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Action	Symptom	Correction
App won't connect.	Power won't connect.	<ul style="list-style-type: none"> <li>• Check headlights are on. <ul style="list-style-type: none"> <li>- Not auto or day setting.</li> <li>- Go to tech page in app &gt; review Voltage Reads.</li> <li>- Are indicator lights showing green?</li> </ul> </li> </ul>
	Incorrect start up.	<ul style="list-style-type: none"> <li>• Close app, turn lights off.</li> <li>• Turn lights on, reopen app.</li> </ul>
	Poor signal.	<ul style="list-style-type: none"> <li>• Check where unit is mounted. <ul style="list-style-type: none"> <li>- Check installed correctly, not in tool box.</li> </ul> </li> <li>• Check plug connections.</li> </ul>
Foot on brake pedal applying brakes – brakes lock on trailer.	Power only through brake light circuit.	<ul style="list-style-type: none"> <li>• Are head lights on?</li> <li>• Does app connect when brake pedal pressed? <ul style="list-style-type: none"> <li>- If so, unit not receiving power from headlight or Auxiliary circuit.</li> <li>- Check wiring circuits at plug.</li> <li>- Check pins in trailer and car plug.</li> </ul> </li> </ul>
Low speed braking locks trailer brakes up.	Minimum setting incorrect.	<ul style="list-style-type: none"> <li>• Go to: Settings &gt; Program &gt; Minimum Response.</li> <li>• Decrease setting go for a drive at 25-30kmh.</li> <li>• Brake and check response.</li> <li>• If OK return to home screen.</li> <li>• If not decrease setting until OK.</li> </ul>
Pressing brake pedal has the app disconnect	Indicates a short on the trailers wiring circuit or magnets	<ul style="list-style-type: none"> <li>• Seek auto electrical assistance to determine where the short occurs.</li> </ul>
Pressing manual Override has the app disconnect	Indicates a short on the trailers wiring circuit or magnets	<ul style="list-style-type: none"> <li>• Seek auto electrical assistance to determine where the short occurs</li> </ul>
Brakes too heavy in reverse.	Brakes jamming on.	<ul style="list-style-type: none"> <li>• Go to: Reverse Response and decrease value.</li> <li>• Continue until brake response is OK.</li> </ul>
Load has changed in trailer and brakes not strong enough.	Only 1 program setup.	<ul style="list-style-type: none"> <li>• Go to Settings Page in app.</li> <li>• Set Up additional programs based on weight of load or driving conditions.</li> <li>• Rename each program as per load or condition i.e. empty trailer, max load or steep down hill descent.</li> </ul>
Brakes were good, now not strong enough.	New trailer brakes have bed in. Brakes getting hot.	<ul style="list-style-type: none"> <li>• Go to Forward Response and increase value.</li> <li>• Go to Forward Response and increase value.</li> <li>• As brakes cool response value may need to be decreased.</li> </ul>
App drops out when driving.	Signal Lost. Adaptor may be disconnected.	<ul style="list-style-type: none"> <li>• App will search for device and reconnect If it does not:</li> <li>• Close app &gt; Turn lights off &gt; Turn lights on &gt; Open app.</li> <li>• Pull over and check adaptor connections.</li> </ul>

Modern tow vehicles manage all the electrical circuits. If a short or error is detected in the electrical circuits, or magnets on the trailer the tow vehicle may shut down the circuits to protect the system. If this is the case, power to the Elecbrakes unit is lost and the app or in car remote will disconnect from the device. This is a normal function of the tow vehicle and Elecbrakes. The trailers Electrical circuits and electrical braking system must be investigated to assess the short or error.

In older vehicles a fuse on the circuit provided the same protection. A blown fuse required investigation and replacement to restore circuit or seek further investigation for fault.