

TROUBLESHOOTING GUIDE



Static Welfare Unit

Instruction Document
from **groundhog**

Version 1.1

RESOURCES:

Training Videos

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



WELCOME:

Contents

General Safety	4
Generator does not start...	5
No 230 volt power to appliances...	6
No 12 volt power to appliances...	7
No power to inverter powered socket...	8
If replacing the Pro Charge Ultra...	10
Webasto heating system is not working...	11
How to reset the heater (SW07600 Fusion Pulse)...	12
(SW07600 Fusion Pulse Full Flush)...	13
No hot water from taps in canteen/toilet...	14
Water constantly running from canteen/toilet taps...	15
No water running from canteen/toilet taps (SW07600 Fusion Pulse)...	16
(SW07600 Fusion Pulse Full Flush)...	17

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.

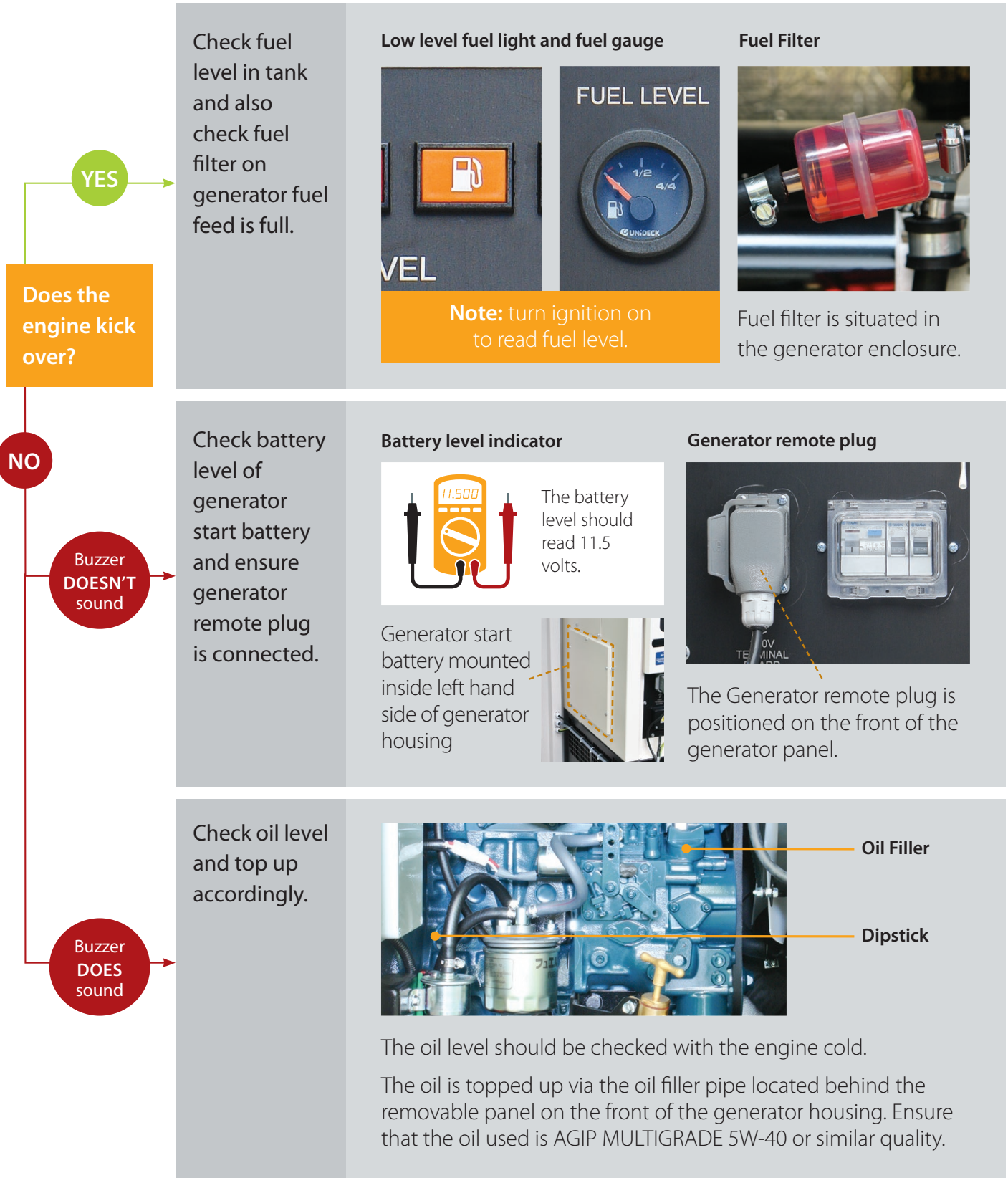


If there is any doubt about the condition of the unit or if there is anything you do not understand **DO NOT CONTINUE**.

