

# JUMP STARTER TROUBLESHOOTING



## ISSUE

### Won't start car

## SOLUTION

Does the engine turn over?

**Yes:** but doesn't start – dead battery is not the problem – see mechanic

- No:**
- Check for good connection of jump start leads into jump starter and jump start clamps to car battery
  - Is there a solid green LED on the jump starter? Start the car immediately
  - Flashing green LED – press boost button, see solid green LED, start car within 5 seconds
  - No LED – press the boost button, see solid green LED, start car within 5 seconds

## REASON

If the car battery is very flat its voltage is not high enough to activate the jump starter automatically, so the boost function is required. The boost function bypasses the voltage sensors that let the jump starter know it is connected to a battery.

Once boost is activated, the high voltage in the jump starter and the low voltage of the car battery try to equalize, the car battery is pulling current from the jump starter very quickly. If this happens for too long the car battery will flatten the jump starter, so there is a time limit programmed into the jump starter. Once boost is activated you have 5 seconds to start the vehicle before the jump starter switches off.

If this happens, start the process again.

## ISSUE

### Jump starter won't charge

## SOLUTION

Contact Tridon – 1300 362 263

## REASON

Most of the time if a jump starter won't charge it's because the battery inside the jump starter is too flat. Lithium batteries are very powerful, and in a deeply discharged state charging can be dangerous because the lithium cells can draw in too much energy, too quickly. This generates a lot of heat and can lead to battery failure. To stop this happening there is a low voltage charge protection built into the jump starter.

In most instances the jump starter can be revived, but this needs to be done carefully in a professional environment. If the unit can't be revived, Tridon may be able to replace the unit, depending on its age and condition.