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HWH Common Questions and Answers

How do I turn off the excess slope light on the HWH touch pad

During any leveling sequence, if a level position is not achieved, the EXCESS SLOPE light will come on. EXCESS SLOPE is when any pair of raise valves have been on continuously for 15 minutes. 10 minutes after the EXCESS SLOPE light comes on the panel will turn off if the ignition is off. Any time the ignition is turned on the EXCESS SLOPE light will come on.

The excess slope light may be turned off by pressing the emergency stop button on the HWH Leveling system touch pad, the "TRAVEL" button is pushed, the Park Brake is released if the ignition is on, the vehicle is leveled using manual air leveling or moving the coach to a more suitable location and re-leveling the coach as needed.

The Aux compressor will not shut off

There is a +12V normally open solenoid on the compressor water trap. Any time the compressor is turned on, this solenoid will close. Check for +12 and ground to the solenoid when the compressor is running. If either is not present, there is a problem with the wiring. If +12 and ground is present, [replacement or rebuilding of the solenoid may be required](#).

How often should the 12 volt air compressor cycle?

There are many variances that can occur to make the compressor cycle. The 12vdc air compressor will operate if the level system is on the HWH level system sleep mode wakes up and senses that the coach is out of level. The system wakes up every 30 minutes and checks itself. If the coach has a slide room, then the compressor monitors the air seal around the room as well. If you find the 12vdc is running all the time or the run time has changed dramatically, you should suspect an air leak. One area to check is the [Filter Bowls](#).

HWH Hydraulic Pump does not stop running when bringing the slides in / out



When the hydraulic pump does not stop running when a room reaches its inner or outer limit and the red panel light does not go out, and this happens for all side rooms, then its likely the high pressure switch “The 3000” is the culprit

The switch sits on top of the slide solenoid manifold and has two wires running out of it. When a room reaches it's limit, the system reaches full pressure of 3000 psi and this switch shuts down the pump. Hence the name, “the 3000”.

If the issue only occurs for one slide room, or it only happens when moving the slide in one direction in or out, then the [slide room sensors may need adjusting](#). These are small magnetic switches which tell the system that the slide is fully in / out.

The coach will not lower / dump



Any ride or leveling functions that require “releasing” air from the system can potentially be fouled by mud dauber nests. They like to plug up the exhaust ports on the front / rear six packs. Here are a pictures of the front pack on our coach, its those exhaust ports that will need to be cleared. Raise the coach, block it with safety blocks so you can safely go under, and clear the ports with a small screwdriver.

What does the Travel Light mean?

The "TRAVEL" light on your HWH touch panel has nothing to do with ride height, the attitude of the coach, or if one end is lower or higher than the other. It is only an indication that the suspension system has reached some minimum air pressure.

The "TRAVEL" Light. This green indicator light will only work with the ignition on. This light is on whenever the ignition is on if the leveling system panel is off, provided there is sufficient air pressure in the suspension. The "TRAVEL" light only means the leveling system is off and the air system has started to build air pressure. It does not mean the vehicle is at the proper ride height.

The signal that turns the travel light on and off comes from a pressure switch on the rear 6-pack manifold. This switch is usually set at 85 psi. "Sufficient air pressure" in the paragraph above, then, means "more than 85 psi". So, if the ignition is on, leveling system is off, and air pressure is greater than 85 psi, the "TRAVEL" light should be on. If this is NOT the case with your system, then there is a problem, which may have something to do with communication between the pressure switch and the control box. The light should not be going on and off momentarily - it should either be ON, or OFF.

Automatic Leveling Procedures and Diagnostics.

AUTOMATIC LEVELING

1. Push the "LEVEL" (AIR) button once to turn the panel on.
2. Push the "LEVEL" button a second time. This will start the automatic leveling process. The system will attempt to level the vehicle by lowering the high side and/or end of the vehicle (opposite side/end of lit yellow level indicators). If a pair of "LOWER" valves are on continuously for 45 seconds, the system will attempt to finish leveling by raising the low side or end of the vehicle (lit yellow level indicators). Once the system is in the raise mode it will not try to lower the vehicle again in that leveling sequence. If the front or rear of the vehicle is being lowered, and a pressure switch for that end comes on indicating low air pressure, the system will stop lowering the vehicle and go immediately into raise mode. It will not wait for the 45 second timer.
3. When all yellow level indicators are out the "LEVELING SYSTEM ACTIVE LIGHT" will stop flashing and start pulsating dimly. The system is now in the sleep mode. There is no delay between the yellow lights going out and the SYSTEM ACTIVE light pulsating dimly. The ignition key can be turned off. The SYSTEM ACTIVE light will continue to pulsate

SLEEP MODE:

1. After all yellow lights have gone out, the system may be turned off or left in the SLEEP MODE. In the SLEEP MODE the touch panel will be off but the processor will check the level sensing unit every half hour. If an input for a yellow level indicator is on continuously for 1 minute, the processor will wake up the system, turn the touch panel on and relevel the vehicle according to lit yellow indicators. The system will attempt to level the vehicle by first lowering, then raising the vehicle as necessary. When a level position is achieved the system will return to the SLEEP MODE with the touch panel turning off 10 minutes after leveling is achieved.

EXCESS SLOPE:

1. During any leveling sequence, if a level position is not achieved, the EXCESS SLOPE light will come on. EXCESS SLOPE is when any pair of raise valves have been on continuously for 15 minutes. 10 minutes after the EXCESS SLOPE light comes on the panel will turn off if the ignition is off. Any time the ignition is turned on the EXCESS SLOPE light will come on until the "TRAVEL" button is pushed, the Park Brake is released if the ignition is on, or the vehicle is leveled using manual air leveling.

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Last update: **2024/06/20 08:45**