Please contact the supplier for advice.

TROUBLESHOOTING:

If the generator does not start...



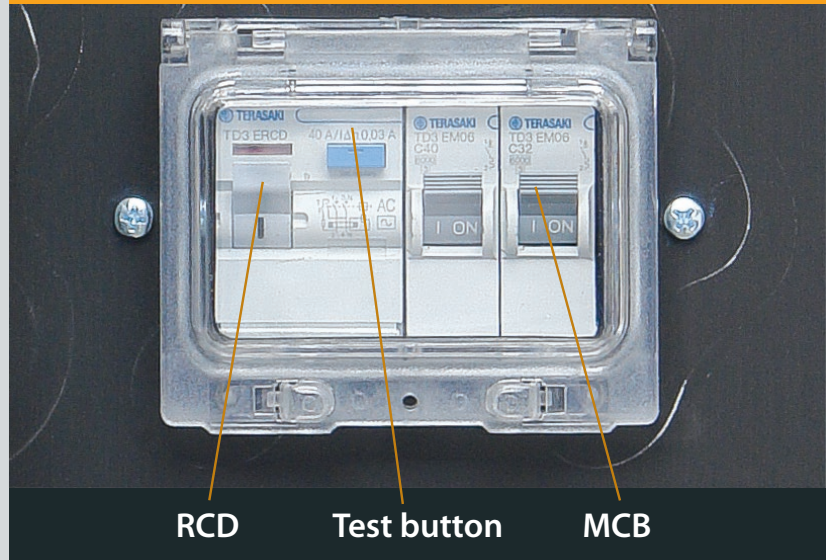
TROUBLESHOOTING:

No 230 volt power to appliances...

1

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

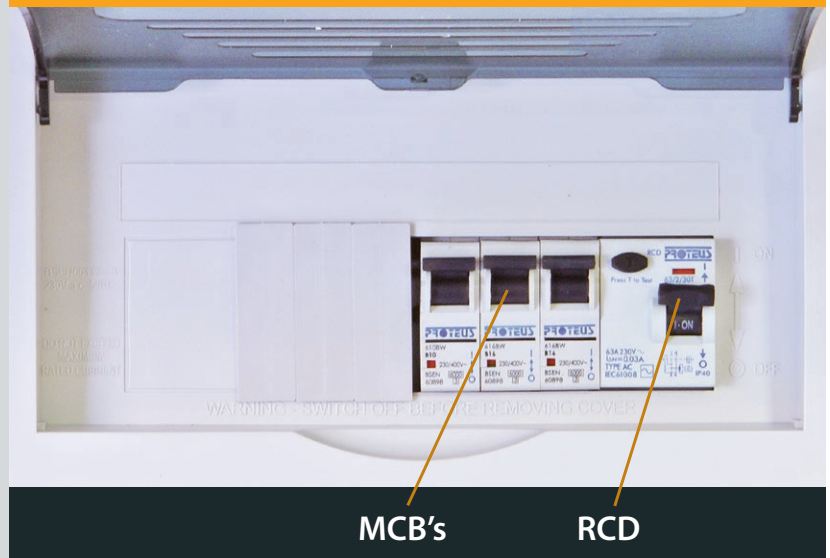
9.8kVA generator



2

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

Consumer unit above the worktop



3

If on checking all of the above 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:

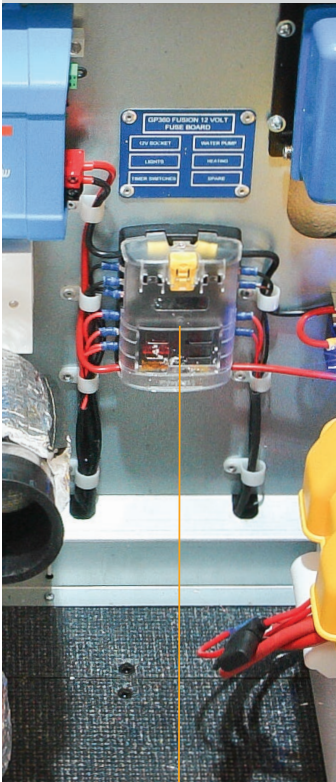
No 12 volt power to appliances...

