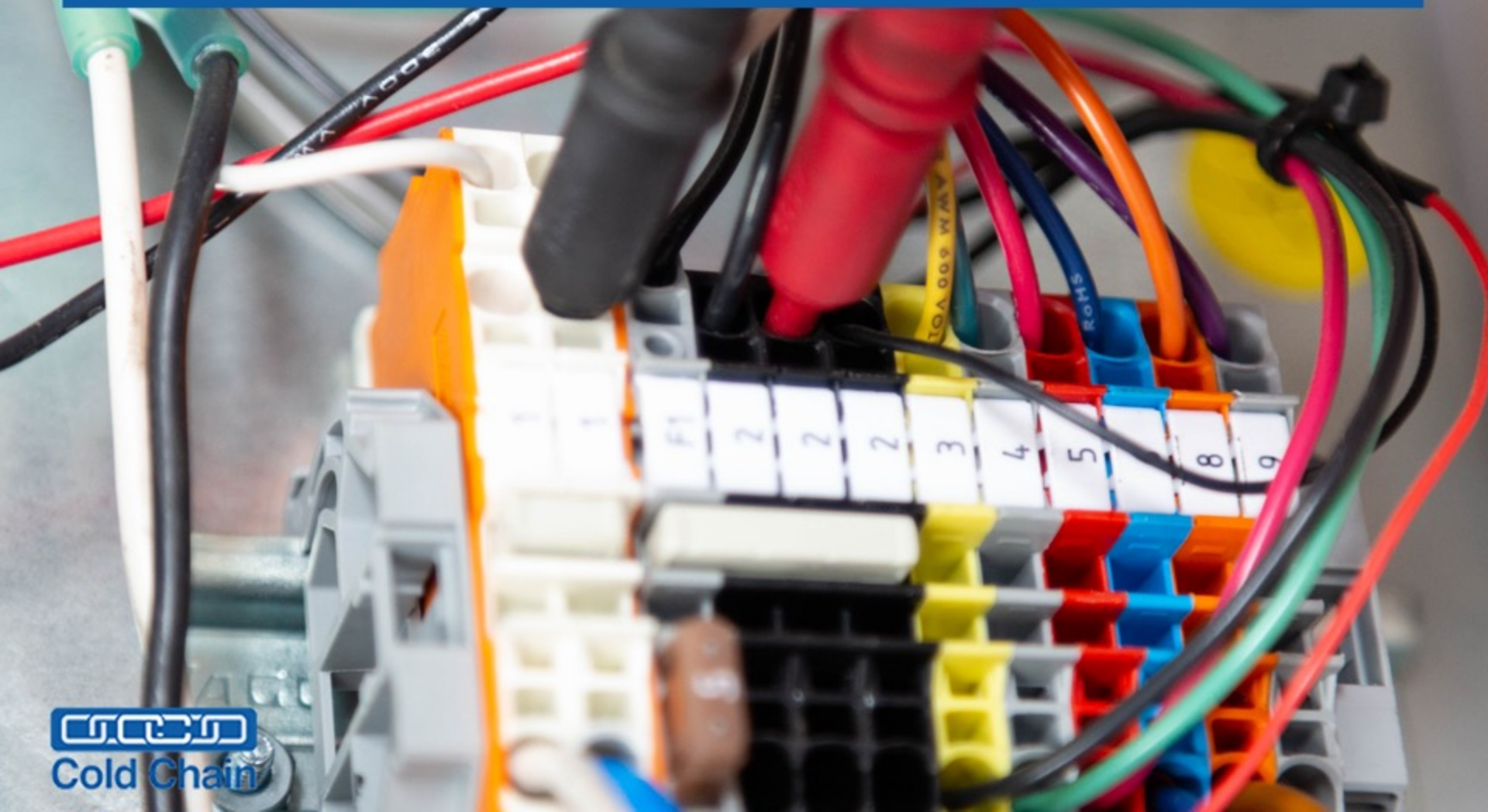


If none of the remote buttons are working, use the control box to open and close the main door. If the control box switches are working, replace remote batteries and try the remote again.

Step 4: Check the supply voltage for the correct operating range (11~24VDC).



