

TROUBLESHOOTING GUIDE



Mobile Welfare Unit

Instruction Document
from **groundhog**

Version 1.9

RESOURCES:

Training Videos

Videos from the **groundhog** Mobile Training course are available to view online at www.groundhog.co.uk



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WELCOME:

General Safety

Before using a Groundhog unit and to avoid personal injury:

Wear suitable personal protective equipment whenever making adjustments to the unit.



Carefully inspect the Groundhog before towing or before use.



Make sure you are aware of all safety requirements and that this equipment is suitable for the location.



You **MUST** perform a **risk assessment** before siting this equipment to ensure your safety and the safety of others.



This equipment must not be moved, set up, used or dismantled by persons who are under the influence of **alcohol** or **drugs**.



Do not use this equipment if you are **tired** or **unwell**.



Do not wear loose jewellery or clothing that may get in the way or become trapped in the mechanism.



If there is any doubt about the condition of the unit or if there is anything you do not understand **DO NOT CONTINUE**.

Please contact the supplier for advice.

TROUBLESHOOTING:

If the hydraulics are not working/
“I can’t lift or lower the unit...”

1 Check for audible sounds

If sounds are heard when operating the ‘UP’ or ‘DOWN’ buttons of the hydraulic remote, this means that the battery has charge.

Please go to step 3.



2 Check battery level

Check battery level, if lighting in the canteen area is not illuminated then start the generator and leave to run for the full 3 hour cycle. You should be able to operate the hydraulics after 30 minutes of the generator running.



3 Check wander lead/ hydraulic remote plug connection

Ensure the wander lead/ hydraulic remote plug is fully connected to the front socket.

(continued on following page)

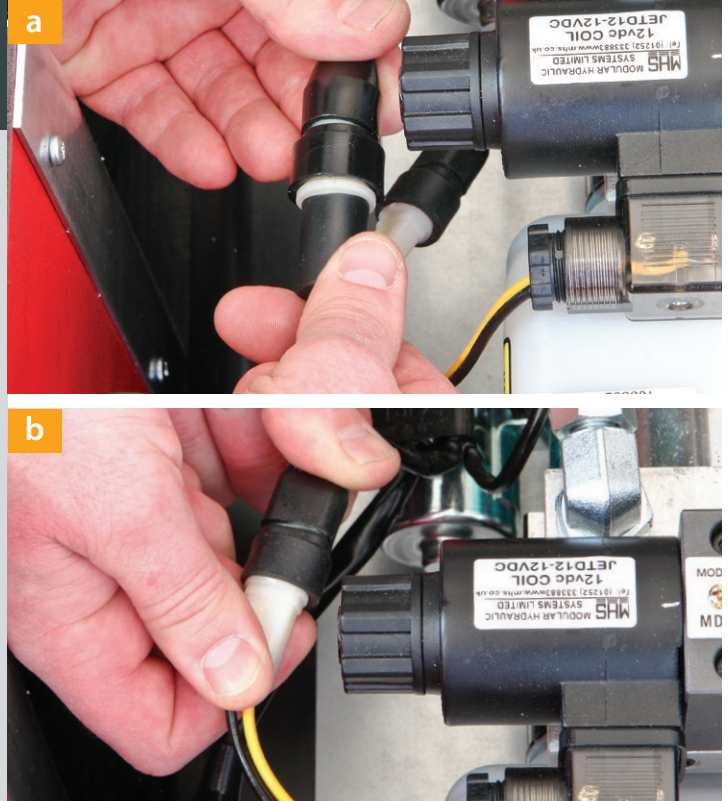


TROUBLESHOOTING:

If the hydraulics are not working/
“I can’t lift or lower the unit...” (continued)

4 Inspect all connections on the hydraulic power pack

Inspect all connections on the hydraulic power pack which is located under the seating area on the door side of the canteen area.



5 Check for oil leaks

Carry out a quick check around the area of the hydraulic rams to ensure there are no oil leaks.



This check is only to be carried out when unit is on wheels and is suitably supported.

TROUBLESHOOTING:

No 12 volt power to appliances...

Are LED lights illuminated?

YES

If lights within the unit are illuminated then please check the fuses which are located under the seating area behind the table.



12V fuse board

NO

Start the generator.
After around 30 seconds all lights should illuminate.



6kVA generator

Press the ON/OFF button then press and hold the start button until the engine is running.



