

Troubleshooting Guide (Questions and Answers)

Q. My machine only goes forward slowly and does not go in reverse.

A. The red e-stop button is pushed in or the e-stop is not hooked up. Twist the red button clockwise to release the button. Check e-stop wiring, there could be a loose or disconnected wire.

Q. The WasteCaddy turns on and powers up but does not move.

A. 1. Make sure wires number 9 and 14 are plugged into the controller and are making a good connection.
2. Make sure motor connector under the machine is plugged in and is not damaged.
3. Check to make sure the 5k potentiometer in the handle bar is centered. Test the black and red wire, the center position is 2.5 ohm, when not moving the handle bars should read between 2.4k ohm and 2.6k ohm. If it is out of that range the machine will not move.
4. Test controller for power. You should have at least 36 volts coming into the controller at the b+ and b- terminals. Now check voltage at the motor connector under the machine. With the machine on and rotating the handle bars all the way forward or reverse you should have the same voltage as you did going to the controller. If you do not the controller could be bad.

Q. When I am done running the machine and I let go of the handle bars the machine slowly moves on its own.

A. The potentiometer in the handle bar is slightly out of center. Center to 2.5k ohm by testing the black and red wires on the potentiometer and rotating it to whatever direction is needed.

Q. When I turn the key on, nothing happens at all.

A. If the voltmeter doesn't come on or you don't hear the contactor "click" one of three things could be bad. Check the battery voltage across all three batteries; you should have at least 36 volts. If that is OK either the contactor is not working or the key switch is not working. To bypass the key switch take the two wires going to the key switch and touch them together, if the key switch is bad the machine should turn on. To bypass the contactor please call DJ Products, Inc. service dept. for further tests.

Q. When I plug the onboard Minnkota charger into the wall one or more of the banks say check connection.

A. Check the fuse on that bank(s) to see if it is blown. Check the connection to the battery terminal. If both of these things are OK the battery voltage on the bank(s) is probably below 9 volts. The charger has a safety feature on it, when the battery voltage drops below 9 volts the charger says check connection and shuts down that bank. Either charge that battery with an external charger to bring the voltage up or cycle the power on the charger by plugging in the charger and unplugging it every 5 to 10 minutes until that bank shows it in charging mode.

Q. When I plug in my onboard Minnkota charger no lights come on at all.

A. Try plugging it into a different outlet, if that doesn't work call DJ Products, Inc., you may need a new charger.

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Q. When I turn on the handle bar I can hear the machine running but it doesn't move.

A. The gear at the end of the DC drive motor has either fallen off or broke. Take the drive motor off the transaxle to inspect the gear. At the end of the motor there should be a shaft with a gear and a clip holding it on. When taking the motor off you might want to tilt the machine at a slight angle to help prevent oil from leaking out of the transaxle. Note: Do not tip it too far, the batteries may leak acid out. If some oil leaks out you can refill it with 80 or 90 weight gear oil.

Q. When I press the optional horn button the horn does not sound.

A. Check the connections to the horn and the horn switch. If OK you can hook the horn directly to 36 volts, if the horn sounds then your switch is bad.

Q. When I rotate the handle bar, it does not snap back into the center position.

A. The torsion spring has either slipped off the centering bolt or the spring has broken. Take the screws out of the control box to pull the box apart, the bottom part will pull completely off and the top part can rotate up. Inspect the torsion spring to make sure it is in the proper position.

Q. The WasteCaddy shows full power until I start using it, then the needle on the voltmeter drops down into red.

A. You probably have one or more bad batteries. You can check the batteries with a multi-meter but a load cell tester is preferred. You should have 12 volts on each of the batteries; you may have a bad cell in one or more of the batteries causing the machine to lose power.

Q. When I am pulling/pushing with the WasteCaddy, I hear a pop and the machine stops moving.

A. The circuit breaker on the machine is blown, turn the machine off and push in the circuit breaker, it should reset itself. If this happens more often the circuit breaker could be wearing out and you may need to purchase a new breaker.

Q. The machine is moving a lot slower than normal in both directions.

A. Make sure the variable-control speed potentiometer on the instrument panel is turned up to the number 2 or 3. If it is turned set too low, the machine will barely move. Check voltage to make sure you have 36 volts across the three batteries.

Q. My voltmeter shows full power even when I turn the key switch to the off position.

A. There is a diode in the main harness next to the key switch wires, if your voltmeter shows full power and the machine works with the keys off the diode is bad. Call DJ Products, Inc. to order a new one.