To read the voltage, remove the control panel lid and using a voltmeter, measure the controller supply voltage. The controller is rated for an 11VDC to 24 VDC input.



Note: Incorrect supply voltage of less than 11VDC may result in degraded and/or unpredictable operation of the Trailer-Lock system. If the system is acting erratically, ensure voltage supplied to the system is at least 1VDC at the control panel.

In the event that the supply voltage is below 11VDC, check the trailer battery or power source for proper voltage. Low voltage to the system may require manual operation of the system until proper voltage can be supplied.

If there is a specific problem with your system, follow one of these remaining troubleshooting steps:

**Symptom: Main door opens
but will not close**

First, verify the photo-eye is operating properly. Crossing the photo-eye's line of sight will cause a relay to make an audible click. There is also an LED indicator on the photo-eye unit. If the photo-eye is not clicking or blinking, complete the following steps:

1: Check for any foreign objects in the line of sight of the photo-eye.



Photo-eye line of sight

2: Check photo-eye for damage on both the transmitter and the receiver.

3. Check photo eye alignment



**photo-eye
transmitter**



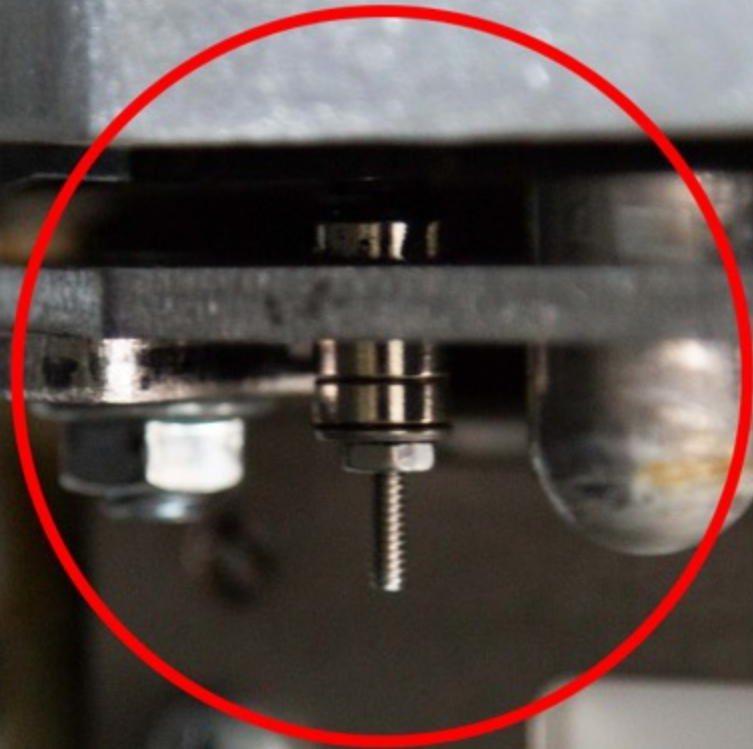
**photo-eye
receiver**

If the door is still not operating properly, check the controller timer setting. By default, the main door requires a pushbutton command to close and the photo-eye is disabled 30 seconds after the close.