Run generator for
full 3 hour cycle

It is important that the generator is then left to run for its full 3 hour cycle to charge the battery.

TROUBLESHOOTING:

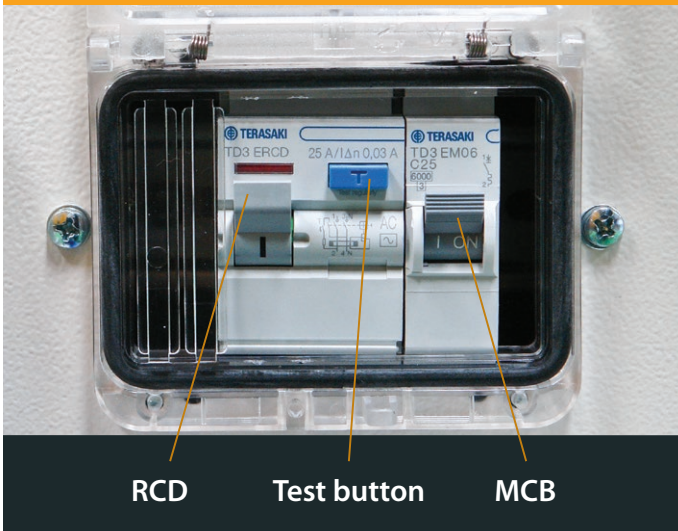
No 230 volt power to appliances...

- 1 Ensure 32amp plug is fully connected to appliance inlet on the side of the generator.



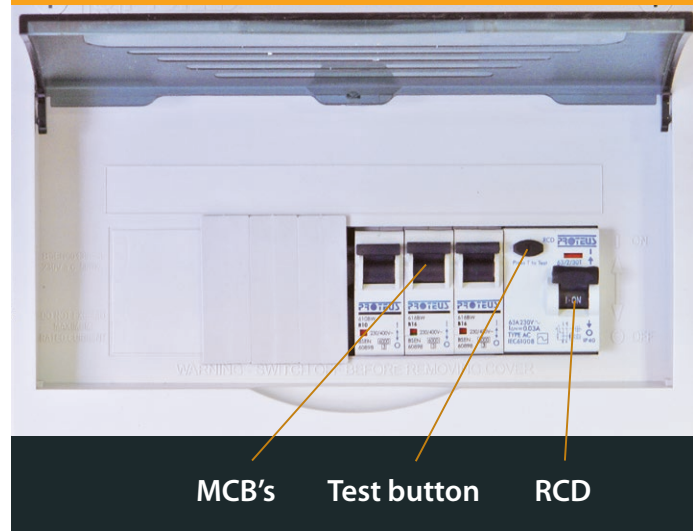
- 2 Ensure MCB and the RCD on the generator are in the "up" position.

6 kVA generator



- 3 Ensure the RCD and all MCB's within the consumer unit above the worktop are in the "up" position.

Consumer unit above the worktop



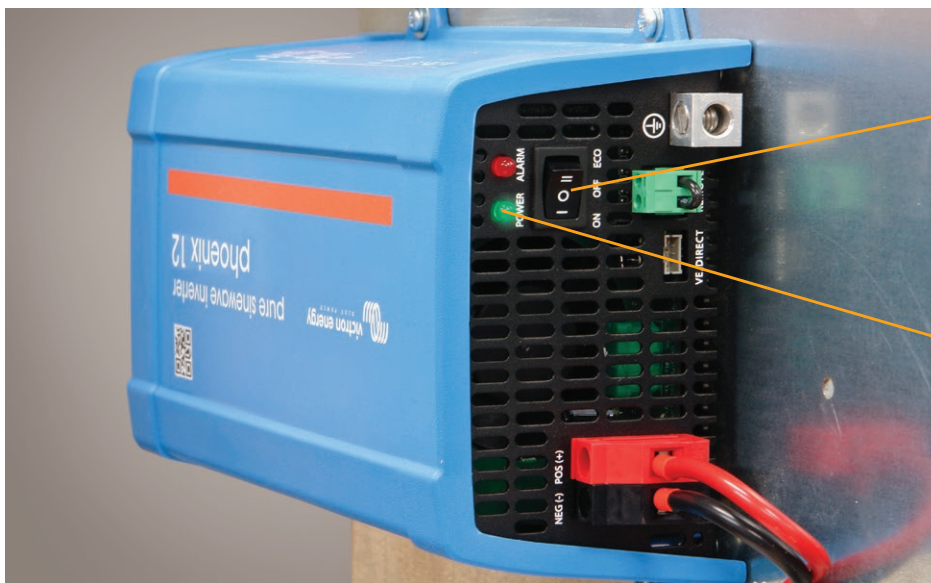
- 4 If on checking all of the previous steps you still have no power, press the "test" button on the RCD on the generator. If this does not trip then an engineer will need to attend site to diagnose issue.

