
DIAGNOSTICS



9

9A DIAGNOSTICS

STANDARD, ECO+, ECO HYBRID

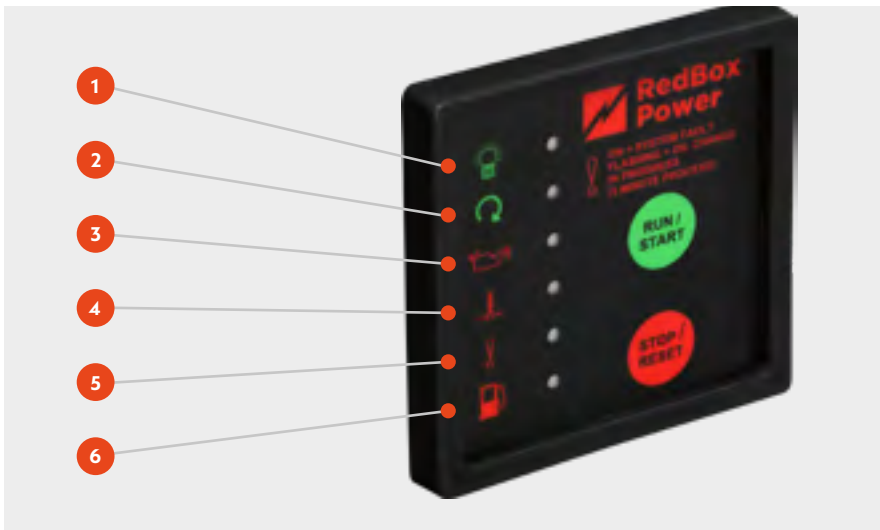
Here we highlight a few issues you may encounter while using your cabin and give solutions on how to remedy them.

If at any point you have any questions or doubts, please do not hesitate to contact our Service Department.

To contact Boss Cabins Service Department, call 0845 1801616 or email service@bosscabins.co.uk

REFERENCES

While carrying out diagnostics on your cabin, you may need to refer to:



Generator Control and Status Panel (Canteen)

1. Power On
2. Running
3. Low Oil
4. High Temp
5. General Fault
6. Low Fuel



Generator Control Panel (Plant Room)

1. Grey lead to black socket
2. Breaker switches
3. Blue socket
4. Blue reset button
5. DSE display panel

9A.I GENERATOR NOT STARTING NO LIGHTS ON CONTROL PANEL

9A.I.1 CHECK CABIN POWER ISOLATOR SWITCH IN CANTEEN – IS IT ON?



YES – Go to Point 9A.1.2.

NO – Switch Cabin Power Isolator on, press green Start button on generator control panel.

Does generator start now?

YES – CONGRATULATIONS!

NO – Go to point 9A.1.2.

9A.I.2 ON THE GENERATOR, CHECK THE GREY LEAD IS PLUGGED INTO THE BLACK SOCKET?



YES – Go to point 9A.1.3.

NO – Plug the grey lead into the black socket.

Does generator start now?

YES – CONGRATULATIONS!

NO – Go to point 9A.1.3.

Grey cable

9A.I.3 CHECK BATTERY CABLES – ARE THEY CONNECTED CORRECTLY TO THE BATTERY?



The battery is located under the bench seat in the canteen.

YES – Go to Point 9A.1.4.

NO – Tighten the cables.

Does generator start now?

YES – CONGRATULATIONS!

NO – Go to Point 9A.1.4.

9A.1.4 CHECK THE BATTERY VOLTAGE ON THE DSE PANEL ON TOP OF THE GENERATOR



Press ▼ four times until you reach the Battery Voltage display.

Is the battery voltage showing as <12.2?

NO – Go to point 9A.1.5.

YES – Plug in an external power source. Turn the Internal/External Power switch in the canteen to Position 1 for external power and charge the battery. After charging the battery for an hour, recheck the DSE panel. Is the battery voltage now showing as >12.2?

NO – replace the battery.

Once battery is charged or replaced and voltage is showing as >12.2, try to restart the generator.

Does generator start now?

YES – CONGRATULATIONS! If you have an ECO HYBRID system, call Boss Cabins to ascertain why your Smart Gauge has not automatically turned the generator on to charge the battery.

NO – Go to point 9A.1.5.

9A.1.5 CHECK STARTER MOTOR CABLES AT REAR OF ENGINE INSIDE GENERATOR – ARE THEY SECURE?



YES – Contact Boss Cabins Service Department.

NO – Tighten the cables.