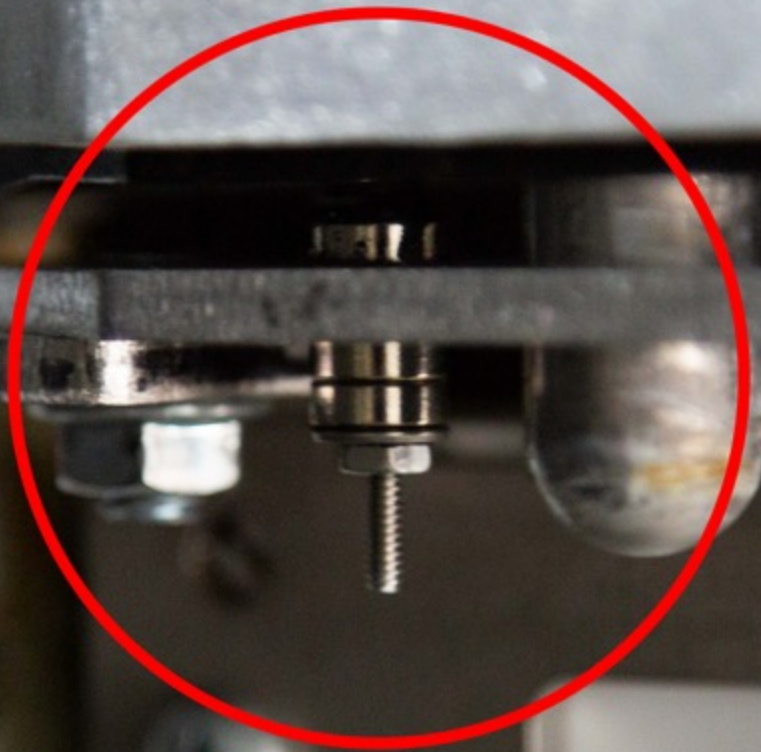


**Symptom: Door locks
are not locking or are
acting irregularly.**

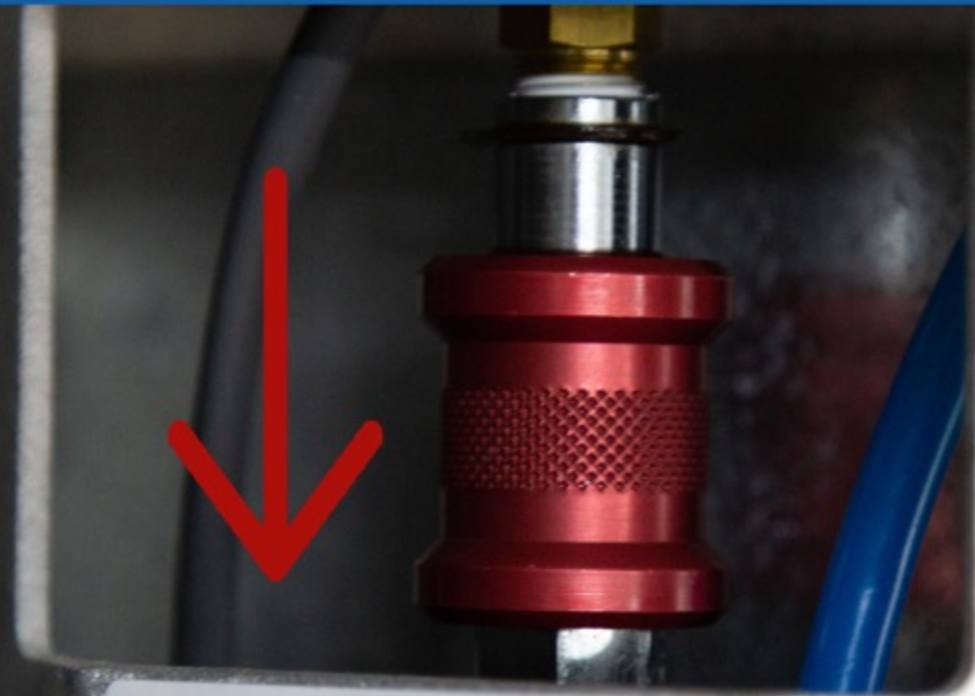
First, ensure magnets on the catch plate are installed as these can be broken off by impact.



Next, ensure the magnetic switch is properly aligned with the magnet on the bolt catch plate. The switch must be within $3/16$ " of the magnet to trigger.