TROUBLESHOOTING:

If there is no power to inverter powered socket...

(continued on following page)

If lights within the unit are illuminated then please **check the inverter** which is located under the seating area behind the table in the canteen area:



Toggle switch in 'ON' position

Green LED light signifying that inverter is in good working order



Fully located plug

1 Ensure the toggle switch is in the 'ON' position

2 The plug is fully located. There should also be a **green LED light** illuminated to signify that inverter is in good working order.

TROUBLESHOOTING:

If there is no power to inverter powered socket...

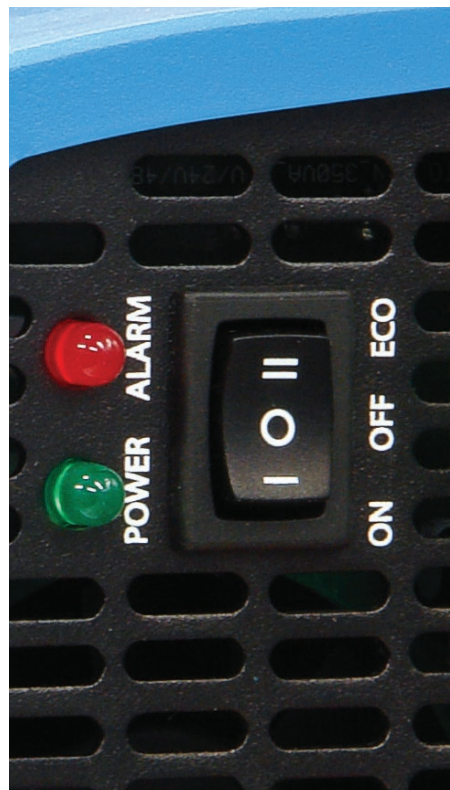
(continued)

If inverter shows a **red LED light**

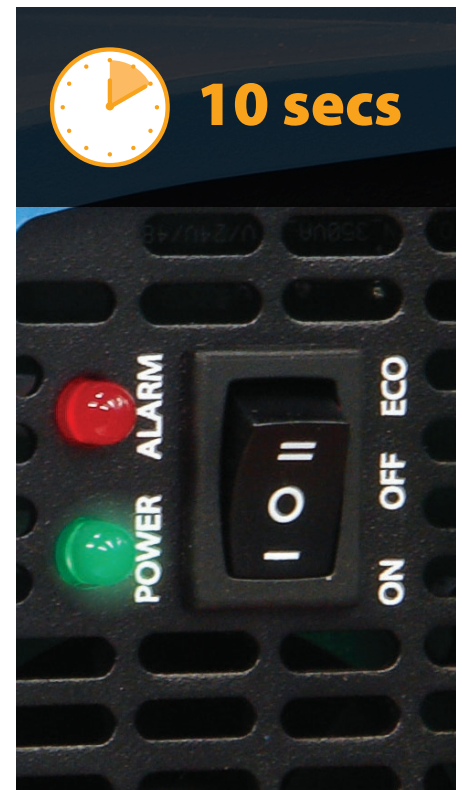
If the inverter is showing a **red LED light** this signifies the inverter has been overloaded.



- 1 Remove the appliance from the inverter powered socket



- 2 Turn toggle switch on inverter to the 'OFF' position.



- 3 After 10 seconds, turn the toggle switch back to the 'ON' position.

- 4 This will then reset the inverter for further use.

IMPORTANT NOTE:

If an appliance trips the inverter then that appliance requires more power than the inverter can produce, so an alternative power source should be used.

TROUBLESHOOTING:

If there is no hot water from taps in canteen/toilet...

1

Ensure generator is running and has been for around 10 - 15 minutes.



2

Ensure the switched spur for water heater is in the 'ON' position.



2

Check selector switch is in position 2. (Standard units only.)