Does generator start now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9A.2 GENERATOR NOT STARTING CONTROL PANEL LIGHTS WORKING

9A.2.1 IF THESE LIGHTS ARE ILLUMINATED: POWER ON, LOW OIL, GENERAL FAULT

Check DSE display on top of generator in the Plant Room.

9A.2.1.1 IF DSE DISPLAY SHOWS: E STOP SYMBOL



If E-STOP is OUT – Contact Boss Cabins Service Department.

If E-STOP is IN – Release the E-STOP
Press blue RESET button on generator

Does generator start now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9A.2.2 IF THESE LIGHTS ARE ILLUMINATED: POWER ON, LOW OIL, GENERAL FAULT, LOW FUEL

Check DSE display on top of generator in the Plant Room.

9A.2.3.1 IF DSE DISPLAY SHOWS: FUEL SYMBOL



Top up with fuel.

Press blue **RESET** button on generator

Does generator start now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9A.3 GENERATOR STARTS BUT CUTS OUT

9A.3.1 DID THE GENERATOR CUT OUT AFTER APPROX 50 MINUTES OF CONTINUOUS USE?

NO – Check for problems indicated in section 9A.1.

YES – If no fault lights are shown when the generator has switched off, this is a normal function of the generator in STANDARD, ECO+ and ECO HYBRID systems. An automatic timed cut-out is programmed into the generator to switch it off if users accidentally leave it running.

Press the green button to restart. Did the generator start and continue running now?

YES – CONGRATULATIONS!

NO – Check for problems indicated in section 9A.1.

9A.3.2 IF THESE LIGHTS ARE ILLUMINATED: POWER ON, LOW OIL, GENERAL FAULT

Check DSE display on top of generator in the Plant Room.

9A.3.2.1 IF DSE DISPLAY SHOWS: LOW V LOW HZ ICONS (FLASHING ALTERNATELY)



a) Check fuel filters – are they dirty?

NO – See b) below.

YES – Replace filters.

Press blue RESET button on generator.

Does generator start and continue running now?

YES – CONGRATULATIONS

NO – See b) below

b) Check fuel feed pipes / fuel tank for blockage – are they blocked?

NO – See c) below

YES – Clear blockage

Press blue RESET button on generator.

Does generator start and continue running now?

YES – CONGRATULATIONS

NO – See c) below

c) Check fuel quality – is the correct specified fuel being used?

YES – Contact Boss Cabins Service Department.

NO – Change fuel to correctly specified quality fuel.

Press blue RESET button on generator.

Does generator start and continue running now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9A.3.2.2 IF DSE DISPLAY SHOWS: ↑V



Press blue RESET button on generator.
Press ▼ once on DSE control panel and check generator voltage.
Are the volts showing as >259?

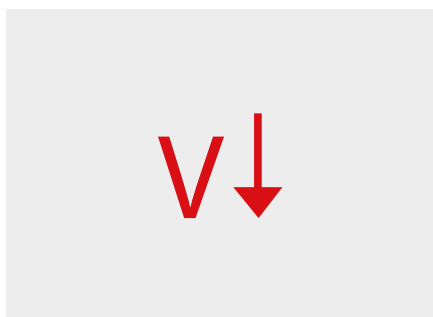
YES – Adjust idle speed to 3100 +10/-30.

Recheck the voltage.
Is it within accepted parameters (check Redbox manual for parameters)?
Does generator start and continue running now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9A.3.2.3 IF DSE DISPLAY SHOWS: ↓V



Press blue RESET button on generator.
Press ▼ once on the DSE panel and check generator voltage.
Are the volts showing as <190?

YES – Adjust idle speed to 3100 +10/-30.

Recheck voltage – is it correct?

NO – Contact Boss Cabins Service Department.

YES – Does generator start and continue running now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9A.3.3 IF THESE LIGHTS ARE ILLUMINATED ON THE GENERATOR CONTROL PANEL IN THE CANTEEN: POWER ON, RUNNING, GENERAL FAULT

9A.3.3.1 IF DSE DISPLAY SHOWS: OIL CAN



Check oil level in generator. For instruction on how to do this, go to Manual Section 4.3

Is the oil level correct?

YES – Contact Boss Cabins Service Department.

NO – Top up the oil as described in Section 4.3 of the Operations Manual.

Press blue RESET button on generator.
Does generator start and continue running now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9A.4 GENERATOR RUNS BUT NO 230V POWER TO CABIN

Are these lights illuminated on the generator control panel in the canteen?

- Power On
- Running

9A.4.1 IS IT JUST THE 230V SOCKETS AND FOOD PREPARATION APPLIANCES AFFECTED?



