

# *Truck System Technologies*

## **Troubleshooting 101: Commonly Asked Questions**

**How do I get the monitor to turn on?** To turn the 510 monitor on or off, press and hold the – key. The 507 monitor's on/off switch is on its right side.

**Why won't my monitor turn off?** The monitor will not turn off unless it is unplugged from its power source. To turn it off, first unplug your charger cord or hardwire.

**What do I do if my sensor will not read?**

**Step 1)** Take the sensor completely off the valve stem, and reinstall it. The sensors are pressure-activated: once reinstalled, they reset.

**Step 2)** If you are still not receiving a reading, try a working sensor on the tire the original sensor failed to read to rule out valve problems. If the sensor reads normally, we can determine the original sensor should be returned for warranty replacement.

**What do I do if my monitor is not letting me enter a high parameter *lower* than 101?** If this occurs, enter **all** low pressure settings first. After using the + or – buttons to enter the first axle's low PSI setting, press MODE to advance to the following axels and to set these low parameter values. Once all low parameters are entered, use mode to scroll back around to the front steering axle. Now, enter high pressure parameters for all axles. Always press and hold SET once you have completed entering your settings. The monitor will beep; this indicates you have properly saved your data.

**Why is my monitor alarming in the middle of the night?** As temperatures change, your tires' pressures fluctuate. As a result, your monitor is likely to alarm if you are experiencing cold overnight temperatures. Please remember to turn your monitor off every night before you go to bed.

**Why is my monitor alarming?** The monitor will alarm for the following reasons: a rapid leak, a loss of signal, a low battery, an overheating temperature, or a high or low pressure reading. To turn off the audible alarm, **press any button**. However, the visual alert will not reset until the problem is resolved. You should check your tires at this time, and, if you need to adjust any parameters, you should do so to prevent further alarming.

**How can I light my monitor for easy reading?** The monitor is equipped with an auto backlight. If you are having difficulty reading the monitor, please relocate it away from direct light. Also, in the bottom left-hand corner of the monitor is the backlight sensor. If you wish for the backlight to stay on permanently, cover the sensor with electrical tape.

**Does the vehicle need to be in motion for the system to perform?** No, the system is designed to monitor when stationary.

**How can I temporarily skip monitoring the tow vehicle?** By pressing and holding mode & – for 6 seconds, the tow tires will disappear and not be monitored. When you are ready to resume monitoring the tow, repeat, and these tires should reappear.

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**What should I set my parameters at?** We recommend you set the parameters at 15% above and 10% below what you typically run in your tires, a recommendation based on the settings *Truck System Technologies* believes to be the safe zone. As for temperature, the monitors are preset at 157° F, a safe setting for all tires, which typically fail between 180-200° F.

**What should I do if my sensors are not reading accurately?** The sensors' variance should not exceed 2 psi. {Keep in mind that tire gauges have a similar variance range} For example, you run 80 psi in your tire, and your sensor is reading 77. This is an acceptable variance. However, if your sensors are consistently off by **more than five PSI**, an adjustment should be made to your valve core. The core can be installed too tight: the end result will be insufficient contact with the sensor. This can cause false readings if the pressure is not fully releasing from the sensor. Please contact your tire dealer for further assistance and technical support. This is a valve stem issue, not a sensor issue.

**Why were my sensors reporting fine, but now they just quit working?** This indicates a **reception issue**. Reception issues manifest themselves in several different ways. Many people assume reception issues are only encountered when distance is factored in, but there are other factors to consider. In fact, the number one cause of reception issues is **interference**, not distance. Distance is only used as a guideline. When reception issues occur, we recommend a **repeater**. Often referred to as a "signal booster," it strengthens the signal from the sensors to the monitor. Please visit our online store of Great RV Products at [www.shop.greatrvproducts.com](http://www.shop.greatrvproducts.com) to purchase a repeater; the cost is \$59.

**Is my 510 monitor compatible with the 507 sensors with replaceable batteries?** No, they are 2 different systems that do not correspond with each other. You may, however, exchange your 510 system in for a 20% discount off of the 507 system. Please call our office for further details.

**How do I make a warranty claim?** Please send all necessary parts to:

TST  
4250 Keith Bridge Rd  
Suite 200  
Cumming, GA 30041

Be sure to include a complete shipping address and the reason for the exchange.

If you have a technical difficulty that has not been addressed by this troubleshooting page, please contact our technical support. Our hours of operation are Monday through Friday, 9am to 9pm Eastern Time.