Hydraulic Trailer Jack

Operation Guide
January 2014

Hydraulic Trailer Jack
Dual Leg
AM Series

General Description

- Dual leg trailer jack
- Lifting Capacity: 24,000lbs
- Stroke: 20 or 24 inches
**Operation of Dual Leg Jacks**

**Selector Valve**

These systems have one rocker switch on the switch box and a turn-style valve manifold at the pump. There are 2 selector valves (one for each jack) in the manifold. To operate, turn the battery power disconnect switch to the on position. Then use the rocker switch to extend or retract the jacks. The selector valve(s) must be open (counterclockwise) for the jacks to operate. The selector valves may be part way opened or closed to meter (control) the jacks’ speed and extension independently. Then the selector valves need to be turned to the closed (clockwise) position to ensure that your trailer stays in the fixed position and that fluid pressure/volume does not transfer from one jack to the other causing the trailer to “lean” to one side based on weight distribution. For safety and security, the battery power disconnect switch must be turned to the off position for travel or storage.

**Manual Override**

Equalizer Systems dual leg systems are designed with an **Override Feature** to operate the jacks in the event of an electrical or power failure. For this feature to be effective the hydraulic system must be sound (free of excessive leaks) and there must be oil in the reservoir. The directional control valve must be accessible and properly functioning for this to work.

**Uni-Directional Pumps with Selector Valve Using Hand Pump**

1. Locate the two selector valves. Open the valves completely by turning them out (counterclockwise) until they stop.
2. To extend the jacks, locate the hand pump and insert the handle. Operate the handle back and forth. The jack(s) should extend slightly with each stroke (it may take a few strokes for it to get started).
3. To retract the jacks, locate the red knob on the end of the directional control valve. Pull out on the red knob and turn it ¼ turn so that it stays in the out position. Do not use pliers on this knob- use only your fingers. Insert the handle into the hand pump and operate the hand pump back and forth. The jack(s) should retract slightly with each stroke (it may take a few strokes for it to get started).
4. After override is complete, return the red knob at the directional valve to the in position by turning it so that it finds its “spring in” position.

**NOTE:** The directional control valve knob can be damaged if piers or other tool is used on the knob. **Only shift (operate) this valve using your fingers.** If the knob or valve stem is bent or shows any signs of damage, (impact or tool marks) it should be replaced.
Hints / FAQ and Problem Solving for Single and Dual Leg Trailer Jacks

The jack(s) run for a few seconds then stop(s)
Generally this is caused by a weak or defective battery. Charge the battery and retry. It may be necessary to have the battery tested and/or replaced.

The jack(s) only extend regardless of which way I push the switch
Generally this is caused by a weak battery or poor connections. On units that have the uni-rotational pump, the directional valve must receive at least 10.5 VDC for it to properly shift. Charge the battery, check the connections for connectivity or corrosion and retry.

I push the switch and nothing happens
Check the wiring connections at the battery and the pump assembly for looseness or corrosion. Check the disconnect switch or the key switch to assure (If equipped) that it is in the “ON” position. Check for a tripped circuit breaker. Some units have a fuse holder at the wiring near the pump. If so, check the fuse. Verify that the battery is not dead

Most of the time its works fine, sometimes not at all, and then later it works again or sometimes it just clicks
Most no-run, intermittent operation, or operation in one direction only is due to a dead or weak battery. Or possibly a battery that is not being properly charged by the charging system and/or loose or corroded electrical connections. Check out the vehicle electrical system to include the battery and the charging system for possible issues.

Why do I need a ground? Isn’t my jack bolted to the trailer?
Do not ignore the ground. Equalizer recommends that a 4 gauge wire cable be run from the battery negative terminal to the body of the jack to assure a good connection. Failure to do so invites a poor ground connection due to painted surfaces or corrosion build up between the jack and the trailer. This is especially important if the mounting is relied upon for grounding on aluminum trailers, as corrosion will build up between the jack and the trailer. Also most battery-to-trailer grounds are of smaller than needed wire gauge size as they were designed to operate lighting or other low current draw devices. The jack is a high current draw item requiring a “heavy” gauge ground.

Hints / FAQ and Problem Solving for Single and dual leg trailer Jacks (Continued)

My trailer lowered overnight. Why did the jack(s) do this?

There are three basic reasons for this. First look for any signs of external fluid loss (leakage). Generally if there is a leak it will be due to a loose fitting or adaptor. If no external fluid leaks are present, the issue is with the hydraulic cylinder seal or with the hold-check (valve) in the pump. You will need to record the numbers from the pump assembly and call Equalizer Systems to get these items addressed.

When retracting my jack(s) it bounces or jerks– Why?

The first possibility is that there is air in the system. Check the fluid level in the reservoir. Add fluid if needed. Then cycle the jack to full extension and then full retraction 3 times to purge the air out. If the fluid is foamy between cycles allow it to sit until the foam dissipates. On systems that are at or over the maximum lifting capacity, a very slight “pulse” may be normal during retraction. For excessive “pulsing” (bouncing) call Equalizer Systems as there may be an issue with the flow control or pump check valve.

My dual legs jacks operate at different speeds –Why?

