

# Troubleshooting Guideline



This is a guideline to help figure out what is wrong with the system, and what you can do to fix or prevent problems from occurring.

**Quadra Manufacturing**  
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## What Hydraulic Fluid do I use?

Automatic Transmission Fluid (ATF): Dexron II, Dexron III, ATF+4, Mercon, Mercon V

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## Panel won't turn on, system won't run, clicking noise...

Battery low, panel won't turn on = coach battery, the rest of system relies on house battery. The battery needs to be 100% charged for the system to work, it doesn't make a difference if the coach is new, that doesn't mean the battery is fully charged or even good. Battery's don't charge instantaneously, so one can't just expect to hook it up to a charger and the system will work immediately, they can un-plug/re-plug their battery gauges to show the true charge. If the battery does for sure sound good, then the unit might have a ground issue. SEE DO IT YOURSELF SECTION

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## Cylinders won't retract...

Broken/crushed limit switches, bent or broken clevis pins (especially rear jacks on fifth wheel)

Limit Switch barrels mounted too low, 1" is bad, 1 1/8" is good (Manufacturing defect).

Need new Limit Switches, Clevis pins & Limit Switch Washers (one of each per cylinder). SEE DO IT YOURSELF SECTION

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## Medium Tank Assembly (Plastic Reservoir)

### Plastic Foaming of fluid or overflow in reservoir....

- Check fluid level of reservoir with legs retracted (should be 3/4"-1" below top).
  - Rear jacks on fifth wheel?... Does it have red caps?... Send Blue Caps
  - The blue cap might be down too far into the hole of the reservoir... This blocks the air ventilation and causes the fluid to foam or overflow... Most of the cap should be sticking above the hole; it just needs to be "snug".
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## Cylinders *(Prior to 2008, cylinders only have 5 year warranty)*

**Cylinders "creep" down when not in use...** Check fluid level, OR Bleed System (there is air in the system)

**Cylinders make loud "squeaking" noise while operating...** Spray rams with Teflon spray (or dry lubricant).

**Hydraulic Fluid on footpad or on ground around cylinder...** Loose fitting or broken hydraulic line.

### Cylinders "creep" down or don't hold pressure when lifting/holding coach...

- Check fluid level
- Check for leaks in hydraulic lines/fittings... if lines damaged, have them measure and send replacements
- Possibly plumbed backwards... (Bottom port on cylinder tube connects to right port on pump, etc.)
- Relief Valves have failed on pump motor... replace motor/return it to Quadra
- Hydraulic seal failure, check for oil around bottom of cylinder... replace/return cylinder OR seal kit

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## Control Panel

**Panel won't turn on...** Coach battery is low OR Check vehicle fuse panel (check all fuses).

**No "All Up" light...** Loose footpad or Limit Switch has failed (either bad switch / broken pin / mounted too low)

## Panel is on, but...

**Clicking sound under coach...** House battery low OR circuit breaker has tripped, Pre-2001 then there is a manual switch on the breaker to reset, After 2001 then it is automatic and just wait a moment and it will reset by itself.

**No diagnostic cycle (when lights flash clockwise around Bigfoot logo)...** If it won't work then the Ignition switch is on, if just the "All Up" light is on then it could be bad sensor.

**Front & Rear lights flashing...** House battery low (at least when system is operating), charge battery & unplug interface cable (harness from sensor to panel) at the sensor for 5 seconds, plug back in.

**Left & Right lights flashing...** Sensor timed out (make sure there is no movement while leveling) OR the cylinders have "stroked out", (front could be too high on 5<sup>th</sup> wheel) Turn system off/on. OR check fuses

**All lights are flashing...** Panel needs to be re-programmed, see manual for instructions OR sensor bracket isn't tightened down or fastened correctly, check/re-tighten.

**Won't go into Manual Mode...** Press/hold Manual button for 4 seconds, if still won't work new panel (auto/man)

**Only "Emergency Retract" light flashes...** try unplugging sensor for 30 mins, if still won't work replace panel/sensor

**Panel Buzzer sounds with engine running...** Loose footpad or Bad Limit Switch; Do a visual check to verify all levelers are all the way up before moving coach, OR unplug/re-plug 14-pin harness from sensor. "All Up" light must be on for system to work in automatic mode.

**AIR DUMP & ALL UP lights flash...** Communication error... Replace interface cable/sensor/panel.

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## Do It Yourself

### Limit Switches

- ▶ Installation: Apply Dielectric Grease to the limit switch ball & surrounding area & the clevis pin itself.
- ▶ Maintenance: Spray clevis pin with Teflon Spray or apply grease again. You should **annually** detach the limit switch assembly and re-grease the ball.

### Tank Assembly

- ▶ Installation: Apply a separate ground (4/6 gauge wire) directly to frame (unpainted area) to get the best ground possible.
- ▶ Fluid: Check fluid levels (3/4" to 1" below top) ATF (See Troubleshooting)