**TROUBLESHOOTING A 3502-7 JACK**

**Before you decide to return the Ultra 3502-7 tongue jack, would you please check into the few troubleshooting ideas below.**

**It's been our experience with this jack that - it's not the jack side that doesn't work, but the truck side.**

**FIRST check to see if the lights to the jack turn on when the jack is plugged into the truck 7-way plug.**

**If the lights don't turn on, the jack is not getting power, then check the below...**

**1. The charge line from your truck may not be "hot" to your 7-way plug. Make sure the fuse to it under the hood of your truck is good and plugged in. Make sure your truck has a charge line hooked up.**

**2. The 7-way plug to the jack may have a piece of plastic covering the connection left over from the creation of the plug - use a pocket knife to scrape away the plastic.**

**3. Your truck may need to be switched "on" to make the charge line hot. If the light DOES turn on to the jack, and the motor won't run, this could mean a problem with the motor or the switch.**

**4. The truck charge line is designed for an auxiliary power source and to charge the trailer onboard battery. On some newer trucks the computer in the truck is not finding a battery to charge but our jack and the computer deactivates the charge line. The only work around is the installation of a conventional charge line to the truck side 7-way plug.**