troubleshooting Guide

QUICK MOUNT DUAL / SINGLE CHANNEL

WIRELESS AIR CONTROL SYSTEMS

425 Series Air Control Kits*

** See application guide for proper fitment.*

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Thank you for the purchase of a Wireless Air Controls Kit.

IMPORTANT

Please note, prior to proceeding with Troubleshooting an issue:

- Ensure all wiring harness connections are securely connected and latched to their mates.
- Inspect all wiring for signs of damage or wear that could cause electrical shorts or discontinuities.
- Ensure any extended lengths of harness do not exceed a span of 10 meters [30 feet] from controller.

WARNING

- **Do NOT cycle power by removing connectors from controller.** Cycle power by disconnecting at the battery or removing main power fuse.
- Unnecessary connection and disconnection of the harness connectors wears out the plating on the electrical contacts and will affect continuity.

MOBILE APP USERS: Please ensure you have downloaded the latest Pacbrake BRAVO™ Wireless Air Control App from the Apple App Store or Google Play Store.

- Select the icon (with white background) labelled: **BRAVO™ Wireless Air Control**.

PLEASE NOTE: *A Mobile device App is required for initial installation & servicing of the system.*

Download on the App Store

GET IT ON Google Play

STANDALONE REMOTE USERS *(Part #: HP10660):* The Remote is a simplified alternative to the mobile app and is intended for air spring control only; the mobile app is required to access the full functionality needed for servicing this kit.

1 AIR COMPRESSOR

1.1 Air compressor is slow/not building pressure

CAUSE	SOLUTION
Insufficient power applied to compressor	▸ Ensure battery voltage is not less than 9 VDC (12 VDC system) and replace / charge battery if necessary. ▸ Ensure harness battery wires are secure and have clean connection to the battery terminals. Clean battery terminals if necessary. ▸ Measure voltage across 2-pin connector of harness for matching battery voltage when attempting to inflate springs. • If an optional tank has been installed with the system, use the ***Purge*** function and de-pressurize the system before attempting this check. Reference *SERVICE NOTICE* on *Page 3* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf ▸ Inspect harness for damage or shorts and replace if necessary.

AIR COMPRESSOR

1.1 Air compressor is slow/not building pressure (Continued)

CAUSE	SOLUTION
Air leak in system	▸ Inspect all air lines and fittings for damage or wear. ▸ Spray soapy water on all air line and air fitting connections and observe for bubbles to detect air leaks. ▸ Replace air lines or fittings as necessary.
Restricted intake air line or filter	▸ Inspect intake filter and intake air line for dirt or debris and replace if necessary using the *Replacement Filter* included with your compressor / kit. ⊕ *Additional Filter Replacements (Part #: C241) available at:* www.pacbrake.com/C241
Worn reed valve or piston seal	▸ Use a rubber plug to block compressor air outlet. If the compressor does not force the plug out of the outlet when powered, internal piston seal or reed valve is worn. ▸ Replace compressor assembly if necessary.

1.2 Air compressor is running unexpectedly

CAUSE	SOLUTION
Damaged or faulty harness	▸ Inspect wiring harness for any shorts or faults. Replace if necessary.
Mobile App or Remote sending fill command	▸ Power off phone or remote, test system for unexpected running.
Faulty controller	▸ Replace controller.
Air Spring Auto Top Up is active while unloading	▸ Deactivate ***Air Spring Auto Top Up*** when unloading Reference *STEP 7: Air Spring Auto Top Up* section on *Page 13/14* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf
Vehicle is parked on a substantial side hill while Air Spring Auto Top Up is active	▸ Deactivate ***Air Spring Auto Top Up*** if parking on uneven terrain Reference *STEP 7: Air Spring Auto Top Up* section on *Page 13/14* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf
Installed air tank plumbing leak	▸ Spray soapy water on all air line and air fitting connections and observe for bubbles to detect air leaks.

AIR COMPRESSOR

1.3 Air Compressor is not activating

CAUSE	SOLUTION
Insufficient power applied to compressor	▸ Ensure battery voltage is not less than 9 VDC (12 VDC system) and replace / charge battery if necessary. ▸ Ensure voltage at ignition power source is not less than 9 VDC and use alternate power source if necessary. ▸ Ensure vehicle ignition is in ON position for application with controller wired to switched ignition power. ▸ Ensure harness battery wires are secure and have clean connection to the battery terminals. Clean battery terminals if necessary. ▸ If vehicle auxiliary or upfitter switch was used, ensure switch is in ON position and check switch fuse. ▸ Measure voltage across 2-pin connector of harness for matching battery voltage when attempting to inflate springs. • If an optional tank has been installed with the system, use the ***Purge*** function and de-pressurize the system before attempting this check: Reference *SERVICE NOTICE* on *Page 3* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf
Compressor is over-heated or exceeded duty cycle ***If applicable:*** *Thermal limit switch in compressor is tripped*	▸ Ensure compressor assembly is not mounted in location exposed to high heat. ▸ Allow time (generally 1 hour) for compressor to cool down and re-attempt use.
Compressor motor short/open circuit	▸ Use a multimeter to measure resistance and continuity across the two wires coming from the compressor body: • **If NO continuity is measured;** open circuit present in motor • **If resistance is 0 or infinite;** short circuit present in motor ▸ Replace compressor assembly if necessary.

2 AIR SUSPENSION SPRINGS

2.1 Air springs fill or drain in opposite orientation

CAUSE	SOLUTION
Air lines plugged into incorrect ports	▸ Use the Purge function and de-pressurize the system before attempting this check: Reference *SERVICE NOTICE* on *Page 3* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf ▸ Swap LEFT and RIGHT air lines by pressing down the collar of the fittings to remove the lines. • Driver side air spring should be routed to control manifold port marked L (Left). • Passenger side air spring should be routed to control manifold port marked R (Right).