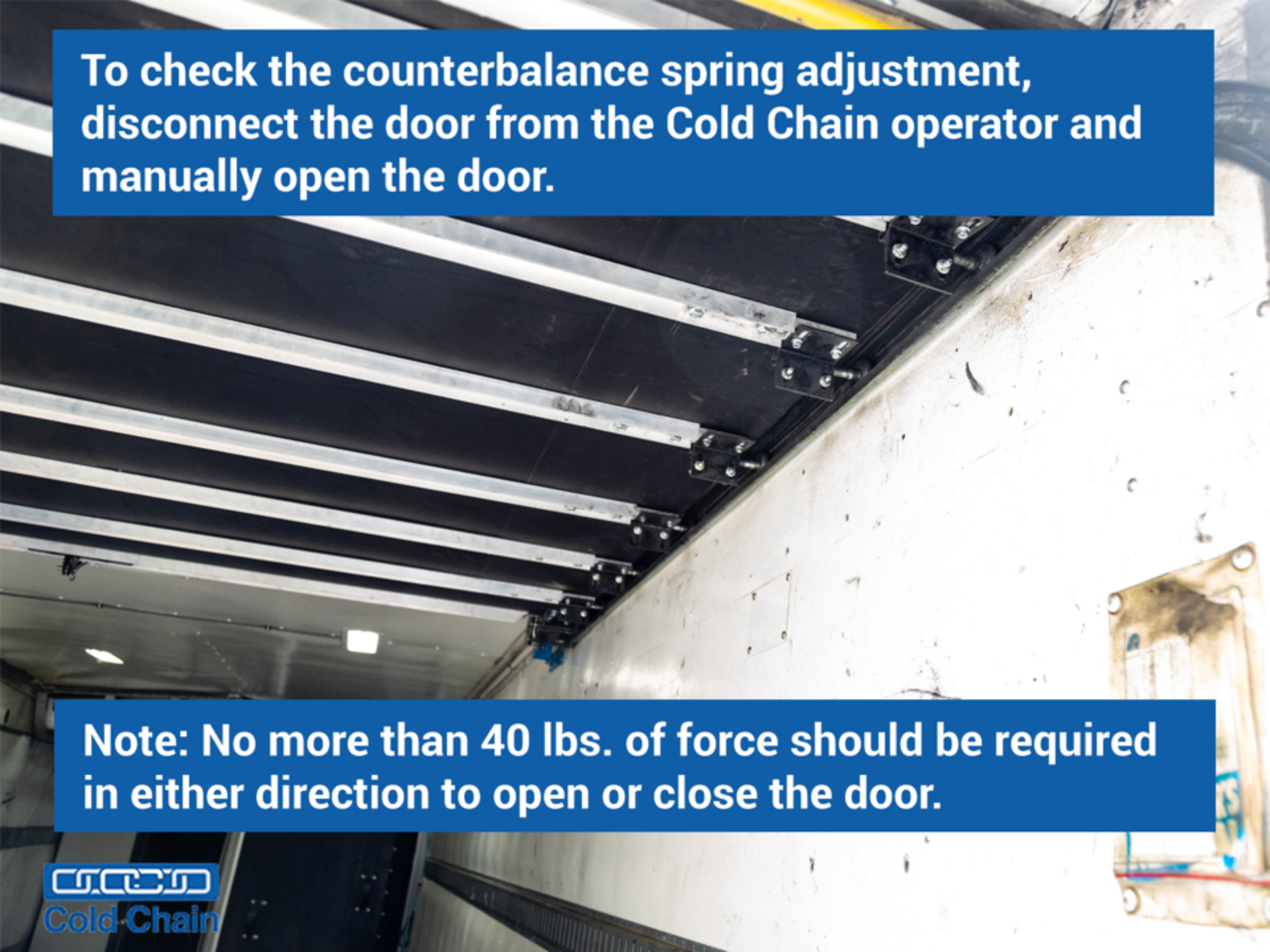
Finally, check that the manual air release valve is in the down position at each side of the door.




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**Symptom: Door does not
open or close smoothly**

Rough door travel or sticking indicate worn out door wheels, damaged track or hinges, or a counterbalance spring that is out of adjustment. Inspect the door wheels, hinges and track for any damage, then check spring tension.


A photograph showing the interior of a cold chain door. The door is partially open, revealing several parallel metal counterbalance springs mounted to the door's frame. The springs are connected to the door's edge and extend towards the ceiling. The door's surface is white and shows signs of wear and discoloration. A metal latch mechanism is visible on the right side of the door.

To check the counterbalance spring adjustment, disconnect the door from the Cold Chain operator and manually open the door.

Note: No more than 40 lbs. of force should be required in either direction to open or close the door.

A close-up photograph of a door's counterbalance spring assembly. The image shows several parallel metal tracks and springs mounted on a white door frame. A blue text box is overlaid on the top portion of the image.

Raise the door approximately 3 feet and let go of the handle. If the door closes under its own weight, the spring needs to be tightened. If the spring pulls the door open, the spring needs to be loosened.

A close-up photograph of a door's counterbalance spring assembly, showing metal tracks and springs. A red text box is overlaid on the bottom portion of the image.

