

# Troubleshooting

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# General troubleshooting tips

Your Altion Voltage Regulator is designed to communicate potential issues in the online system dashboard. Pay close attention to any warnings or error messages, as they will guide your troubleshooting.

## If you encounter an issue with your Altion Voltage Regulator, here are some general steps you can take to troubleshoot:

- **Review the dashboard:** Start by carefully examining the dashboard for any displayed messages. These messages might include:
  - **Voltage warnings:** Indicate if the voltage is outside a safe operating range, either for the alternator or the battery bank. Could also indicate a sensor or connection problem.
  - **Current warnings:** Indicate over- and undercharge issues. Could also indicate a sensor or connection problem.
  - **Temperature warnings:** Indicate potential overheating of components. Could also indicate a sensor or connection problem.
- **Power cycle:** Sometimes a simple power cycle (turning the regulator off and on) can resolve minor glitches.
- **Check connections:** Ensure all wiring connections are secure and free of corrosion. Double-check that wires are attached to the correct terminals according to the installation instructions.
- **Bad sensor:** If you suspect you have a bad sensor, disable it in the Altion configuration. The fault will disappear and the Altion will perform as though the sensor were not installed.
- **Internet connectivity (if applicable):** If automatic updates or remote monitoring features are not working, verify your regulator has a stable internet connection.
- **Review system settings:** If you've recently made changes to the system configuration, consider revisiting those settings to ensure they're correct for your setup. Refer back to the "System settings" section of this manual if needed.

## If you've gone through these steps and are still having trouble, consult the following resources:

- **Revatek support website:** The Revatek website ([revatek.com](https://revatek.com)) has a comprehensive support section that includes FAQs and troubleshooting guides.
- **Contact Revatek support:** If you can't find a solution online, the Revatek support team is available to assist you. Contact information can be found on the Revatek website. Include as much detail as possible about the specific message(s) you're seeing, along with steps you have already taken.

If you want to restart configuration from scratch, you can easily factory reset the device by holding down the factory reset button on the right side of the device for 15+ seconds.

## Additional tips for installation and configuration

- **Double-check wiring before powering on:** Before applying power to your regulator, meticulously double-check all wiring connections to ensure they match the installation instructions. Mistakes here can damage your system.
- **Consult a professional installer (if needed):** If you're not comfortable with electrical installations, consider seeking help from a qualified technician to ensure your regulator is set up correctly and safely.
- **Keep records of configuration changes:** If you modify system settings, it's helpful to keep a record of the changes you made. This can simplify troubleshooting if you encounter any issues later.