3

Check all MCB's and the RCD in the consumer unit above the worktop are in the up position.



4

Check to see if the amber LED light on the water heater is illuminated, if not then it may be the 13amp fuse in the switched spur which requires changing.



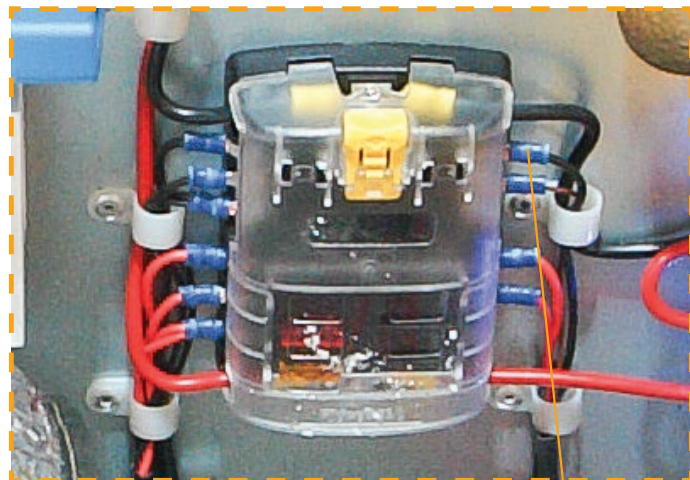
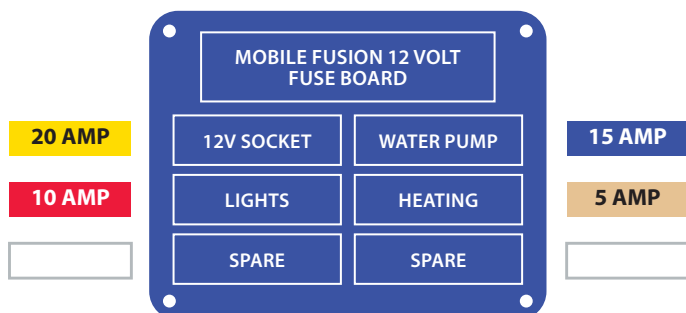
5

Check the mixer valve located by the water heater has not been turned fully to cold.



TROUBLESHOOTING:

If water is constantly running from canteen/toilet taps...



Water pump fuse

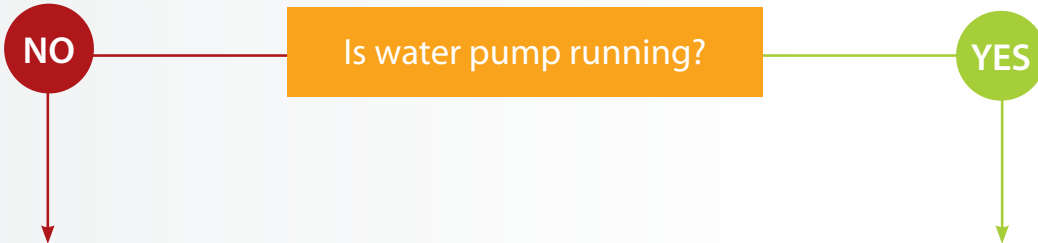


- Remove the fuses for both the water pump and timer switches in the 12 volt fuse board
- After 10 seconds replace both fuses and retest.

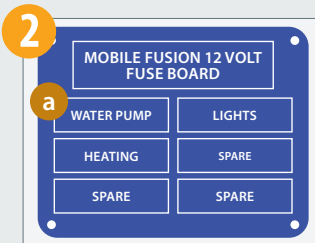
This procedure only applies to units manufactured **prior to November 2018.**

TROUBLESHOOTING:

If there is no water running from canteen/toilet taps...

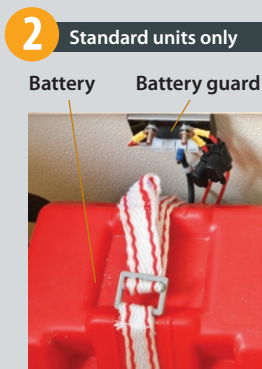


1 Check battery level or ensure canteen lights are illuminated.



2 Check fuses located under the seating area behind the table in the canteen area:

- a. Water pump - 15 Amp blade fuse
- b. Foot pedals - 5 Amp blade fuse



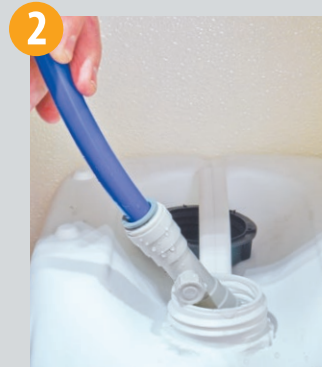
- Check fuse situated inside battery box. Battery guard LED light should be illuminated.