YES

Are LED lights illuminated?

NO

If lights within the unit are illuminated then please check the fuses which are located under the seating area in the drying room.



12V fuse board

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



9.8kVA generator

Start the generator:

- Turn key to GL (see A) on control panel
- Wait for the glow plug light to go out (see B)
- Turn key to ST (start) (see C).
- Once running, allow the engine to warm up for at least 2 minutes before using power.



Run generator for
full 3 hour cycle

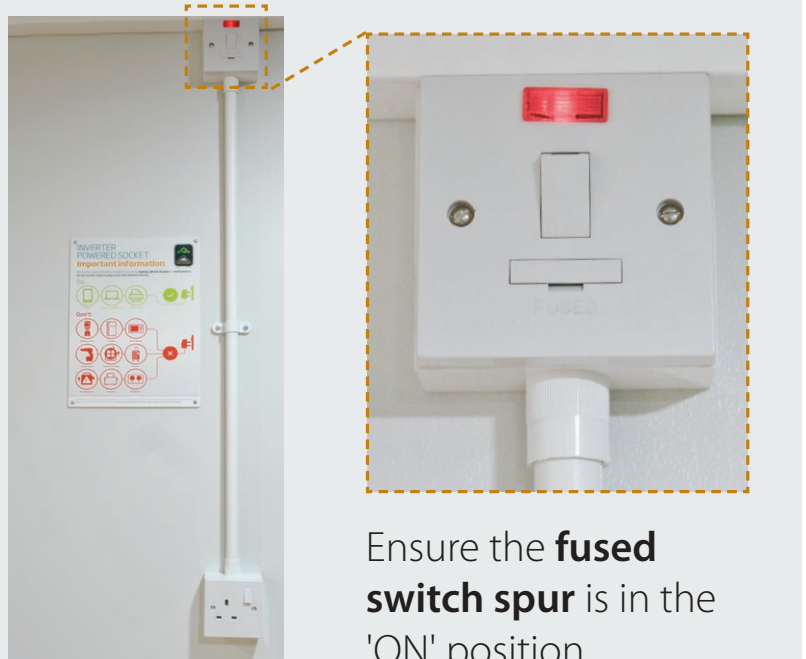
It is important that the generator is then left to run for its full 3 hour cycle to charge the battery.

TROUBLESHOOTING:

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 in the drying room (Fusion Pulse) or in toilet area behind 12V enclosure (Fusion Pulse Full Flush).



Ensure the **fused switch spur** is in the 'ON' position.



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**

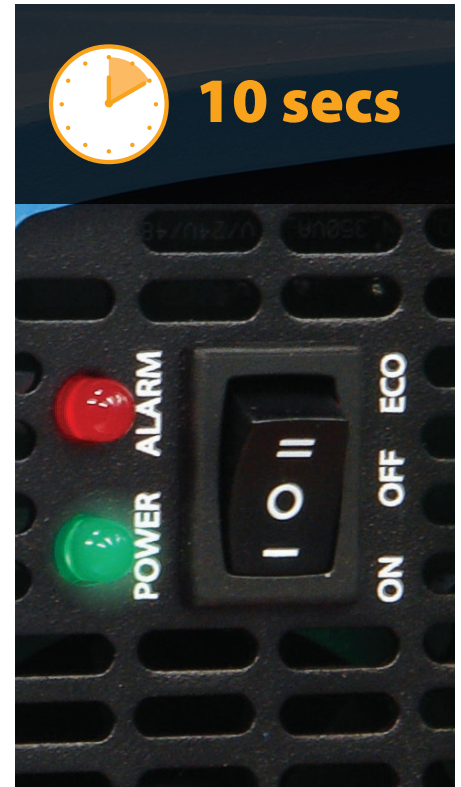
If the inverter is showing a **red LED light** this signifies the inverter has been overloaded.



