



Model 34750-001-LCD 50A Portable Surge Guard® with LCD Display Troubleshooting Guide

Surge Guard protects your RV from low quality or incorrect shore power.

Normally shore power should be around 115 –120 Volts AC from L1 or L2 to Neutral, or 240V from L1 to L2. When power falls too far outside this range it represents a poor or hazardous condition to your RV's electrical system. Surge Guard provides protection to your RV by turning off power when the line voltages L1 or L2 fall below 102 Volts AC or goes above 132 Volts AC.

Surge Guard also protects your electrical system from a Reverse Polarity condition which indicates that the Hot and Neutral lines of shore power are swapped or reversed. This can be hazardous to equipment and safety. Surge Guard will not connect power to your RV until the Reverse Polarity fault is corrected.

In the event your Surge Guard is not functioning as expected, perform the following troubleshooting steps in order to determine and correct any malfunctions. Note: Testing should be performed with AC units and electrical appliances turned off, then verified with appliances turned on.

Connect the shore power cord to a 240V, 50A power source. The LCD screen will display "DELAY" for 128 seconds while the Surge Guard is monitoring the incoming power. Note that this guide also applies if using 120V, 30A power with a suitable adapter.

Troubleshooting Steps

Problem	Troubleshooting Steps
<ul style="list-style-type: none"> Coach powers up after 128 seconds but then turns off after another 8-10 seconds. 	<ul style="list-style-type: none"> The Surge Guard may be operating properly, and you may have a low voltage condition. In this case, turn off as many loads as possible. It is not safe to operate some equipment with low voltage. Verify that the input voltage L1 and L2 are greater than 102VAC with loads turned on and off.
<ul style="list-style-type: none"> Coach does not power up after 128 seconds after connecting to shore power. 	<ul style="list-style-type: none"> Check the LCD display and the Caution When Flashing light (Red LCD).
<ul style="list-style-type: none"> LCD shows a fault such as L1 or L2 Low or L1 High and the Caution When Flashing light is blinking. 	<ul style="list-style-type: none"> There could be an open conductor or unsafe power. Check the input connections, shore power cord, and adapter (if applicable).
<ul style="list-style-type: none"> L1 and L2 are within range (102 – 132VAC) and there is no power. 	<ul style="list-style-type: none"> Call TRC Technical Support at 1-800-780-4324.
<ul style="list-style-type: none"> LCD screen displays "REVERSE POLARITY" and the Caution When Flashing light is blinking 	<ul style="list-style-type: none"> Shore power connections are reversed and you have an unsafe condition. In this case notify your park of the condition in order to correct the fault.
<ul style="list-style-type: none"> A fault occurs such as a low or a high voltage during normal operation when shore power is within good operating range. 	<ul style="list-style-type: none"> Surge Guard will turn off power to the RV and will display a fault message on the LCD display. If the power returns to normal, Surge Guard will display "DELAY" on the LCD screen and will wait 128 seconds before turning power to the RV back on.

Notes:

1. **Low Voltage** – If the input voltage drops below 102VAC for more than 8 seconds, the power will be removed protecting your electronics. This condition may be caused by overloading the park's power grid. Try reducing your loads. Otherwise, do not operate until power is restored to safe levels.
2. **High Voltage** – If the input voltage increases above 132VAC for more than 8 seconds, power will be removed. In Generator mode, check for load balance. Check the generator's voltage regulator and adjust to safe operating levels.
3. **Line 1, Line 2 or Neutral Open** – Check all input wiring to the Surge Guard. Check the shore power cord and wiring from the generator if applicable. Check/replace adapter if reducing down to 120V, 20A service. Notify park for shore power problems if applicable.
4. **Caution When Flashing Light** – If the caution light is on bright, there is high voltage on the ground or neutral wires. If the light is dimly lit, there is a low voltage on the neutral wire. It is not uncommon for 2 to 3 volts to be on the neutral wire with respect to ground.