- Check foot pedal fuse located under the seating area below window in the canteen area.



1 Check water level in water butt under sink in canteen area.



2 Ensure the non-return valve connected to the blue water pipe in the water butt is present.



Units manufactured prior to March 2019.

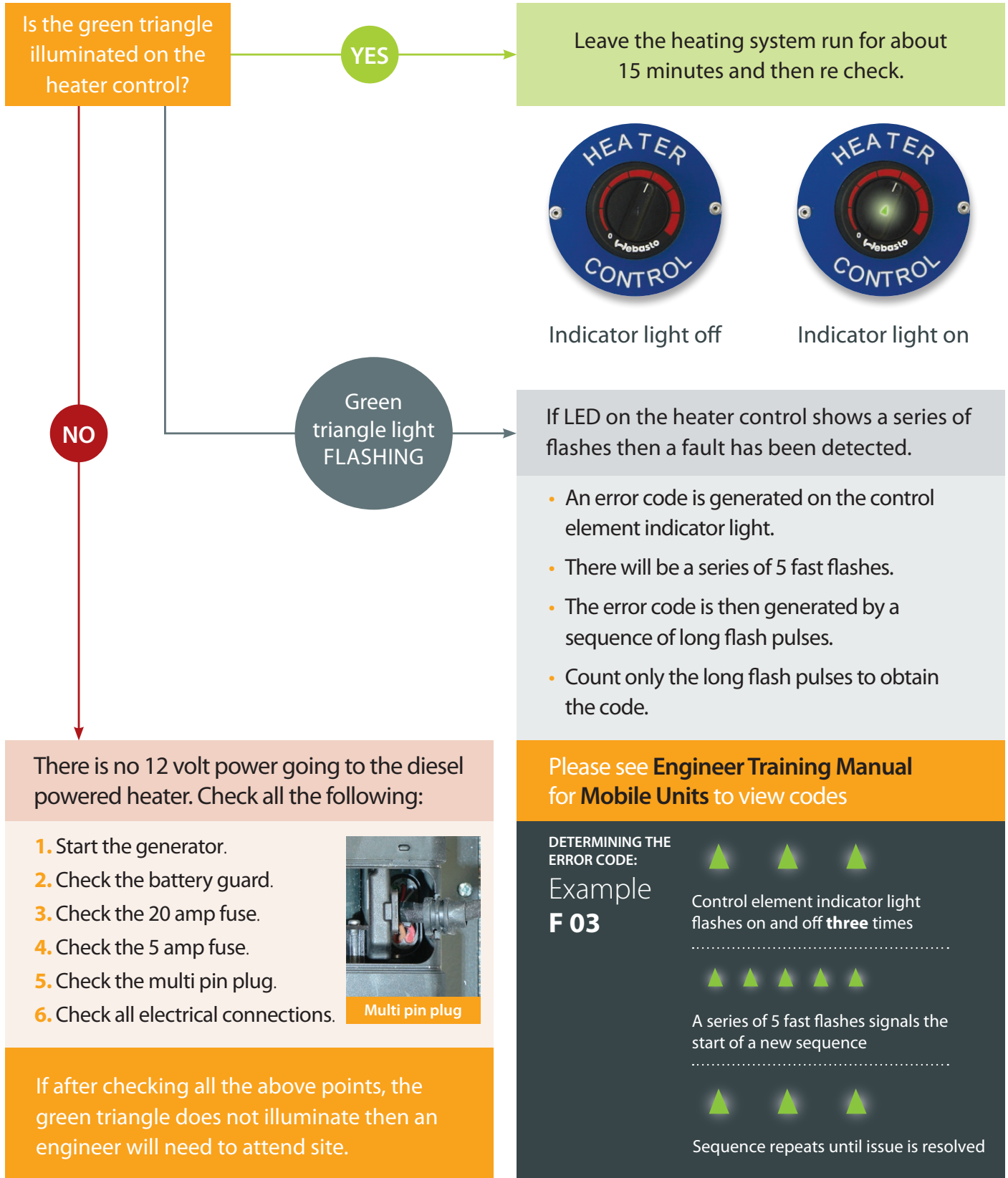


Units manufactured after March 2019.

