

Tug			
Symptom	Cause	Action	Detail
Tug beeps 3 times	Tug is ON	No action required	Tug will beep when initially turned on
	Battery voltage is getting low	Charge tug battery	Tug charger indicator light will illuminate red when charging and green when fully charged. Tug will beep when the battery voltage is below 28 volts (power button flashing red). It is recommended to keep the tug and remote controller charging when not in use .
	Tug is momentarily overloaded	Turn the tug power button OFF then ON again to reset the PC Board.	Steep inclines, turning the tug underneath the wheel without any forward/backward motion, and sudden stops can cause the tug to signal a momentary overload.
Tug beeps continuously	Battery voltage is below operable voltage	Charge tug battery or Replace battery if it does not hold a charge With a voltmeter, check tug charger output voltage for 29.4 volts. Replace charger if it does not output the correct voltage	Tug power button light will blink red. Tug charger indicator light will illuminate red when charging and green when fully charged. It is recommended to keep the tug and remote controller charging when not in use .
Tug indicates a full charge soon after it is plugged into the charger	Charger has failed	Replace tug charger	Tug charger indicator light will illuminate red when charging and green when fully charged
Tug does not turn on	Battery is not plugged into the PC Board	Turn off the remote controller and tug. Open the magnetic tug cover and plug the battery into the PC board. Ensure the connection is fully engaged.	During shipping the battery connection can become loose or disengage from the PC board.
	Battery voltage is below operable voltage	Charge tug battery or Replace battery if it does not hold a charge With a voltmeter, check tug charger output voltage for 29.4 volts. Replace charger if it does not output the correct voltage	Tug charger indicator light will illuminate red when charging and green when fully charged. It is recommended to keep the tug and remote controller charging when not in use .
	Main board 10-amp fuse is blown	Replace the 10-amp fuse.	The provided spare parts kit comes with extra fuses. It includes a 4-amp fuse (lights) and 10-amp fuse (main board). These are common fuses that can be found at most auto parts stores. Disconnect the battery when working on or around the PC board to prevent a short circuit.
Tug does not respond to remote controller	Battery is low on remote controller or tug	Charge the battery on remote controller or tug	Tug charger indicator light will illuminate red when charging and green when fully charged. Remote controller charging indicator light, located on the side of the remote, will illuminate

			<p>green when charging and light will turn off then fully charged.</p> <p>It is recommended to keep the tug and remote controller charging when not in use.</p>
	Tug is overloaded	<p>Reset the circuit breaker(s). Turn off the remote controller and tug. Open the magnetic tug cover and locate the circuit breaker(s) on the PC board. Press the button(s) down to deactivate the circuit breaker (If it is active you will feel some resistance from the button). See the critical note in the "Details" section.</p>	<p>Steep inclines, towing above the tug's capacity, and sudden stops can cause the tug to activate the circuit breaker.</p> <p>CRITICAL NOTE: If the circuit breaker continues to activate after being reset, the tug is being overstressed and could cause damage to the circuit board. Address any mechanical issues, such as a seized sprocket or missing track retainer clips or any driving conditions, such as driving up a steep incline or towing above the tugs capacity that could cause the tug to overstress. If the issue persists, call or email AC Air Technology tech support for further assistance.</p>
	Remote controller and receiver are not binding	Rebind remote controller and receiver.	Call or email tech support for further assistance
One track turns but the other track does not	Speed controls are not plugged into radio receiver correctly	<p>Turn off the radio controller and tug. Open the magnetic tug cover. Visually inspect the wire from the speed control to the receiver on the PC board for any damage. If there is damage, replace the speed controls.</p> <p>Verify that the wires from the speed controls are connected to slot numbers 1 and 2 on the receiver. Ensure the connections are fully engaged</p>	If there is damage to the speed controls, the PC board may need to be replaced. Call tech support for further assistance.
	Gearbox failure	<p>Open the tug cover and visually inspect the motors for any obstruction. With the radio off, carefully clear any obstruction.</p> <p>With the cover open, radio on, visually check if the motor(s) are turning. If the motor(s) are turning but the track is not, the gearbox needs repair.</p>	Call or email tech support for further assistance
Tug operating sluggish/ low power	Tug is being operated on LOW or MEDIUM Speed.	Switch speed setting on remote controller to HI speed. (Rabbit Icon)	HI speed mode enables the tug's full power. It is recommended to use the tug in HI speed mode when operating outside, in an open area. LOW and MEDIUM speed modes are helpful when operating in small quarters for precise positioning.

Remote Controller			
Symptom	Cause	Action	Detail
Remote controller is beeping	Battery is low	Charge remote controller or replace remote controller batteries	See owner's manual section "Replacing Transmitter Batteries" for details It is recommended to keep the tug and remote controller charging when not in use
Remote controller does not turn ON	Battery voltage is below operable voltage	Charge remote controller or replace remote controller batteries	See owner's manual section "Replacing Transmitter Batteries" for details It is recommended to keep the tug and remote controller charging when not in use
Remote controller indicates a full charge soon after it is plugged into the charger	Charger has failed	Replace remote controller charger	The remote controller LED on the left side of the controller, just above the charging port, will illuminate green to indicate it is charging. The green will turn OFF once it is fully charged.
Remote Controller long-beep sound, tug is ON but the does not respond to remote controller	Joystick connection is loose	Remove remote control <i>back</i> cover which is held on with 4 screws. Disconnect and reconnect the joystick.	Do not forget to reconnect the remote-control battery.
	Joystick needs to be recalibrated	To verify issue, remove remote control <i>front</i> cover which is held on with 2 screws. Turn the remote off then back on <i>without</i> moving the joystick, the screen will read "Throttle Warning"	Call or email tech support for further assistance
Wheel Cradle			
Symptom	Cause	Action	Detail
Unable to release the cradle	Not enough pressure on the wheel cradle back gate	Apply pressure with the tug and remote controller onto the back gate to relieve pressure on the latch mechanism.	If pressure is applied to the loading end of the cradle, away from the latch mechanism, it will cause the latch to bind and not release.
	Servo is not plugged in	Turn off the remote controller and tug. Open the magnetic tug cover. The servo is located next to latch mechanism, follow the wire to the radio receiver, located on the PC Board, and verify it is connected to slot number 6 on the radio receiver. Ensure the connection is fully engaged	
	Servo failure	Visually inspect the servo located next to the latch mechanism. Press the release button on the remote control, if no sound or motion is coming from	

		the servo, the servo needs to be replaced	
	Latch is bound	Visually inspect the latch mechanism. Press the release button on the remote controller. If the cam, located on the servo next to the latch mechanism, turns but the latch does not disengage, service or replace latch assembly.	

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1. Use Microsoft Snip tool to capture image (one image per page)
2. Save as PNG file
3. Open PNG files with Adobe Illustrator
4. Copy, paste into In-Design (the image may look blurry in Illustrator but should clear up once pasted into InDesign)
5. In InDesign go to Object, Transform, Scale to get correct size (Drag-to-scale tool does not seem to work on this type of file.)