All J+J electric actuators are tested prior to shipping. Most issues are site related, we hope that you will find a solution to your problem in this guide. If not, please contact us for support.

ISSUE: ACTUATOR DOESN'T WORK AFTER INSTALLING BSR FAILSAFE SYSTEM

POSSIBLE REASON(S)	POSSIBLE SOLUTIONS/ ADVICE
Incorrectly installed/ wrong procedure	**Note:** ALWAYS test the actuator into which the BSR is going to be installed as an on-off actuator BEFORE installing the BSR, this confirms that the actuator is working before the function conversion, and that the supply voltage and wiring connections are correct.
	• The correct installation sequence has not been followed. Without external power being applied to the actuator, the BSR sub-PCB must be installed first, THEN connect the battery to the BSR sub-PCB. If the battery is connected to the BSR sub-PCB BEFORE the sub-PCB is connected to the main PCB, the main PCB will be irreparably damaged and such damage is not covered under the warranty.
	• Do not plug the battery into the BSR sub-PCB if external power is being applied to the actuator.

ISSUE: BSR FAILSAFE SYSTEM DOESN'T OPERATE WHEN POWER IS LOST

POSSIBLE REASON(S)	POSSIBLE SOLUTIONS/ ADVICE
Battery charging issue	• The battery requires a full 29 hour charge after installation and BEFORE being put into service. • When confirming the failsafe function after installing the BSR, operating the actuator under battery power for more than a partial stroke can fully drain the limited charge present when the kit is first supplied. Draining the battery completely at this stage will not only cause long term and permanent damage to the battery, but the BSR will not work when external power Is lost as there is no charge in it. • The LED will indicate when the battery needs recharging.
	• The actuator is designed to have power applied at all times, and whilst external power is applied, the BSR constantly trickle charges the battery to maintain it at full charge. • Removing the power at any stage prevents the battery from being trickle charged, and also de-energises the internal heater. Resulting condensation could damage the control circuit(s) such damage is not covered under the warranty. • Note: The internal micro-chip can be read and records how many times power has been turned on.
	• The internal battery connection has vibrated loose, or is unplugged.
	• The recharge time between battery powered cycles has not been respected – for example, the failsafe actuator is being used in a similar way to a solenoid, resulting in the battery charge used in each cycle not being replaced before the next demand on the battery. After a while this will fully drain the battery or the battery 'browns out'.

ISSUE: FAILSAFE SYSTEM FAILS TO WRONG POSITION WHEN POWER IS LOST

POSSIBLE REASON(S)	POSSIBLE SOLUTIONS/ ADVICE
Incorrectly configured	• An internal jumper that controls this is either missing, or is fitted in the wrong position.