

Helpful Hints:

In our experience, the majority of problems are related to batteries and damaged cables.

Please check the following:

1. The condition of your battery under load - rechargeable batteries do not last forever. To test:
 - Monitor the battery voltage directly at the battery posts with the product in an OFF state.
 - Turn the unit ON and monitor the voltage over a period of 10 minutes. A defective battery voltage will quickly drop. All Sensors & Software products operate from 12V DC. A voltage of less than 11V DC indicates battery failure in the near future.
 - Replace defective battery and retry the product.
2. The condition of each cable connector and receptacle.
 - Visually inspect for proper mating, loose pins, moisture, dirt and debris.
 - Clean as required, reinstall and retry the product.
 - If the error message still occurs, move on to the next cable connection.
 - If the problem seems to be intermittent, run the product in continuous mode and wiggle the cable connections to see if you can isolate the point of failure.