2.2 Air springs fill or drain unevenly

CAUSE	SOLUTION
Air lines between the control manifold and air bags are significantly different lengths	▸ Adjust the length of the lines to be equal. ▸ Some minor differences in fill speeds may be experienced due to internal geometry of the manifold
Restriction in air line	▸ Inspect air lines for kinks, dirt or debris and replace if necessary.

2.3 Unrequested Air Spring Inflation

CAUSE	SOLUTION
Air Spring Auto Top Up is active while unloading	▸ Deactivate ***Air Spring Auto Top Up*** when unloading: Reference *STEP 7: Air Spring Auto Top Up* section on *Page 13/14* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf
Vehicle is parked on a substantial side hill while Air Spring Auto Top Up is active	▸ Deactivate ***Air Spring Auto Top Up*** if parking on uneven terrain: Reference *STEP 7: Air Spring Auto Top Up* section on *Page 13/14* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf
Faulty controller	▸ Replace controller.

AIR SUSPENSION SPRINGS

2.4 Air Springs Do Not Inflate/Deflate

CAUSE	SOLUTION
Massive air leak in air spring plumbing	▸ Spray soapy water on all air line and air fitting connections and observe for bubbles to detect air leaks
Ice build-up in control manifold or air spring plumbing prevents air flow	▸ Thaw system in warm shop overnight. ⊕ *Risk of system freeze-up in cold conditions can be eliminated by installing Water Separator (Part #: HP10720) available at:* www.pacbrake.com/HP10720 ▸ Manual inflation of air springs is possible through Schrader valves attached to each air spring line. ▸ Reference *STEP 3: INSTALL AIR LINES* section on *Page 7/8* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf
Faulty controller	▸ Replace controller.

3 WIRELESS REMOTE

3.1 Wireless Remote (Part #: HP10660)

CAUSE	SOLUTION
Questions or Issues?	▸ Reference the ***Wireless Remote User Manual*** at: www.pacbrake.com/mm5/pdfs/L6616.pdf

4 WIRELESS APP

4.1 App is showing incorrect pressure readings

CAUSE	SOLUTION
Pressure sensor is out of calibration	▸ Use the Purge function and de-pressurize the system before attempting this check. Reference *SERVICE NOTICE* on *Page 3* of the ***Dual/Single Channel Wireless Air Control Systems*** manual at: www.pacbrake.com/mm5/pdfs/L6671.pdf ▸ Recalibrate pressure sensor by pressing the calibrate button under the settings tab in the app.

WIRELESS APP

4.1 App is showing incorrect pressure readings (Continued)

CAUSE	SOLUTION
Pressure sensor is broken	▸ If pressure reading is "-1" after performing recalibration procedure, sensor is likely faulty. Replace controller.

4.2 Cannot connect to controller from the Wireless Air Controls application

CAUSE	SOLUTION
Incorrect/ unsupported device or operating system	▸ Ensure the device operates on Android™ 9.0 or newer. GET IT ON Google Play ▸ Ensure the device operates on Apple™ iOS™ 16 or newer. Download on the App Store ⊕ *Select the icon (with the white background) labelled **BRAVO™ Wireless Air Control**.* ❗ Confirm App downloaded is NOT the AMP Wireless Classic version.
Insufficient power applied to controller	▸ Ensure battery voltage is not less than 9 VDC (12 VDC system) and replace / charge battery if necessary. ▸ Ensure voltage at ignition power source is not less than 9 VDC and use alternate power source if necessary. ▸ Ensure vehicle ignition is in ON position for application with controller wired to switched ignition power. ▸ If vehicle auxiliary or upfitter switch was used, ensure switch is in ON position and check switch fuse. ▸ Ensure system is properly grounded and connected at negative battery terminal. Clean battery terminal if necessary. ▸ Check 10 Amp power fuse at switched ignition connection and replace if necessary. ▸ Measure voltage between pins 2 and 4 of 12 pin connector at controller to check for matching battery voltage.

WIRELESS APP

4.2 Cannot connect to controller from the Wireless Air Controls application (Continued)

CAUSE	SOLUTION
Communication issue between controller and mobile device	▸ Ensure controller is within Bluetooth range of 10 meters [30 feet]. ▸ Ensure controller is not mounted in an enclosed metal area. ▸ Ensure Bluetooth on mobile device is turned ON. ▸ Ensure Location Services on mobile device is turned ON. ⊕ *Bluetooth requires this permission in order to scan for controller* ▸ Cycle ignition power to reset the controller and refresh the communication. ▸ Turn off other wireless communication modes on mobile device (Wi-Fi, NFC, etc.). ⊕ *Some devices may have difficulty connecting due to signal interference* ▸ Clear Bluetooth data cache and restart mobile device ⊕ *It is normal for the controller to NOT appear in the operating system's list of paired or available devices on Apple™ mobile devices.* ⊕ *Connection to Pacbrake wireless air control systems should be done via in-app Bluetooth selection*
Communication issue with Remote	▸ Remote cannot be paired while another device is already paired. Only one device can be connected at a time. ▸ When switching between devices, ignition may have to be cycled to refresh the connection status of the system to be visible for Bluetooth connection

DISCLAIMER

Driving while distracted can result in loss of vehicle control that may lead to an accident, severe personal injury, or death.

The driver's primary responsibility is in the safe and legal operation of a vehicle, and use of any hand-held devices, other equipment, or vehicle systems which take the driver's eyes, attention and focus away from the safe operation of a vehicle or which are not permissible by law should never be used during operation of the vehicle.

LEGAL