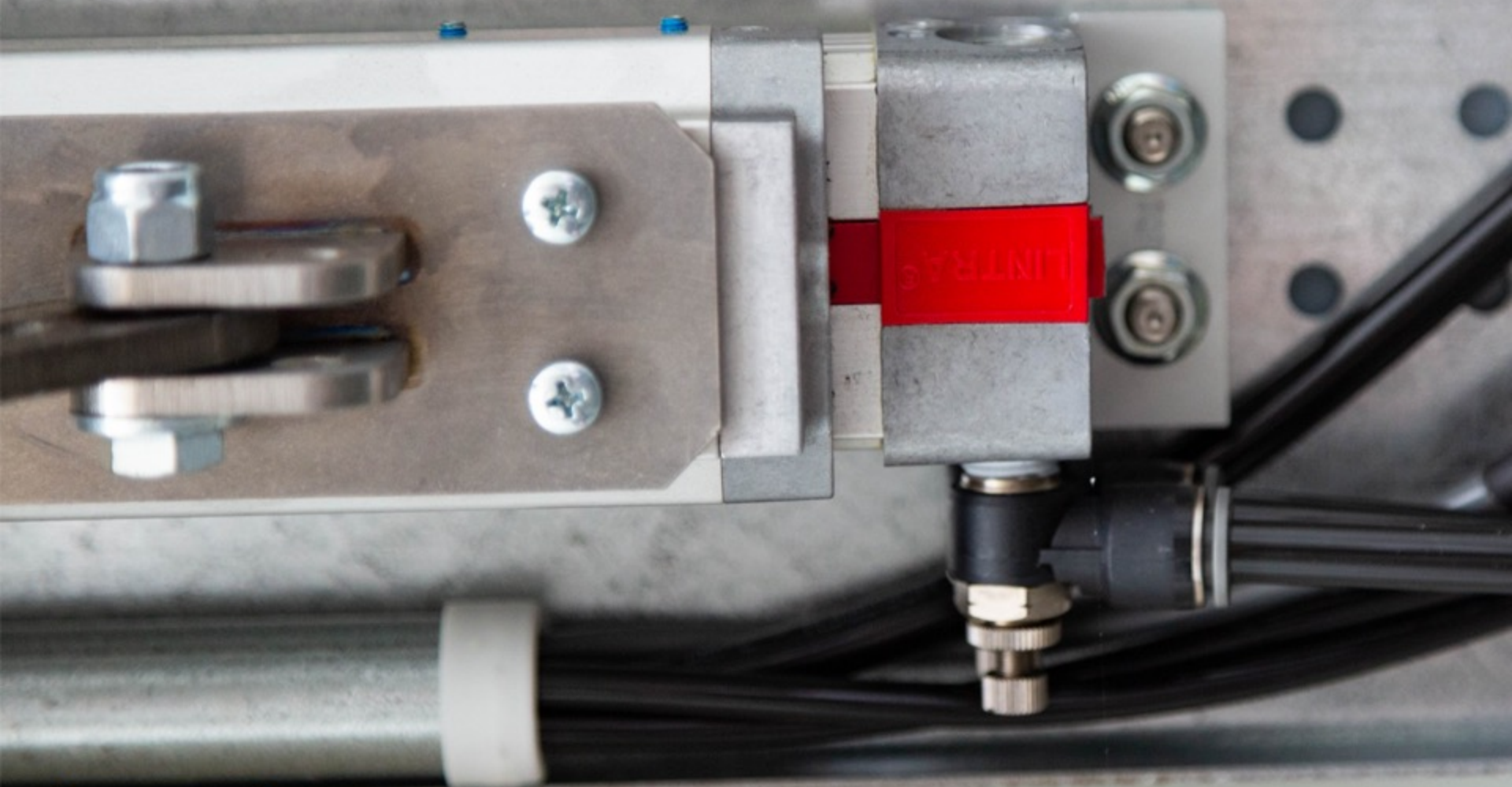
Adjustments of the counterbalance spring assembly can be dangerous and must be performed by a trained door technician in accordance with the door manufacturer's recommendations.

**Symptom: Cargo lights are
not working**

If the cargo lights are not working, verify that the lights work from the timer box. Check the timer box on the trailer to verify that the LED lights up when the remote button is pushed. If the LED does not light up, the timer may need to be replaced. If only a single light is not working, replace the light fixture.

