

9. If you've used your winch days prior with it working perfectly, only to find that all of the sudden the electrical component doesn't work, you may have damaged your power cable.

- The copper used to transfer electricity within the cable is thin and prone to separating when treated without care. In order to prevent this from occurring, store the winch in a safe place, making sure no objects are lying on top of the winch. Make sure to pack the power and remote leads in a safe place. If heavy objects or items are packed on top of the power and remote leads, this may lead to the internal copper fibres inside the lead to separate causing the power/remote lead to not be able to transmit power. In this instance a new power/remote lead will need to be purchased.



10. Next to the clutch are two bolts that serve the purpose in securing the handle for manual operation of the winch.

- Consumers often mistake these bolts for an additional measure to secure the clutch. However, the clutch doesn't require the additional security of the bolts.
- In fact by utilising the bolts to tighten the clutch, irreversible damage can occur to the clutch knob and gears within the winch, rendering the electrical component useless.



11. If your winch slows and becomes harder to spool in and out during electrical or manual operation, or even seizes...

- Utilise WD-40 as a lubricant.



Potential causes for a faulty electric winch and their solutions!

1. The black clutch wheel located on the right side of the winch is used to engage/disengage the electric motor during its application of loading and unloading a boat from its trailer.
 - The clutch can be in two states – engaged and disengaged.
 - To engage the clutch, turn the clutch wheel clockwise until a small amount of friction is felt. A mistake made by the user is they tighten the clutch as tight as possible, when only a small amount of tension is needed, potentially damaging the clutches ability to engage with the gears driven by the electric motor and rendering the winches electric assistance useless.
 - To disengage the clutch, turn the clutch wheel anti-clockwise until it spins freely with no connection between the clutch and the gears being felt. The purpose of allowing the clutch to be loose or disengaged is to allow the winch to free spool when releasing the boat, speeding up the unloading phase. During free spool, an attempt to engage the clutch should never be made and will almost always lead to damaging of the devices internal gears and clutch mechanism.
 - This winch is not a load holding device. A safety chain should always be used to hold the boat on the trailer and that the winch clutch must not be over-tightened during use.

WARNING:

You must only apply light tension on the clutch when tightening. If you over tighten the clutch, you will damage the clutch and it will fail to operate and gauge.

This will not be covered by warranty.



2. There are various factors which can contribute to poor performance of your electric winch. Some of which include:

- The state of your boat trailer rollers and spindle. The spindles should be oiled and lubricated regularly. The amount of friction while loading your boat will be less, requiring far less effort and making it easier for the winch during electrical operation.
- Not all boat ramps are the same. Depending on the location, some can have a far steeper angle. In the event where the ramp your utilising is steep, do not expect the winch to perform as well as if a more shallow angle were being used. This is due to the fact that far more of a load is being placed on the winch and its motor, potentially requiring the need for manual intervention.
- During the summer months in Australia, it's not unlikely to see temperatures reach 40 degrees +. If you coincide that with bitumen and temperatures at the boat ramp, it is typical to see heat in excess of 50 degrees with limited air flow around your winch. Utilisation of the winch during these conditions will inhibit its performance. As a result of the increased heat, the motor is far more likely to overheat, causing the sensor on the winch to turn the motor off to prevent burnout. The only time the winch will shut down is when it is over-heating, or if the power / remote lead is damaged. It is typical for a winch to overheat during use, especially on a warm day – this is where you will use your spare emergency handle to winch the winch. Once the winch cools down, you can then resume powering your winch utilising the electric motor. The winch motor sensor will activate and you will be able to resume use of the winch once the motor is back to normal temperature. This is an automatic function so patience is required. The use of the manual winch handle is always an option should you require emergency use.
- Overloading the winch is not only detrimental to performance due to applying excess load, but can damage the winch motor and is highly unsafe to the user.

3. Users may mistake the winch cutting out for motor burnout or the winch failing.

- Contained in the winch body is a sensor. Its purpose is to constantly survey the temperature of the motor and prevent it from getting to the stage of burning out. When a certain temperature is recognised, the sensor will cause the motor to shut off, as outlined in point 2 above. There are a number of factors which can lead to poor performance of the winch, however the consumer must remember, this is a smaller economy winch so it has its performance limitations.

4. In order to utilise the winch to its maximum potential, the electric motor requires a power supply of 12v.

- Having less will cause the winch to operate slower than usual and pull less than originally intended. However, having a higher voltage does not mean your winch will perform better either. In fact, it may actually damage the unit, potentially causing an electrical fire.

5. Any modifications to the electric winch itself or its components such as the power cord or remote, will result in an instant loss in warranty.

- A common modification we've witnessed customers make is the conversion of the stock alligator clips to an Anderson plug. If done professionally, the conversion may be successful. However on too many occasions, customers often return the winch reporting power supply issues, without realising it's due to the modification.

6. Tension on the steel cable is required when spooling the winch in and out.

- The winch drum may need to rotate several times until required tension of the cable on the drum occurs. This will occur when the cable is loose on the drum and patience will be required as the winch drum rotates tensioning the cable.



7. Like any piece of equipment, maintenance is required to ensure ease of use and longevity of the winch. Examples of maintenance include:

- Cleaning the winch after applications involving salt, water or dirt.
- Lubrication of internals, preventing wear to the teeth of gears and allowing for much smoother operation.



8. Built to be used in all conditions, our electric winch is weather sealed allowing for use during normal weather conditions.

- However, this does not mean that the winch is waterproof and under no circumstance should it be fully submerged underwater, as it's not only dangerous, but the electric portion of the winch is at risk of being permanently damaged. In the event that the winch is fully submerged, disconnect the power cord prior to handling the winch.