- NO** - Go to 9A.4.2
- YES** - Check if the Power Selector Switch the Canteen is in Position 1 for Sockets.
- YES** - Go to 9A.4.2
- NO** - Turn to Position 1. Do the 230V sockets work now?
- YES** - CONGRATULATIONS!
- NO** - Go to 9A.4.2

9A.4.2 CHECK BREAKER SWITCH UNDER THE FLAP ON THE CONTROL PANEL ON THE GENERATOR IN PLANT ROOM – IS IT ON?



- YES** - Go to 9A.4.3.
 - NO** - Turn it on
- Is there 230V power now?
- YES** - CONGRATULATIONS!
 - NO** - Go to 9A.4.3.

Breaker switch

9A.4.3 CHECK IN GENERATOR ROOM – IS CABLE CONNECTED TO BLUE PLUG SOCKET AT SIDE OF THE GENERATOR?



- YES** - Go to 9A.4.4.
 - NO** - Plug in.
- Is there 230V power now?
- YES** - CONGRATULATIONS!
 - NO** - Go to 9A.4.4.

Blue plug

9A.4.4 CHECK THE INTERNAL/EXTERNAL POWER SWITCH ON THE WALL AT FLOOR LEVEL IN THE CANTEEN – IS IT IN POSITION 2 FOR INTERNAL POWER?



YES – Go to 9A.4.5.

NO – Turn switch to Position 2

Is there 230V power now?

YES – CONGRATULATIONS!

NO – Go to 9A.4.5.

9A.4.5 CHECK RCD SWITCH IS ON (UP POSITION) – IS IT ON?



YES – Contact Boss Cabins Service Department.

NO – Switch on.

Is there 230V power now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

Test Button On

9A.5 NO 12V POWER IN CABIN ECO+ AND ECO HYBRID ONLY

9A.5.1 CHECK CABIN POWER ISOLATOR SWITCH IN CANTEEN – IS IT ON?

YES – Go to 9A.5.2

NO – Turn Cabin Power Isolator switch on

Do the 12V electric work now?

YES – CONGRATULATIONS!

NO – Go to point 9A.5.2.

9A.5.2 CHECK THE BATTERY VOLTAGE ON DSE DISPLAY ON TOP OF GENERATOR

To check battery voltage press ▼ four times. Are the volts showing as >12.2V?

YES – Contact Boss Cabins Service Department

NO – Start and run generator to charge the battery.

Do the 12V lights and other 12V electrics work now?

YES – CONGRATULATIONS! If you have an ECO HYBRID system, call Boss Cabins Service Department to ascertain why your Smart Gauge has not automatically turned the generator on to charge the battery.

NO – Call Boss Cabins Service Department to reset the Load Shedder.

9A.6 WATER HEATER NOT WORKING CANTEEN

9A.6.1 IS GENERATOR ON?

YES – Go to 9A.6.2.

NO – Turn Cabin Power Isolator switch on.

Then press the green button to turn the generator on.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9A.6.2.

9A.6.2 IS THE POWER SELECTOR SWITCH IN CANTEEN IN POSITION 2 FOR WATER HEATER?

YES – Go to 9A.6.3.

NO – Turn Power Selector Switch to Position 2.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9A.6.3.

9A.6.3 IS THE WATER HEATER ISOLATOR SWITCH UNDER THE CANTEEN WORKTOP IN THE ON POSITION?



YES – Go to 9A.6.4.

NO – Turn Power Selector Switch to Position 2.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9A.6.4.

9A.6.4 SWITCH THE HEATER OFF – IS THE PUMP RUNNING?

YES – Go to 9A.6.5.

NO – If you have an Eco+ or Eco Hybrid unit, check and replace the pump. If you have a Standard unit, check and replace the transformer and/or the pump. Please contact Boss Cabins Service Department if you need assistance with this.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9A.6.5.

9A.6.5 CHECK IF THERE IS SUFFICIENT WATER IN THE CLEAN WATER TANK?

YES – Contact Boss Cabins Service Department.

NO – Fill the tank with clean water (see Manual Section 6.2 for instructions). Switch on water heater.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9A.7 WATER HEATER NOT WORKING TOILET

9A.7.1 ARE THE CABIN POWER ISOLATOR SWITCH AND GENERATOR ON?

YES – Go to 9A.7.2

NO – Turn Cabin Power Isolator switch on. Then press the green button to turn the generator on.

Is there hot water now?

YES – CONGRATULATIONS!

NO – Go to 9A.7.2.

9A.7.2 IS THE WATER HEATER ISOLATOR SWITCH ON THE WALL IN THE TOILET IN THE ON POSITION?