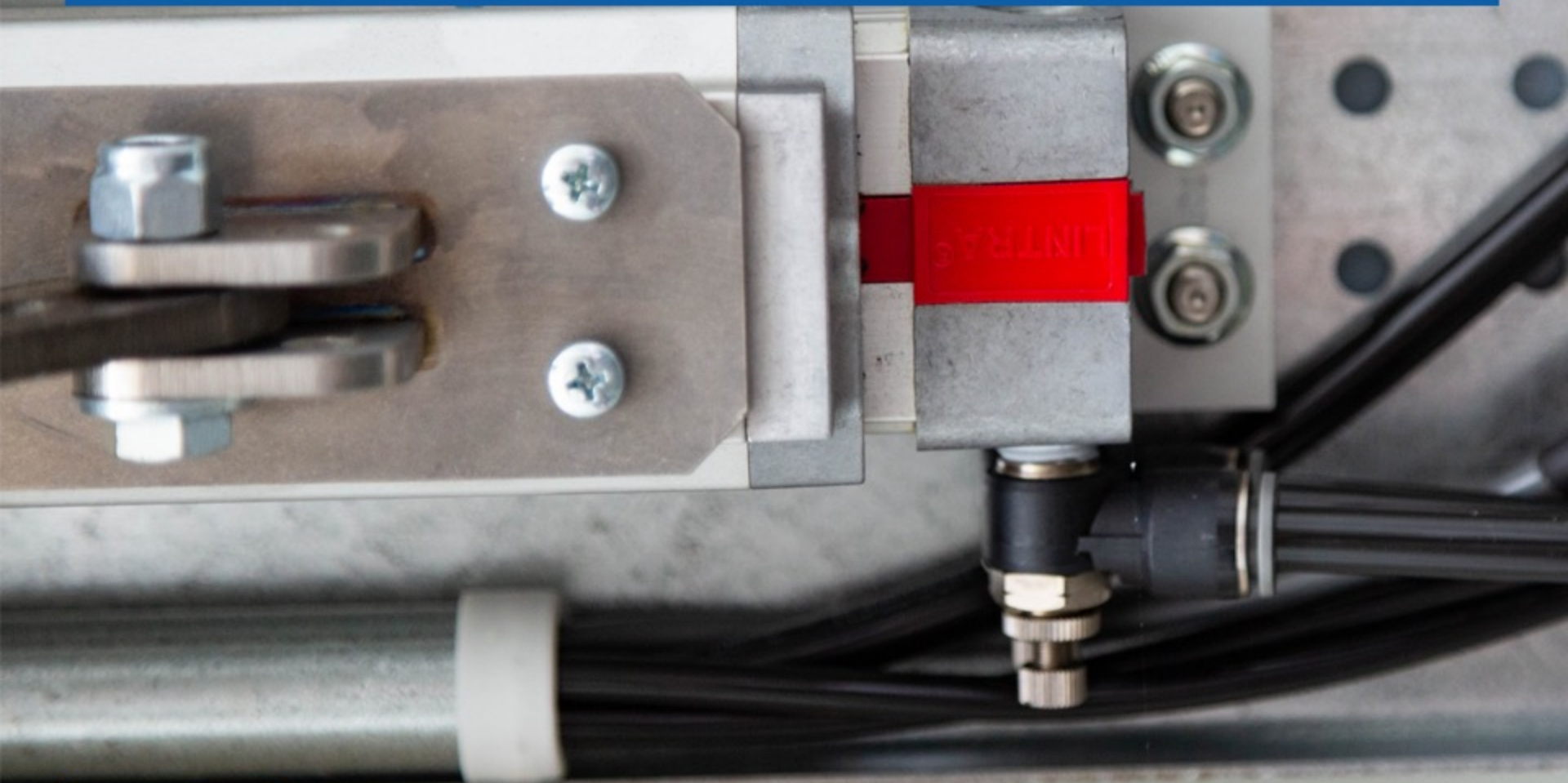
**Symptom: Air is leaking
from the main door cylinder**

First, identify where the leak is coming from.