The fluid from the pump will flow faster to the leg where there is the least resistance. If equipped with the selector valves, adjust them so that the jack speed is the same. Generally when running the jacks to take up ground clearance there may be some difference and then when the fast one hits the ground, the slower one will speed up and catch up to the other jack.

What happens if I lose my keys?

You may be able to buy new keys from Equalizer Systems if you know the key code. If you do not know the key code you will need to replace the key switch assembly. In an emergency you will need to perform the manual override procedure outlined in your owner’s manual.

My jack won’t work. How do I manually override?

The manual override procedure is different depending on the type of pump assembly and control that is on your specific system. You will need to know which type you have. See the manual override section of the owner’s manual for this.

I need parts. How do I find and where do I go?

You will need the number from the pump assembly and perhaps some measurements of the jack leg(s). You can go to the replacement parts section of our online store www.equalizersystems.com to order or you can call us at 800-846-9659. You can also contact your dealer for assistance.
Equalizer Systems Limited Warranty Policy

RV or Vehicle Manufacturer Installed Systems or Components:

1. Only warranty claims with prior written or verbal authorization from Equalizer Systems will be recognized, all other claims will be denied.

2. Equalizer Systems warrants slide out and leveling system components for a period of two years from the date of original sale of the vehicle. This warranty covers defects in material and workmanship only. Equalizer Systems is not liable for any damage due to abuse, neglect, misuse, negligence, misapplication, error of operation, accidental or purposeful damage or damage due to an “act of God” such as, wind or rain damage, flood, lightning or other natural occurrence of the like. Equalizer Systems limited warranty is applicable to the Equalizer Systems components only and does not apply to the vehicle, apparatus or property to which it is attached. Warranty parts will be shipped at no charge if the repair is authorized by an Equalizer Systems representative. Purchased components used in authorized warranty repairs will be reimbursed at the original purchase price.

3. Labor and freight expenses due to warrantable parts defects or workmanship will be reimbursed for a period of one year from the date of original sale of the vehicle. Freight expenses will either be prepaid by Equalizer Systems or reimbursed at the UPS Ground rate only. Any additional shipping charges or requirements are the obligation of the vehicle owner or service center performing the warranty repair. The owner or service center’s obligation may include overseas shipping charges, border fees, brokerage fees and any other additional fee of the like.

4. Warranty labor will be reimbursed only for claims that have prior written or verbal authorization from an Equalizer Systems representative. Warranty labor compensation is required to correspond with the “Warranty Parts Replacement Time Guideline” published by Equalizer Systems. Any warranty repair not listed on this guideline will require prior authorization from an Equalizer Systems representative. A reasonable time allowance will be determined by the Equalizer Systems representative. Any warranty repair that is not listed on this guideline that is performed without prior authorization will be denied without exception. Time associated with learning about the repair or excessive diagnostic and installation time will not be reimbursed. Warranty labor will be reimbursed at the authorized service center’s published shop rate if the rate is reasonable for that region. Overtime labor will not be reimbursed without exception.

5. Labor, parts and freight credit (if applicable) will be sent after the parts are tested and the warranty claim is validated. Returned parts that are found to be in normal operating condition are not warrantable and will be charged to the owner or service center. Equalizer Systems reserves the right to charge back the service center for labor claim payments previously submitted if the installation of the warranted part is found to be inadequate at a later date.

6. Claims will be denied if the date submitted is greater than 30 days from the repair date.

7. Prior authorization is required before parts may be sent back to Equalizer Systems. A Return Authorization Number is required for items to be accepted.

8. Complete systems are not warranted unless authorized by an Equalizer Systems representative. There are absolutely no exceptions to this clause.

9. Consideration should be taken regarding the location and protection of Equalizer Systems’ components prior to installation. Please reference our installation manuals for recommended locations and maintenance, or visit www.equalizersystems.com for more information. The failure of any Equalizer Systems’ component due to extreme environmental conditions, improper installation, or lack of maintenance will not be covered under warranty.
10. Warranty coverage for parts or systems sold by non-authorized resellers (such as live or internet auctions) will be at the discretion of Equalizer Systems.

11. This warranty begins upon the original sale date of the vehicle and is transferable, with limitation, to subsequent owners upon furnishing the original sale date of the vehicle and proof of purchase. Only the remainder of the two year parts warranty is applicable. Warranty labor and freight are only applicable to original owner of the vehicle.

12. Equalizer Systems is not liable for loss of time, manufacturing costs, labor, material, loss of profits, direct or indirect damages incurred by the vehicle manufacturer.

13. Excessive warranty labor resulting from inadequate access to the Equalizer Systems product will not be reimbursed.

14. Equalizer Systems will not pay a markup on warranty parts unless required by law.

15. Travel expenses, hotel, telephone, fuel or any other expenses of the like are not covered under warranty.

Replacement Parts:

1. Replacement parts are warranted under the same guidelines listed above for the remainder of the original warranty or 90 days, whichever is longer. Proof of warranty repair date and original vehicle purchase date are required.

No additional warranties, expressed or implied, are authorized by Equalizer Systems

This warranty voids all previous issues. Questions concerning this warranty should be directed to:

Equalizer Systems
P.O. Box 668
Elkhart, IN 46515
(800) 846-9659
(574) 266-6083 fax

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