YES – Go to 9A.7.3.

NO – Switch it on.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9A.7.3.

9A.7.3 SWITCH THE HEATER OFF – IS THE PUMP RUNNING?

YES – Go to 9A.7.4.

NO – If you have an Eco+ or Eco Hybrid unit, check and replace the pump. If you have a Standard unit, check and replace the transformer and/or the pump. Please contact Boss Cabins Service Department if you need assistance with this.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9A.7.4.

9A.7.4 CHECK IF THERE IS SUFFICIENT WATER IN THE CLEAN WATER TANK?

YES – Contact Boss Cabins Service Department.

NO – Fill the tank with clean water (see Manual Section 7 for instructions). Switch on water heater.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9A.8 ROOM HEATER NOT WORKING FAN, PLINTH

9A.8.1 ARE THE CABIN POWER ISOLATOR SWITCH AND GENERATOR ON?

YES – Go to 9A.8.2

NO – Turn Cabin Power Isolator switch on.

Then press the green button on generator control panel to start.

Is the heater working now?

YES – CONGRATULATIONS!

NO – Go to 9A.8.2.

9A.8.2 IS THE HEATER ISOLATOR SWITCH ON?



The fan heater isolator switch is found on the wall in the canteen. The plinth heater switch is found underneath the bench seating.

YES – Contact Boss Cabins Service Department.

NO – Switch on.

Is the heater working now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9A.9 ROOM HEATER NOT WORKING WEBASTO

9A.9.1 CHECK THE WEBASTO CONTROL KNOB. IS THE GREEN LIGHT OFF?



YES – Start the generator to charge the battery. The Webasto runs off 12V battery power so needs a charged battery to function.

NO – Go to 9A.9.2.

Wait for a while until the battery is charged then try to operate the heater again. Is the heater working now? You will see a solid green light if it is operating correctly.

YES – CONGRATULATIONS! If you have an ECO HYBRID system, call Boss Cabins Service Department to ascertain why your Smart Gauge has not automatically turned the generator on to charge the battery.

NO – Contact Boss Cabins Service Department.

9A.9.2 CHECK THE WEBASTO CONTROL KNOB. IS THE GREEN LIGHT FLASHING?

NO – If green light is on and solid (not flashing) but heater not working, contact Boss Cabins Service Department.

YES – Count the long flashes and consult the Webasto manual to see what fault is indicated.

Follow the steps indicated in the Webasto manual to correct the fault. Is the Heater working now.

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9A.10 ELECTRIC HYDRAULIC SYSTEM NOT WORKING – NO POWER TO RAMS WHEN REMOTE CONTROL IS OPERATED

9A.10.1 CHECK THE CABIN POWER ISOLATOR SWITCH IN THE CANTEEN – IS IT IN ON POSITION?

YES – Go to 9A.10.2

NO – Turn on the Cabin Power Isolator.

Do the electric rams operate now?

YES – CONGRATULATIONS!

NO – Go to 9A.10.2

9A.10.2 CHECK BATTERY VOLTAGE – IS THE VOLTAGE SHOWING AS >12.2V?



To check battery voltage, use the DSE panel on top of the generator. Press ▼ four times until you reach the battery voltage display.

YES – Contact Boss Cabins Service Department.

NO – Go to 9A.10.3

9A.10.3 IS THERE VOLTAGE SHOWING BUT IT IS <12.2V?

NO – If no voltage is shown at all, replace the battery.

YES – If some voltage, run generator to recharge the battery until voltage shows as >12.2V.

Do the electric rams work now?

YES – CONGRATULATIONS! If you have an ECO HYBRID system, call Boss Cabins Service Department to ascertain why your Smart Gauge has not automatically turned the generator on to charge the battery.

NO – Contact Boss Cabins Service Department

9A.11 GENERATOR STOPS RUNNING BUT THEN RESTARTS REDBOX INFINITY GENERATORS ONLY



This is a normal function of your RedBox Infinity generator. Every 50 hours of operation, the generator will stop to perform an automatic oil change cycle which takes 5 minutes. While the oil change is happening a red light will come on on the generator control panel in the canteen.

During the oil change cycle, a valve is automatically opened allowing the oil from the engine sump to drain to the external oil tank. The oil from the engine merges with the oil inside the external tank then the oil is pumped back into the engine sump passing through the oil filter and delivering clean oil back into the engine. After 5 minutes and when the oil in the engine sump is at the correct level the valve is closed and the pump stops.

The generator is now available for use and will restart automatically.