3 Check inline filter for any visual signs of leakage or damage to casing.

TROUBLESHOOTING:

If the Webasto heating system is not working...



TROUBLESHOOTING:

How to reset the heater...

NOTE

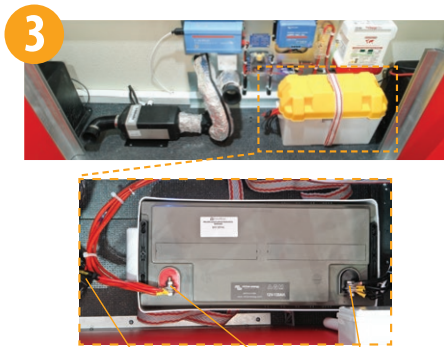
Prior to resetting any faults please record the error code for future reference then start the generator to ensure there is sufficient diesel and battery power for the heating to run.



1 Locate the heater control on the control panel in the canteen area.

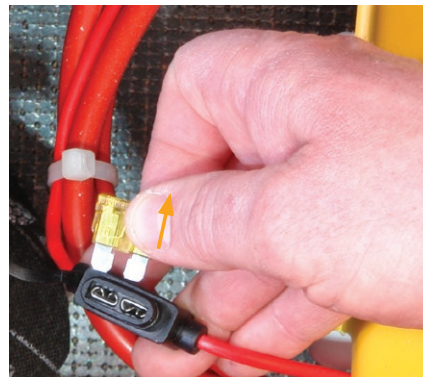


2 Turn heating control to the 'ON' position.



20 amp fuse + -

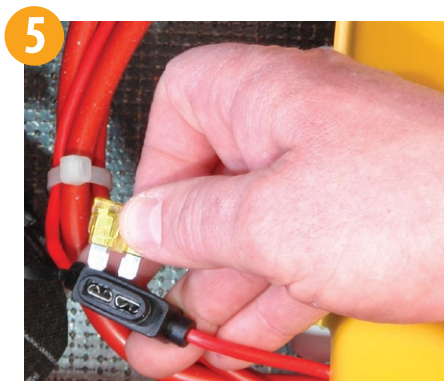
3 Locate the 130 amp hour battery situated under the seating area behind the table.



