

# Thunder 6000<sup>XR</sup> Tarp System Troubleshooting Guide

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Below you will find troubleshooting steps for common tarp system issues.

## ● Remote function not working.

1. Reset system by removing power trailer power connection for 15 seconds then reconnect.
2. Turn on the tarp system by pressing the (Open) & (Close) buttons simultaneously on the keypad for 3-5 seconds until the LED and buttons illuminate.
3. Test remote function.
4. If no function, reset system and reprogram remote per the remote programming instructions.
5. Also can be an indication that the trailer power connection is loose and needs reworked and tightened.

## ● Tarp system will not power on.

1. Make sure that the 2-pole power cord is plugged into the trailer and has the proper polarity and voltage to the tarp system. Positive is on the top post.
2. Check that the tarp system circuit breaker near the tractor battery is reset, if applicable.
3. Turn on the tarp system by pressing the (Open) & (Close) buttons simultaneously on the keypad for 3-5 seconds until the LED and buttons illuminate.
4. Test the remote functions of the tarp system by pressing the (Open) & (Close) buttons simultaneously on the remote 3-5 seconds to verify keypad button failure.
5. Check for grease, dirt, and corroded connections at the battery terminals, circuit breaker and also at the trailer power receptacle plug and outlet.
6. Check for voltage on the back side of the 2-pole trailer receptacle. Also check for corrosion and looseness.
7. Check for proper connection of the communication cable between the inner control box and the RF keypad.
8. Unplug the power receptacle, wait 10 seconds, re-plug truck power and verify operation.

## ● Tarp system powers on but does not function when pressing either (Open) or (Close), no flash codes are present.

1. Check for low voltage & loose connections.
2. Test the remote functions of the tarp system to verify keypad button failure.
3. Check for loose & corroded connections at the motor terminals and inspect the wires from the motor to the inner control box located in the nose of the trailer.
4. Unplug the power receptacle, wait 10 seconds, re-plug truck power and verify operation.

- **Tarp system does not function and a red/orange flashing light is present on the RF keypad, indicating an error code. See error code explanations below: Codes will flash, pause, and repeat until problem is corrected.**

- a) **Three** flashes indicates an **Overheat Protection** issue. This typically occurs if the system has been started and stopped rapidly in a short period of time. Also, it can indicate increased drag in the tarp system causing excess amperage. Re-check the tarp system after a cool down period.
- b) **Four** flashes indicates an **Over Voltage Protection** issue. Using a voltmeter, check the tractor batteries & alternator for voltage exceeding 15.5 volts.
- c) **Five** flashes indicates an **Under Voltage Protection** issue. Using a voltmeter, check the system for low voltage. Also check all connection points for looseness and corrosion including battery terminals, circuit breaker, power cord, and receptacle plug. Connect an alternate power source to verify.
- d) **Six** Flashes. Please contact Thunderstone immediately for assistance.
- e) **Seven** flashes indicates there is not enough amperage or voltage to run the motor **OR** the drive motor windings are shorted. **MAY REQUIRE REMOVING POWER TO RESET.**
  - (1) Connect an alternate power source to verify a low amperage/voltage problem.
  - (2) Make sure the battery is fully charged and the charging system on the truck or power supply is running and working properly.
- f) **Eight** flashes indicates com failure from the inner control box. Check com cable between RF keypad and inner control box for damage.

- **Tarp system does not make a full cycle or closes/opens intermittently.**

1. **Two** flashes indicates an **overcurrent protection** issue which is normal if the tarp fully opened or closed. If not, check for obstructions in the operation of the tarp such as snow or ice buildup. This also could indicate increased drag in the tarp motor or other motor problems causing premature tarp stoppage.
2. Remove the motor terminals and connect motor to a battery source using jumper cables to determine if the motor labors or stops when direct power is applied.