9A.I2 GENERATOR STARTS RUNNING WITH NO USER INTERVENTION

ECO HYBRID ONLY

This is a normal function of your generator with the ECO HYBRID electrical specifications. The ECO HYBRID system is equipped with a Smart Gauge that ensures the battery is automatically recharged when the battery voltage drops below a certain point (C50). The generator will switch on automatically and run for a certain period of time to charge the battery before switching itself off automatically when it reaches a charge of C95.

You can check the battery's charge level at any time by pressing the Status button on the Smart Gauge control panel. In most mobile welfare cabins, this is found in the canteen. In the Canteen Office 24, this is found in the office.

9A.I3 GENERATOR STOPS RUNNING AFTER 50 MINUTES USE

If no fault lights are shown when the generator has switched off, this is a normal function of the generator in STANDARD, ECO+ and ECO HYBRID systems. An automatic timed cut-out is programmed into the generator to make sure it switches off if users accidentally leaving it running. Press the green button to restart.

9B DIAGNOSTICS

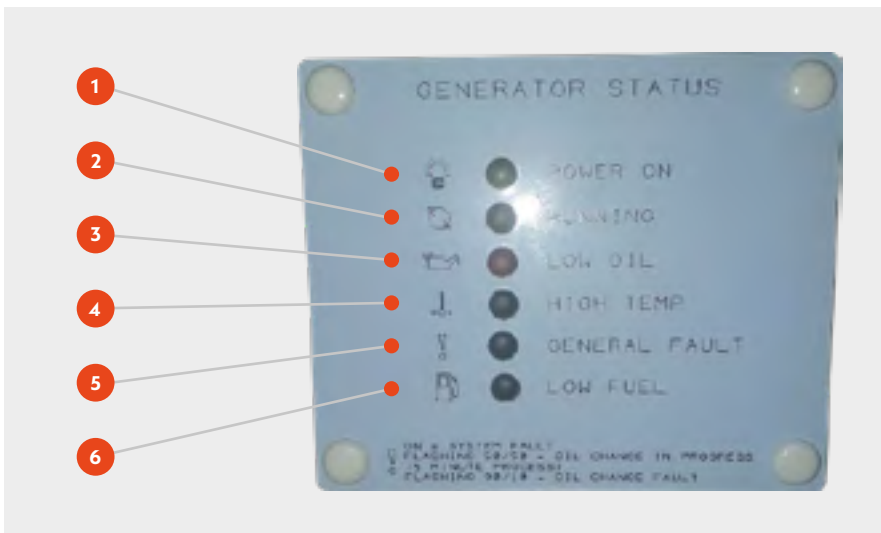
ECO ULTIMATE

Here we highlight a few issues you may encounter while using your cabin and give solutions on how to remedy them. If at any point you have any questions or doubts, please do not hesitate to contact our Service Department.

To contact Boss Cabins Service Department, call 0845 1801616 or email service@bosscabins.co.uk

REFERENCES

While carrying out diagnostics on your cabin, you may need to refer to:



The Generator Status Panel for Eco Ultimate is located within the main RCD box. This is found inside the cabin, usually in the canteen area.

Generator Status Panel (Canteen)

1. Power On 2. Running 3. Low Oil 4. High Temp 5. General Fault 6. Low Fuel



Generator Control Panel (Plant Room)

1. Breaker switches 2. Blue socket 3. Blue reset button 4. DSE display panel

9B.I GENERATOR NOT STARTING NO LIGHTS ON DSE CONTROL PANEL IN CANTEEN

9B.I.I CHECK CABIN POWER ISOLATOR SWITCH IN CANTEEN – IS IT ON?



- YES** – Go to Point 9B.1.2.
NO – Switch Cabin Power Isolator on.



Is the Low Oil light now illuminated on the DSE control display in the canteen?

- NO** – Call Boss Cabins Service Department
YES – Does generator come on when you switch a 230V appliance on?
YES – CONGRATULATIONS!
NO – Check if the appliance's fuse switch spur is on?
YES – Go to point 9B.1.2.
NO – Switch it on. Then turn the appliance on again.

Does generator come on now?

- YES** – CONGRATULATIONS!
NO – Go to point 9B.1.2.

9B.1.2 – CHECK BATTERY VOLTAGE ON DSE PANEL ON GENERATOR – IS IT SHOWING VOLTAGE?



To check battery voltage, use the DSE panel on top of the generator.

Press the ↑ UP or ↓ DOWN button until you reach the battery voltage display.



Is the Battery Voltage <12.2V?

NO – Contact Boss Cabins Service Department.

YES – Remove and charge or replace battery. Connect the charged or replaced battery.