4 Remove the 20 amp fuse from the inline fuse holder on positive side of the 130 amp hour battery.



5 Turn heating control to the 'OFF' position.



6 Replace the 20 amp fuse to the inline fuse holder on the positive side of the 130 amp hour battery.

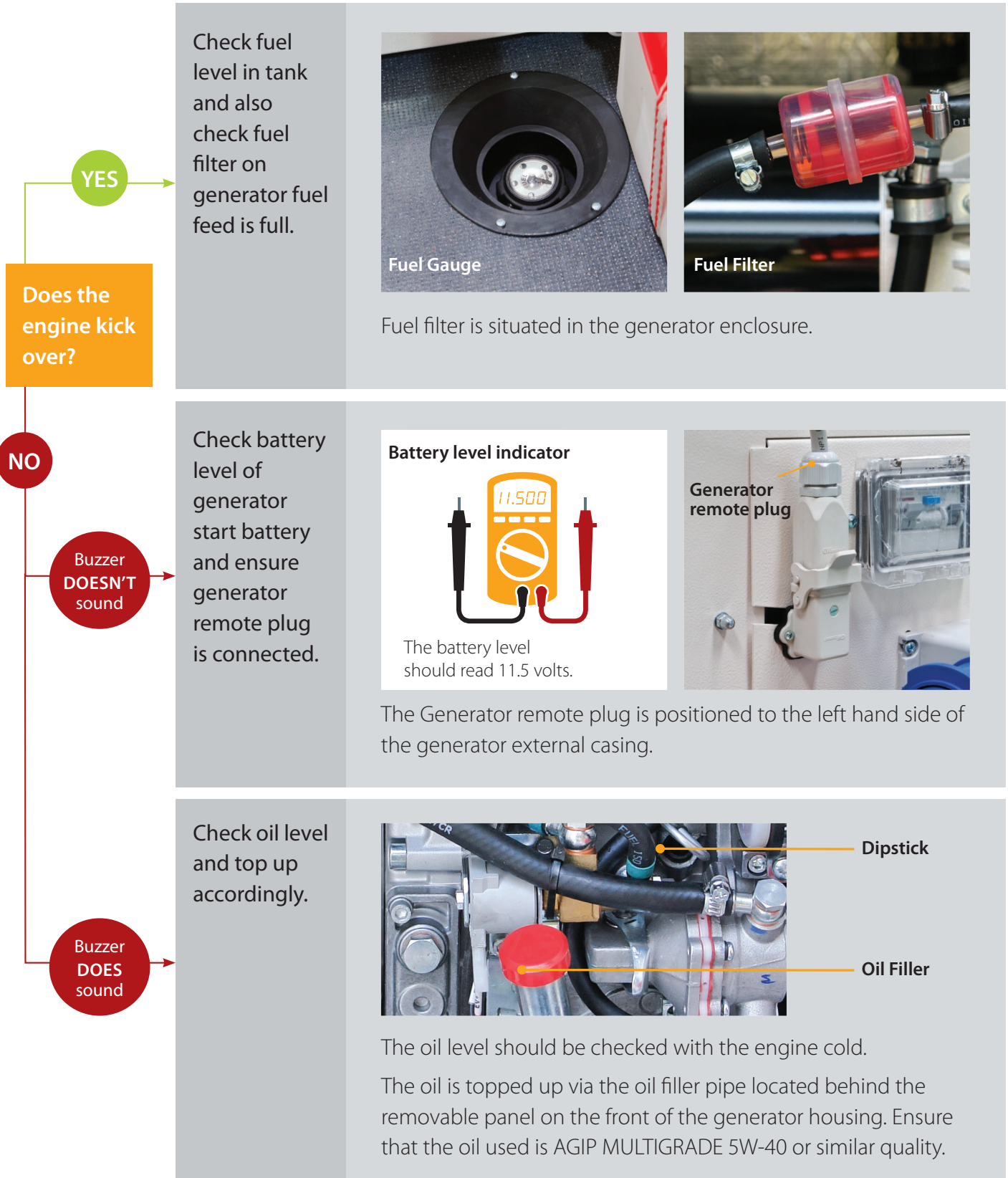


7 Turn heating control to the 'ON' position.

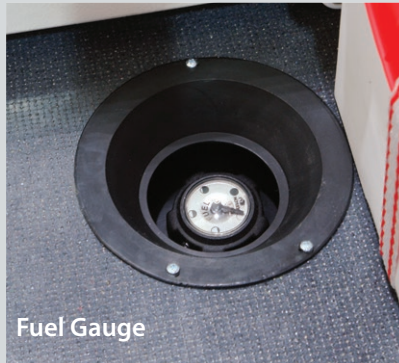
It may be necessary to run this sequence a number of times to cancel all faults stored on the heater. If after clearing all faults the heating system still does not work it is recommended an engineer is contacted.

TROUBLESHOOTING:

If the generator does not start...



Check fuel level in tank and also check fuel filter on generator fuel feed is full.



Fuel filter is situated in the generator enclosure.

Does the engine kick over?

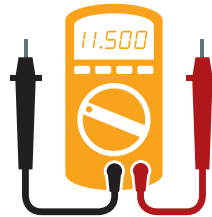
YES

NO

Buzzer DOESN'T sound

Check battery level of generator start battery and ensure generator remote plug is connected.

Battery level indicator



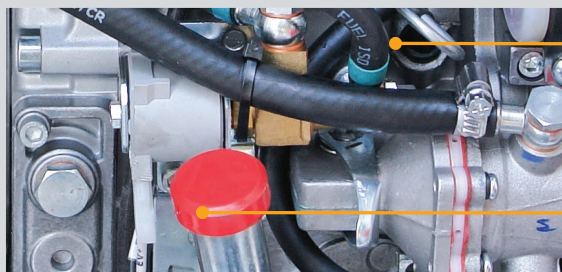
The battery level should read 11.5 volts.



The Generator remote plug is positioned to the left hand side of the generator external casing.

Buzzer DOES sound

Check oil level and top up accordingly.



The oil level should be checked with the engine cold. The oil is topped up via the oil filler pipe located behind the removable panel on the front of the generator housing. Ensure that the oil used is AGIP MULTIGRADE 5W-40 or similar quality.



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