

December 2016 Edition

Hello,

This is our second edition of “Tech Tips” and we are very pleased with the response we received last month from the inaugural edition. You will notice we have added a featured product to keep everyone abreast of what’s available from Idle Free Systems. If there is a topic you would like us to cover in a future edition, please send your suggestions to our technical support team. We hope this information is beneficial to you and ask that all questions and suggestions be directed to our team.

In last month’s edition we touched on heater maintenance. This month we will give a few pointers on troubleshooting the Webasto coolant heater.

As always the best source of information is from the manufacturer. Below is the link to the TECH WEBASTO website and here you will find everything you need. At the Webasto site go to the documentation link for the Thermo Top C.

www.techwebasto.com

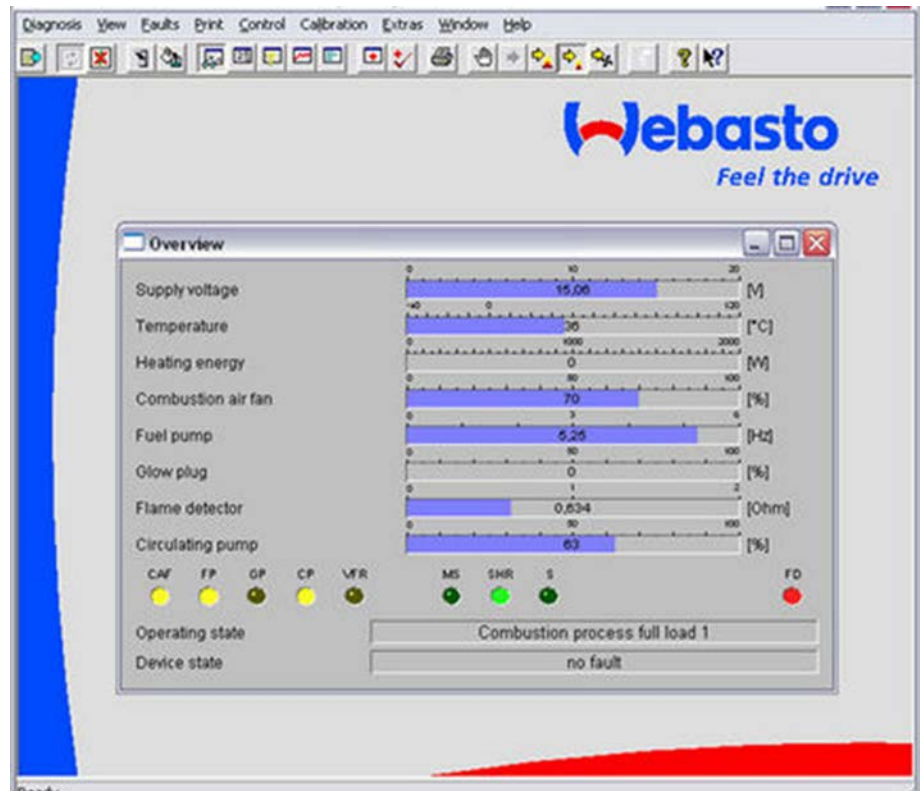
Technical Support team phone: (920) 206-9333 ext 1

Technical Support email: techsupport@idlefreesystems.com

Featured Product

Webasto Diagnostic Tool

At Idle Free Systems our technical support staff receives many calls every winter from technicians troubleshooting the Webasto coolant heater. To properly diagnose and repair any piece of equipment you must have the proper equipment.



Order your diagnostic kit today. Idle Free Systems part number is 49002

Heater Diagnostic Tips

The Webasto Thermo Top C coolant heater has three requirements for proper operation. If any one of these requirements is missing, your heater will not operate properly and heat will not be delivered where needed.

- Electricity
- Coolant circulation
- Fuel

Electricity - the heater needs a minimum of 10.5 volts DC to run. If you determine your voltage is low, check battery connections for corrosion. If battery connections are clean and tight, test the APU batteries with an analyzer to insure they are good.

Coolant Circulation – system coolant must be circulating to prevent the heater from overheating. When the heater switch is “ON” the coolant circulation pump on the heater should be running. If there is a circulation problem, the heater will start up and run for a short period and shut down. At this time the aluminum housing for the heater will be extremely hot to the touch.

Fuel - clean fuel is required for proper combustion in the heater. Inspect the fuel filter to insure it is clean and has fuel in it. The fuel pump runs at different speeds and may turn off if the coolant has reached temperature.

Heater Diagnostic Tips

Coolant heaters lock out for various reasons and there is a simple reset procedure that does not require specialized tools. Please follow the directions below and call our technical support team with questions. (Instructions below from Webasto manual)

6.3 Heater Lockout Reset Procedure

The TTC is designed with a lockout safety feature built in to the control unit. After 3 consecutive unsuccessful startup attempts, the heater will lock itself out from any further start attempts. The heater may also enter the lockout mode after experiencing an overheat condition.

The following procedure will clear the lockout mode and reset the heater for normal operation:

1. Using switch or standard timer control, turn heater on.
2. Remove the main power connection to heater from battery or pull fuse for a minimum of 20 seconds.
3. Using switch or standard timer control, turn the heater off.
4. Reinstall main heater power connection where previously disconnected.

Rectify the cause of the fault.

IMPORTANT: Heater fault codes can be read using PC Diagnostics, however, the heater lockout reset must be manually performed using the procedure stated above.

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