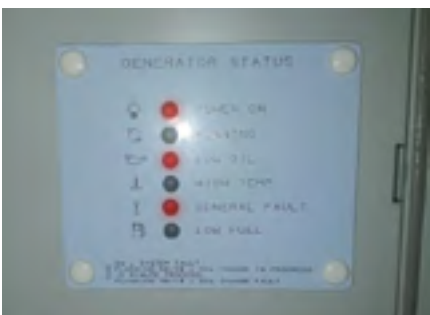
Turn on a 230V appliance making sure that its individual fuse spur is also switched on. Does generator start now?

YES – CONGRATULATIONS! You may now operate your cabin. But please also call Boss Cabins Service Department as soon as possible to report that your Eco Ultimate system has not automatically recharged the battery.

NO – Call Boss Cabins Service Department.

9B.2 GENERATOR NOT STARTING LIGHTS SHOWING ON DSE CONTROL PANEL IN CANTEEN

9B.2.1 IF THESE LIGHTS ARE ILLUMINATED ON THE DSE CONTROL PANEL IN THE CANTEEN: POWER ON, LOW OIL, GENERAL FAULT



Check DSE display on top of generator in the Plant Room.

9B.2.1.1 IF DSE DISPLAY SHOWS: E STOP SYMBOL



If E-STOP is **OUT** – Contact Boss Cabins Service Department.
 If E-STOP is **IN** – Release the E-STOP

Press blue RESET button on generator.



Turn on a 230V appliance making sure that its individual fuse spur is also switched on.

Does generator start now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9B.2.2 IF THESE LIGHTS ARE ILLUMINATED ON THE DSE CONTROL PANEL IN THE CANTEEN: POWER ON, LOW OIL, GENERAL FAULT, LOW FUEL



Check DSE display on top of generator in the Plant Room.

9B.2.2.1 IF DSE DISPLAY SHOWS: FUEL SYMBOL



Top up with fuel (see Manual Section 4.3 for instructions).

Press blue **RESET** button on generator. Turn on a 230V appliance making sure that its individual fuse spur is also switched on.

Does generator start now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9B.3 GENERATOR STARTS BUT CUTS OUT

Check which lights are illuminated on the generator control panel in the canteen.

9B.3.1 IF ONLY LOW OIL LIGHT IS ILLUMINATED, DID THE GENERATOR CUT OUT AFTER APPROX 50 MINUTES OF CONTINUOUS USE?

NO – Check for problems indicated in section 9B.1.

YES – If no fault lights are shown when the generator has switched off (apart from the Oil Light which will always show when the Cabin Power Isolator switch is on but the generator is not in use), this is a normal function of the generator in ECO ULTIMATE systems. An automatic timed cut-out is programmed into the generator to avoid users accidentally leaving appliances and therefore the generator running for long periods.

Switch off and restart the required appliance. Did the generator start and continue running now.

YES – CONGRATULATIONS!

NO – Check for problems indicated in section 9B.1

9B.3.2 IF THESE LIGHTS ARE ILLUMINATED: POWER ON, LOW OIL, GENERAL FAULT



Check DSE display on top of generator in the Plant Room.

9B.3.2.1 IF DSE DISPLAY SHOWS: LOW V LOW HZ ICONS (FLASHING ALTERNATELY)



a) Check fuel filters – are they dirty?

- NO** – See b) below.
YES – Replace filters.

Press blue RESET button on generator. Turn on a 230V appliance making sure that its individual fuse spur is also switched on. Does generator start and continue running now?

- YES** – CONGRATULATIONS
NO – See b) below

b) Check fuel feed pipes / fuel tank for blockage – are they blocked?

- NO** – See c) below
YES – Clear blockage

Press blue RESET button on generator. Turn on a 230V appliance making sure that its individual fuse spur is also switched on. Does generator start and continue running now?

- YES** – CONGRATULATIONS
NO – See c) below

c) Check fuel quality – is the correct specified fuel being used?

- YES** – Contact Boss Cabins Service Department.
NO – Change fuel to correctly specified quality fuel.

Press blue RESET button on generator. Turn on a 230V appliance making sure that its individual fuse spur is also switched on. Does generator start and continue running now?

- YES** – CONGRATULATIONS
NO – Contact Boss Cabins Service Department.

9B.3.2.2 IF DSE DISPLAY SHOWS: ↑V



Press blue RESET button on generator.

Press ↑ on the DSE until Generator Voltage symbol appears on the DSE control display and check generator voltage.

Are the volts showing as >259?