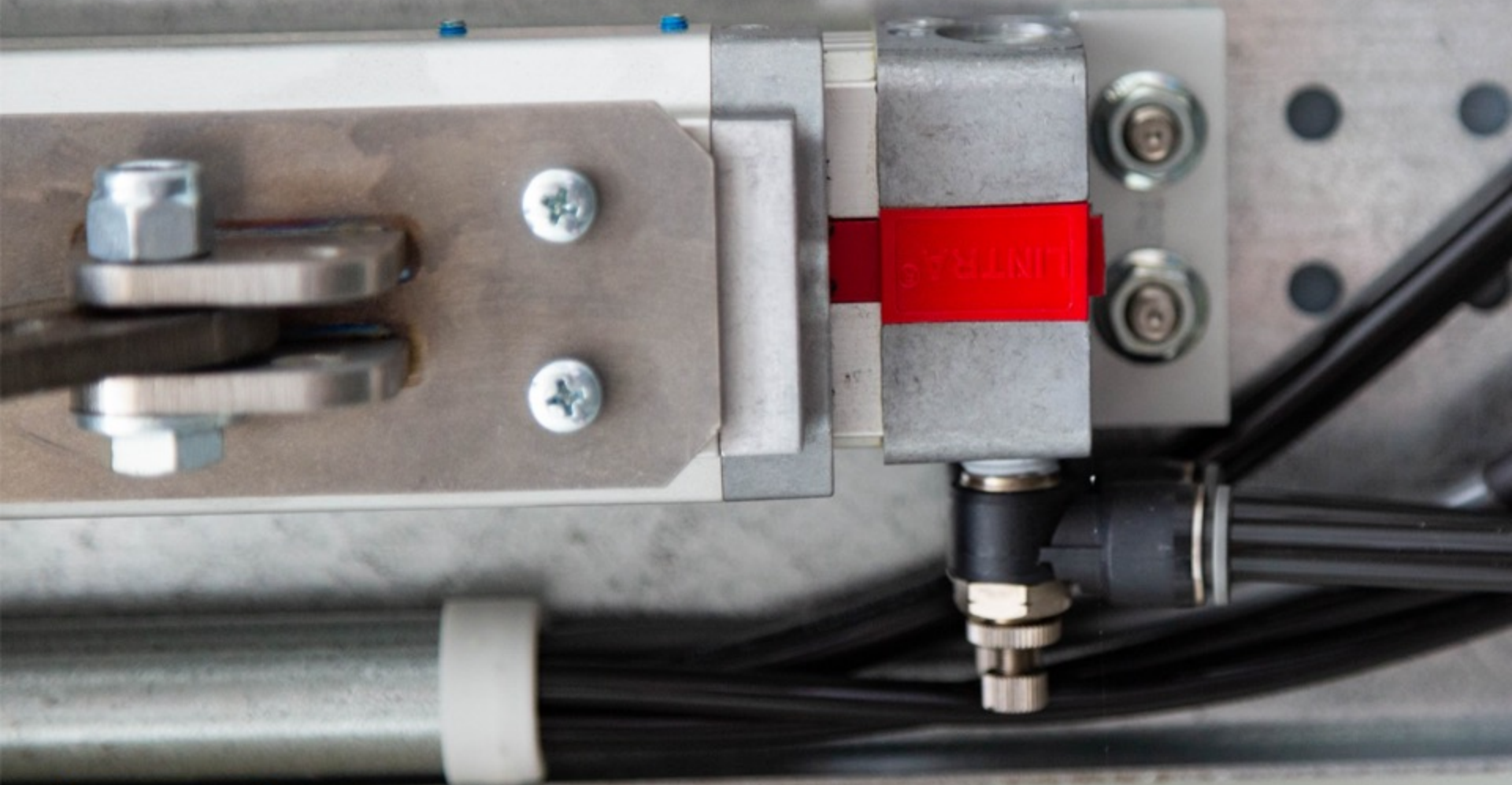


If the leak is occurring at a fitting, remove the fitting and:

- Clean the threads on the fitting and the threaded hole.**
- Apply Teflon tape and replace the fitting.**



If the cylinder is leaking internally, contact Cold Chain for a cylinder replacement.



For more assistance, contact us at
info@coldchainllc.com