- 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:

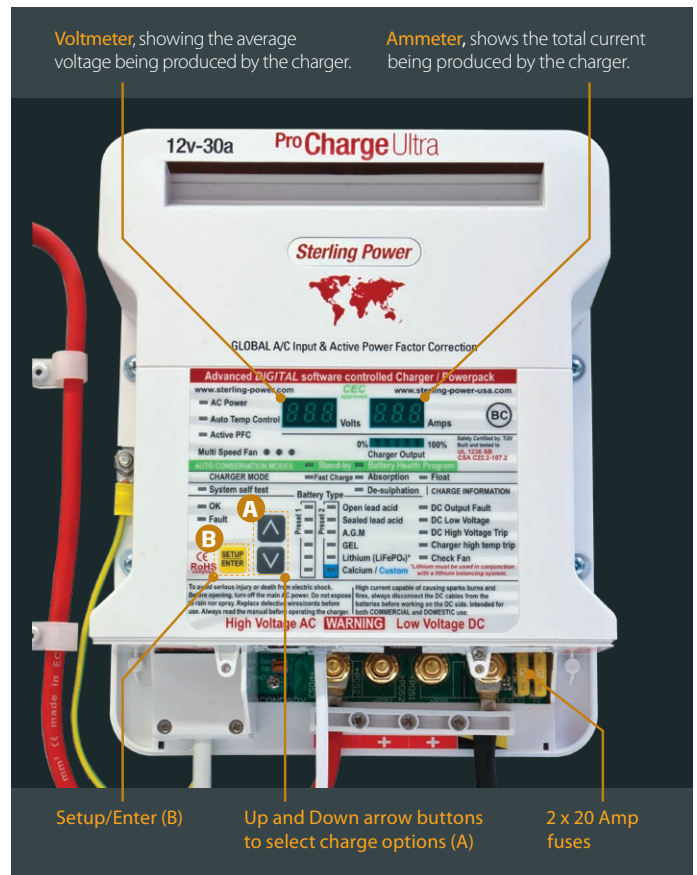
If replacing the Pro Charge Ultra...

Fault-finding if charger is showing 0.0V – 0.0 Amps

If changing the Pro Charge Ultra in a Groundhog unit, you will need to reset the programme from 'Battery Charge' (BC) to 'Power Supply' (PS). To do this, please follow points 1–5 below:

1 Start the generator:

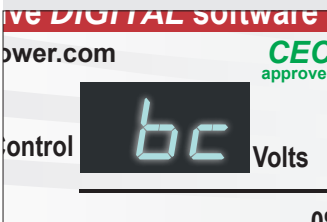
- Turn key to GL (see A) on control panel
- Wait for the glow plug light to go out (see B)
- Turn key to ST (start) (see C).



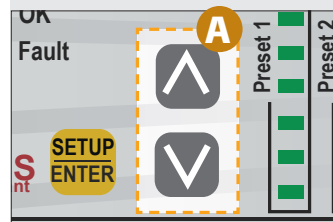
2 On start up the battery charger will first show "888" in Voltmeter & Ammeter windows.



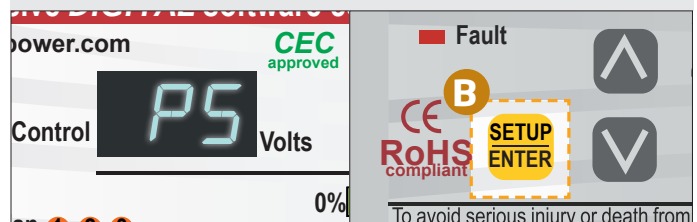
3 The display then changes to 'bc'.



4 Press either Up or Down arrow button (A) to toggle to 'PS'.



5 When the display reads 'PS', press and hold Setup/Enter (B) for 5 seconds.



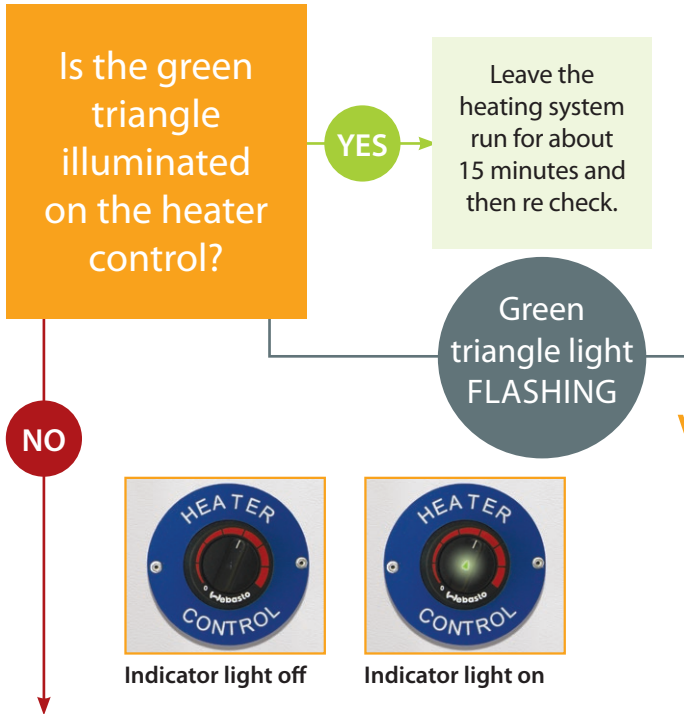
Once stage 5 is completed, your Sterling Power battery charger is set to 'Power Supply' mode.

