

2021 Plateau

1. **COMPLAINT:** Guest states the triangle symbol on the panel is showing that the solar power is offline.

CAUSE: There is no response out of the solar charging system. There are no lights on the controller and there is nothing on the touch screen indicating it is recognizing the solar controller. I gained access to the solar controller and to the g12.

I checked all my connections. I then put in a call to Pleasure-Way and ran through the set up with the technician. I called go power and I described what was going on and my question to him was, shouldn't I at least have a light lit up on this controller with power coming in from the solar panel and the battery Bank? When it quits working, there are no indication LED lights on at all on the controller. He said I should have a light as long as I have power coming in from the solar panel or the battery Bank. He agrees that there's something going on in this controller.

CORRECTION: R/R solar controller.

TIME: @1.00HR 1.0 approved. Please contact Go Power for warranty part.