

# STA-BAL<sup>®</sup>-IZATION SOLUTIONS

System	Symptom or Question	Resolution
SS5.1	Installation Instructions	<a href="https://balrvproducts.com/wp-content/uploads/downloads/InstallationOperation/INS.STA_.001-REV-A-5.1-Installation.pdf">https://balrvproducts.com/wp-content/uploads/downloads/InstallationOperation/INS.STA_.001-REV-A-5.1-Installation.pdf</a>
SS5.1	User manual for 5.1 Push Button System	<a href="https://balrvproducts.com/wp-content/uploads/downloads/InstallationOperation/20300605-SS-5.1-User-Manual-2nd-Gen..pdf">https://balrvproducts.com/wp-content/uploads/downloads/InstallationOperation/20300605-SS-5.1-User-Manual-2nd-Gen..pdf</a>
SS5.1	Replacement Parts	<a href="https://balrvproducts.com/product/ss-stabilizing-system/">https://balrvproducts.com/product/ss-stabilizing-system/</a>
SS5.1	Stabilizer Jack motor replacement	<a href="https://youtu.be/tQhNrsC1TCc">https://youtu.be/tQhNrsC1TCc</a>
SS5.1	Tongue Jack Head Rotation	<a href="https://www.youtube.com/watch?v=hkiLWzpg3Y">https://www.youtube.com/watch?v=hkiLWzpg3Y</a>
SS5.1	Tongue Jack Service	<a href="https://www.youtube.com/watch?v=WwmxuLjft-U">https://www.youtube.com/watch?v=WwmxuLjft-U</a>
SS5.1	User panel will not turn on	Check the in-line 30 amp breaker between the battery and the power supply wires. This breaker is OEM installed and is usually mounted to the A-frame of the RV. Remove the 4 screws that hold the user panel in place, unplug the harness that comes to the back of the panel and plug it back in to ensure a good connection. With a DC volt meter, confirm there is (at least) 12V coming from the power supply to the system at the red and black wires in the connection that plugs into the user panel. If there is 12V coming to the user panel and the harness has a good connection the user panel will need to be replaced (part number 20300427).
SS5.1	Can the Tongue Jack Head be rotated? It interferes with the truck bed.	Link to video
SS5.1	Power to the user panel. The lights come on. No jacks extend or retract with buttons.	Remove the 4 screws that hold the user panel in place, unplug the harness that comes to the back of the panel and plug it back in to ensure a good connection. With a DC volt meter, confirm there is (at least) 12V coming from the power supply to the system at the red and black wires in the connection that plugs into the user panel. If you have confirmed that there is 12 volts coming to the user panel and there is a good harness connection and neither the tongue jack or the stabilizer jacks will extend or retract, the user panel will need to be replaced (part number 20300427)
SS5.1	How to manually override the tongue jack	Remove the rubber plug on the top of the tongue jack next to the user panel. Using a 3/8" square drive ratchet you can manually extend and retract the jack.
SS5.1	Tongue Jack inner leg spins but does not extend and/or retract	There should be track in the inner tube/leg that aligns with three embosses in the outer jack tube to keep the inner tube from spinning while operating. As the jack tube extends and retracts the dimples ride up or down in the track in the inner tube. Check the front of the outer tube for these 3 vertical embosses. Ensure that the embosses are riding in the track on the inner tube/leg.
SS5.1	Stabilizer Jack will not extend or retract	To test the motor, apply direct power to the motor using an alternate 12V power source. If the motor does not operate with direct 12V power, the motor is defective (part number 231000). If the motor operates while applying direct 12V and the jack extends and retracts, the issue is either in the user panel (part number 20300427) or the wiring between the user panel and the motor. If the motor operates with direct 12V but the jack does not extend or retract check to see if the coupler is engaged between the drive screw and the motor. Grease the main drive screw and ensure the jack leg is not damaged causing it to not operate.
SS5.1	Tongue Jack will not extend or retract	Remove the rubber plug on the top of the tongue jack next to the user panel. Using a 3/8" square drive ratchet attempt to manually extend and retract the jack. If the override will not turn or it will turn but the jack will not extend and retract, the coupler between the motor and drive screw will need replaced(part number 21700072). If the jack will extend and retract using the manual override you will need to test the motor by applying direct power to the motor using an alternate 12V power source. If the motor does not operate using direct a direct 12v power supply the motor will need to be replaced(part number 20300045).If the motor operates using direct power and the coupler is not defective and engaged the the issue must be in the user panel (part number 20300427) or the wiring between the panel and jack.