This can be checked by switching off the generator and restarting when the charger goes off; on start up you should see 'PS' rather than 'bc'. If 'bc' is still displayed, please repeat procedure.

NOTE Using the 'power supply' mode makes no difference to the set up of the unit.

TROUBLESHOOTING:

If the Webasto heating system is not working...



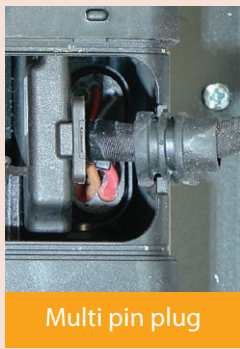
If the LED on the heater control is showing a series of flashes then a fault has been detected, please follow the instructions below to determine the fault:

An error code is generated on the control element indicator light after an error has occurred. When determining the generated code, there will be a **series of 5 fast flashes** after which, the error code will be generated by a sequence of long flash pulses. Count only the long flash pulses to obtain the code.

The error codes shown here apply to **static units only**. For mobile unit error codes, please see our trouble-shooting guide for mobile units

This tells you that there is no 12 volt power going to the diesel powered heater. Check all the following:

1. Start the generator to ensure there is sufficient diesel and battery power for heating to operate.
2. Check the battery guard has not cut the power to the 12 volt supply, if the canteen lights are illuminated then the heater should be receiving 12 volts (if canteen lights are not illuminated then start the generator).
3. Check the 20 amp fuse in the "in line fuse" holder on positive side of the battery.
4. Check the 5 amp fuse on the 12 volt fuse board.
5. Check the multi pin plug on the top of the heater is firmly located.
6. Check all electrical connections to both the battery and the 12 volt fuse board.

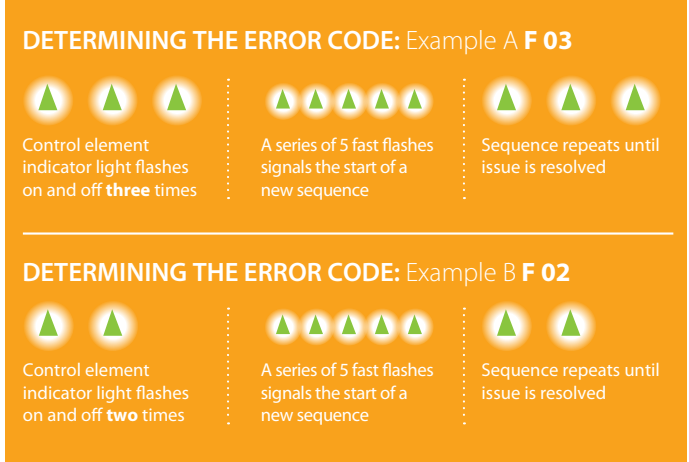


Multi pin plug

If after checking all the above points, the green triangle does not illuminate then an engineer will need to attend site.

Error codes are shown below:

F 00 Control unit defective / heater lock out/ internal room temperature sensor defective	F 09 Glow plug defective
F 01 No starting	F 10 Overheating
F 02 Flame failure	F 14 Blow-out temperature sensor defective
F 03 Undervoltage or overvoltage	F 16 Exhaust temperature exceeded
F 04 Premature flame detection	F 17 Exhaust temperature sensor defective
F 07 Fuel pump defective	F 18 Setpoint sensor defective
F 08 Combustion air fan defective	F 19 Plausibility check for sensor not correct



Please see following page for instructions on how to reset the heater.

TROUBLESHOOTING:

How to reset the heater...