- YES** – Adjust idle speed to 3150 +10/-30.

Recheck the voltage.

Is it within accepted parameters (check Redbox manual for parameters)?

Does generator start and continue running now?

- YES** – CONGRATULATIONS
NO – Contact Boss Cabins Service Department.

9B.3.2.3 IF DSE DISPLAY SHOWS: ↓V



Press blue RESET button on generator.

Press ↓ until the Generator Voltage symbol appears on the DSE panel and check generator voltage.

Are the volts showing as <190?

YES – Adjust idle speed to 3150 +10/-30.

Recheck voltage - is it correct?

NO – Contact Boss Cabins Service Department.

YES – Does generator start and continue running now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9B.3.3 IF THESE LIGHTS ARE ILLUMINATED ON THE GENERATOR CONTROL PANEL IN THE CANTEEN: POWER ON, RUNNING, GENERAL FAULT

9B.3.3.1 IF DSE DISPLAY SHOWS: OIL CAN



Check oil level in generator. For instruction on how to do this, go to Manual Section 4.3

Is the oil level correct?

YES – Contact Boss Cabins Service Department.

NO – Top up the oil as described in Section 4.3 of the Operations Manual.

Press blue RESET button on generator. Turn on a 230V appliance making sure that its individual fuse spur is also switched on. Does generator start and continue running now?

YES – CONGRATULATIONS

NO – Contact Boss Cabins Service Department.

9B.4 GENERATOR RUNS BUT NO 230V POWER TO CABIN

Are these lights illuminated on the generator control panel in the canteen?

- Power On
- Running

9B.4.1 CHECK BREAKER SWITCH UNDER THE FLAP ON THE CONTROL PANEL ON THE GENERATOR IN PLANT ROOM – IS IT ON?



YES – Go to 9B.4.2.

NO – Turn it on

Is there 230V power now?

YES – CONGRATULATIONS!

NO – Go to 9B.4.2.

9B.4.2 CHECK IN GENERATOR ROOM - IS BLUE PLUG CONNECTED AT SIDE OF THE GENERATOR?



YES – Go to 9B.4.3.

NO – Plug in.

Is there 230V power now?

YES – CONGRATULATIONS!

NO – Go to 9B.4.3.

Blue plug

9B.4.3 ON THE CONSUMER BOARD IN CANTEEN, CHECK RCD I IS SWITCHED ON (UP POSITION) – IS IT ON?



YES – Contact Boss Cabins Service Department.

NO – Switch on.

Is there 230V power now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9B.5 NO 12V POWER IN CABIN

9B.5.1 CHECK CABIN POWER ISOLATOR SWITCH IN CANTEEN – IS IT ON?

YES – Contact BC Service Department

NO – Turn Cabin Power Isolator switch on

Do the 12V electric work now?

YES – CONGRATULATIONS!

NO – Contact BC Service Department.

9B.6 WATER HEATER NOT WORKING CANTEEN

9B.6.1 IS CABIN POWER ISOLATOR SWITCH ON?

YES – Go to 9B.6.2.

NO – Turn Cabin Power Isolator switch on.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.6.2.

9B.6.2 IS THE WATER HEATER ISOLATOR SWITCH UNDER THE CANTEEN WORKTOP IN THE ON POSITION?



YES – Go to 9B.6.3.

NO – Switch the Water Heater Isolator ON.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.6.3.

9B.6.3 SWITCH THE HEATER OFF – IS THE PUMP RUNNING?

YES – Go to 9B.6.4.

NO – Check and replace the pump. Please contact Boss Cabins Service Department if you need assistance with this.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.6.4.

9B.6.4 CHECK IF THERE IS SUFFICIENT WATER IN THE CLEAN WATER TANK?

YES – Contact Boss Cabins Service Department.

NO – Fill the tank with clean water. Switch on water heater.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9B.7 WATER HEATER NOT WORKING TOILET

9B.7.1 IS CABIN POWER ISOLATOR SWITCH ON?

YES – Go to 9B.7.2.

NO – Turn Cabin Power Isolator switch on.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.7.2.

9B.7.2 IS THE WATER HEATER ISOLATOR SWITCH ON THE WALL IN THE TOILET IN THE ON POSITION?

YES – Go to 9B.7.3.

NO – Switch it on.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.7.3.

9B.7.3 SWITCH THE HEATER OFF – IS THE PUMP RUNNING?

YES – Go to 9B.7.4.

NO – Check and replace the pump.

Please contact Boss Cabins Service Department if you need assistance with this.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.7.4.

9B.7.4 CHECK IF THERE IS SUFFICIENT WATER IN THE CLEAN WATER TANK?

