

## Remote Control Pistenbully JC1400 & JC 1410 Pistenbully JC400 & JC410

2014/15 was the first season we introduced the RC Pistenbully. With any new product our dealers, as well as us, we need to access and understand user errors that may occur. There were only a very limited amount of true manufacturing problems (under .5%). We will talk about those cases further below. The total return rate was 3%, of which 2.5% were either mishandling or user error.

Going forward we would like to avoid unnecessary return shipments, as well as minimize customer dissatisfaction. Listed below are several helpful tips and information, that can be used to “trouble-shoot” the PistenBully and quickly solve a variety of customer problems.

### **MECHANICAL ISSUES (JC400, JC410, JC 1400, JC 1410)**

#### **1. UNPACKING PROBLEMS**

We have seen reports of mechanical failures (broken pieces). All of these failures can be traced back to user mishandling. All Pistenbullies are screwed to the carrier in the box. If customers try to take out the Pistenbully without unscrewing the unit from the carrier you will end up of course with broken elements.

#### **2. BROKEN HINGES OR CONTROL ARMS**

We have also encountered broken hinges which either resulted from lifting or carrying the unit by the snow plow or the groomer.

#### **3. CUT SERVO SUPPORT WIRE**

There is a long wire in the rear from the servo to the mounting point at the groomer. This wire was cut/broken right at the servo attachment hole. Please be assured our PB would not be delivered with such a defect.

**ELECTRICAL OR RC ISSUES (JC400, JC410, JC 1400, JC 1410)**

**4. MIXING UP 1.5V AND 3.7V RECHARGABLE BATTERY**

Batteries are 1.5V and there are 4 packed into the retail unit. The batteries are to be used in the RC handheld. If a customer uses the 1.5V battery in the Pistenbully itself, the PB will not function. (See also Item 11)

**5. NOT FULLY CHARGED LIT-ION BATTERY**

The rechargeable battery is a 3.7V 1700mAh Lithium-Ion battery. Please make sure that the battery is fully charged (needs to be put on the charger for at least 6 hours in order to ensure a full initial charge). Once inserted into the Pistenbully, and you turn the ON switch on, the two warning lights on top of the Pistenbully start flashing. If you turn on the remote control and the remote control syncs correctly - the lights stop flashing immediately.

**6. HANDHELD POWER INDICATOR ON BUT NO FUNCTION**

In case of a RC problem (Lights don't stop flashing when remote is turned on) it is our recommendation to test the remote with a fresh set of 4 AA batteries. And this is even true if the red LED on the remote seems to indicate POWER ON. The LED requires only a little amount of current (a fraction compared to the RF portion of the handheld). You will experience that with fresh batteries the RC handheld will make immediately contact with the PB.

If this doesn't bring results, try to turn OFF and ON again the PB's power switch, for a new resynchronization between the handheld and the PB.

**7. HANDHELD DOESN'T TURN ON**

Move the ON/OFF switch 5 times between its two positions. Also ensure that you move the switch to the full ON position. It is always important to check that the 4 AA batteries are still loaded. (See also Item 11).

**8. PB FLASHERS DON'T TURN ON**

First test the re-chargeable Li-Ion battery. Was it fully charged? Does the battery register 3.7V on the Voltmeter? If so, make sure that the little switch is truly pushed into the ON position. Especially if this is the initial setup, it will help to move the ON/OFF switch 5 – 10 times back and forth. Micro switches might have to be “worn in” in order to function.

**9. SNOW PLOW OR GROOMER DON'T LIFT**

The initial question is did the two ever function? We have never experienced that out of the box that any of the servos did not work. In two instances we found that even with proper care one servo may have stopped working. In other instances we found that the PB was exposed to water (ie wet snow), which destroyed the PB's servo(s). While it may be appealing to operate the unit outdoors on real snow, the unit is not approved for outdoor use. Even if the snow is not wet (sub-zero temperatures), the PB itself either get's worm and melts the snow (it comes in contact with), or the unit is carried inside after operation and remaining snow melts and leaps into the interior hence potentially destroying the electronic or the servos (which consist on some internal, very sensitive electronic).

**10. PISTENBULLY CHAIN “BROKEN”**

The Pistenbully has a rubber chain. This chain is not an endless loop, but a chain that has two ends that have connectors. Little nipples mate with matching holes on the other side. Should the chain come apart, please don't send the entire Pistenbully in for maintenance. If you are uncomfortable to use superglue to bring the two parts back together, we will be more than happy to send you a new chain. FYI the chains have been assembled with proper care, and typically don't come apart unless mis-handled.

### **11. BATTERY PROBLEMS (AA AND RECHARGABLE)**

We have mentioned in some of our points that batteries seemed to be empty. It is important to understand that it cannot be assumed that the included AA batteries are still properly charged. Batteries can suffer a severe loss of function through storage. In particular if the unit's were stored in an unheated warehouse. Especially re-chargeable batteries discharge in storage and discharge even quicker below freezing point. If a battery is fully discharged (below the recharge current) then the included charger cannot re-charge the battery anymore. In similar fashion the AA batteries can be discharged below the current/voltage level needed for the remote control to function properly.

Call us for our re-chargeable replacement units. We recommend that you have on hand one re-chargeable battery and 4 new AA batteries handy for the proper function tests.

### **12. DOES NOT WORK (JC400, JC410)**

There is no electrical operation with these PistenBullys, therefore there is nothing that cannot work. If a customer refers to mechanical problem, please see section Mechanical Problems. While the chain turns on the wheels, it is not recommended to put the PistenBully on the floor and move it on the floor back and forth because this will destroy the chain-belt (most likely it will come apart at the joint).

With lots of fun from the Jaegerndorfer USA team

We are here to help you. Do not hesitate to call us.