YES – Contact Boss Cabins Service Department.

NO – Fill the tank with clean water. Switch on water heater.

Does the water heater work now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9B.8 ROOM HEATER NOT WORKING FAN, PLINTH

9B.8.1 IS CABIN POWER ISOLATOR SWITCH ON?

YES – Go to 9B.8.2.

NO – Turn Cabin Power Isolator switch on.

Does the heater work now?

YES – CONGRATULATIONS!

NO – Go to 9B.8.2.

9B.8.2 IS THE HEATER ISOLATOR SWITCH ON?

The fan heater isolator switch is found on the wall near the heater. The plinth heater switch is found either inside one of the bench seats or above the worktop and is marked Plinth heater.

YES – Contact Boss Cabins Service Department.

NO – Switch on.

Is the heater working now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9B.9 ROOM HEATER NOT WORKING WEBASTO

9B.9.1 CHECK THE WEBASTO CONTROL KNOB. IS THE GREEN LIGHT OFF?



NO – Go to 9B.9.2.

YES – Start the generator to charge the battery by switching on another appliance. The Webasto runs off 12V battery power so needs a charged battery to function.

Wait for a while until the battery is charged then try to operate the heater again. Is the heater working now? You will see a solid green light if it is operating correctly.

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9B.9.2 CHECK THE WEBASTO CONTROL KNOB. IS THE GREEN LIGHT FLASHING?

NO – If green light is on and solid (not flashing) but heater not working, contact Boss Cabins Service Department.

YES – Count the long flashes and consult the Webasto manual to see what fault is indicated.

Follow the steps indicated in the Webasto manual to correct the fault. Is the heater working now?

YES – CONGRATULATIONS!

NO – Contact Boss Cabins Service Department.

9B.10 ELECTRIC HYDRAULIC SYSTEM NOT WORKING – NO POWER TO RAMS WHEN REMOTE CONTROL IS OPERATED

9B.10.1 CHECK THE CABIN POWER ISOLATOR SWITCH IN THE CANTEEN – IS IT IN ON POSITION?

YES – Go to 9B.10.2

NO – Turn on the Cabin Power Isolator.

Do the electric rams operate now?

YES – CONGRATULATIONS!

NO – Go to 9B.10.2

9B.10.2 CHECK BATTERY VOLTAGE – IS THE VOLTAGE SHOWING AS >12.2V?



To check battery voltage, use the DSE panel on top of the generator. Press ▼ until you reach the battery voltage display.

YES – Contact Boss Cabins Service Department.

NO – Go to 9B.10.3

9B.10.3 IS THERE VOLTAGE SHOWING BUT IT IS <12.2V?

NO – If no voltage is shown at all, replace the battery.

YES – If some voltage, run generator by switching on an appliance to recharge the battery until voltage shows as >12.2V.

Do the electric rams work now?

YES – CONGRATULATIONS! But contact Boss Cabins to find out why the Eco Ultimate's automatic battery charging system did not work.

NO – Contact Boss Cabins Service Department.

9B.11 GENERATOR STOPS RUNNING BUT THEN RESTARTS REDBOX INFINITY GENERATORS ONLY



This is a normal function of your RedBox Infinity generator. Every 50 hours of operation, the generator will stop to perform an automatic oil change cycle which takes 5 minutes. While the oil change is happening a red light will come on on the generator control panel in the canteen.

During the oil change cycle, a valve is automatically opened allowing the oil from the engine sump to drain to the external oil tank. The oil from the engine merges with the oil inside the external tank then the oil is pumped back into the engine sump passing through the oil filter and delivering clean oil back into the engine. After 5 minutes and when the oil in the engine sump is at the correct level the valve is closed and the pump stops.

The generator is now available for use and will restart automatically.

9B.12 GENERATOR STARTS RUNNING WITH NO USER INTERVENTION

This is a normal function of your generator with the ECO ULTIMATE electrical specifications. The ECO ULTIMATE system is equipped with DSE programming that ensures the battery is automatically recharged when the battery voltage drops below a certain point. The generator will switch on automatically and run for a certain period of time to charge the battery before switching itself off automatically.

9B.13 GENERATOR STOPS RUNNING AFTER 50 MINUTES USE

If no fault lights are shown when the generator has switched off (apart from the Low Oil light which always shows when the Cabin Power Isolator is on but the generator is not operating), this is a normal function of the generator in ECO ULTIMATE systems. An automatic timed cut-out is programmed into the generator to avoid users accidentally leaving them running. Turn on a 230V appliance to restart the generator if required.