SWO7600 Fusion Pulse

All faults can be reset by following the below sequence:

NOTE

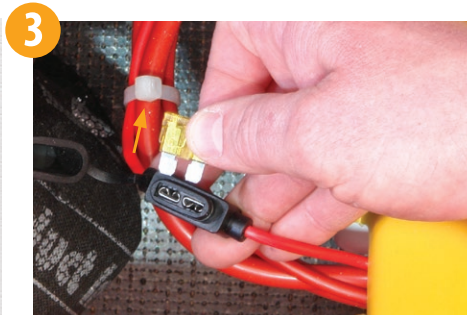
Prior to resetting any faults please record the error code for future reference then start the generator to ensure there is sufficient diesel and battery power for the heating to run.



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



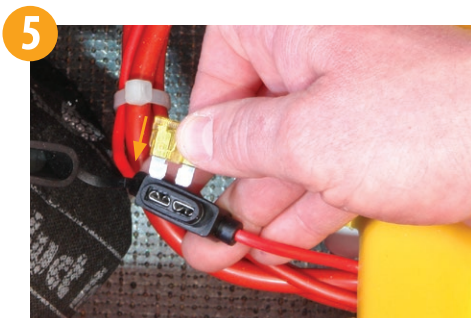
Turn the heater control clockwise to the "on" position, so that the error code is being given.



Remove the 20 amp fuse from the inline fuse holder on positive side of the 130 amp hour battery, positioned under seating in the drying area.



Return to the control panel in the canteen and turn heater control anti clockwise to the "off" position.



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



Finally, turn the heater control in the canteen clockwise to the "on" position; you should now see a solid green triangle in the centre of the heater control to show the heating is in working order.

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.

IMPORTANT

To prevent heater lock-out during the winter months it's advised that the generator should be run for 3 hours every night before leaving site. The generator is fitted with a 3 hour run timer which will automatically shut the generator off.

TROUBLESHOOTING:

How to reset the heater...

SWO7600 Fusion Pulse Full Flush

If you are not receiving hot water and hot air after 15 minutes, follow the below reset procedure:

1

Turn the heater control toggle switch, situated on the control panel in the canteen, clockwise to the "ON" position.



2



Turn the heater power isolator, situated on the 12V enclosure panel in the generator area, anticlockwise to the "OFF" position.



10 secs

After 10 seconds, turn the heater power isolator clockwise to the "ON" position.

IMPORTANT

To prevent heater lock-out during the winter months it's advised that the generator should be run for 3 hours every night before leaving site. The generator is fitted with a 3 hour run timer which will automatically shut the generator off.

TROUBLESHOOTING:

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

1

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



10 mins



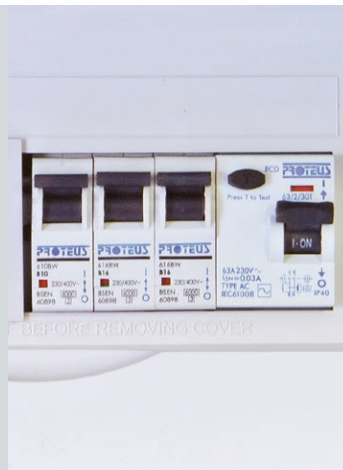
2

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



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.

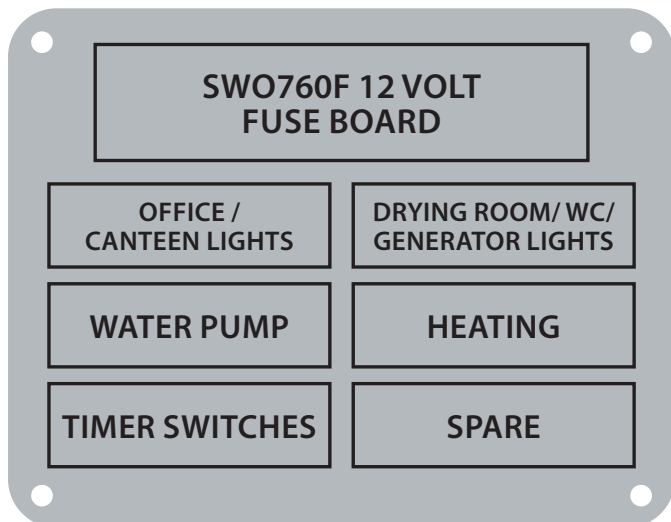


NOTE:

If issue continues then an engineer will need to attend site to diagnose issue.

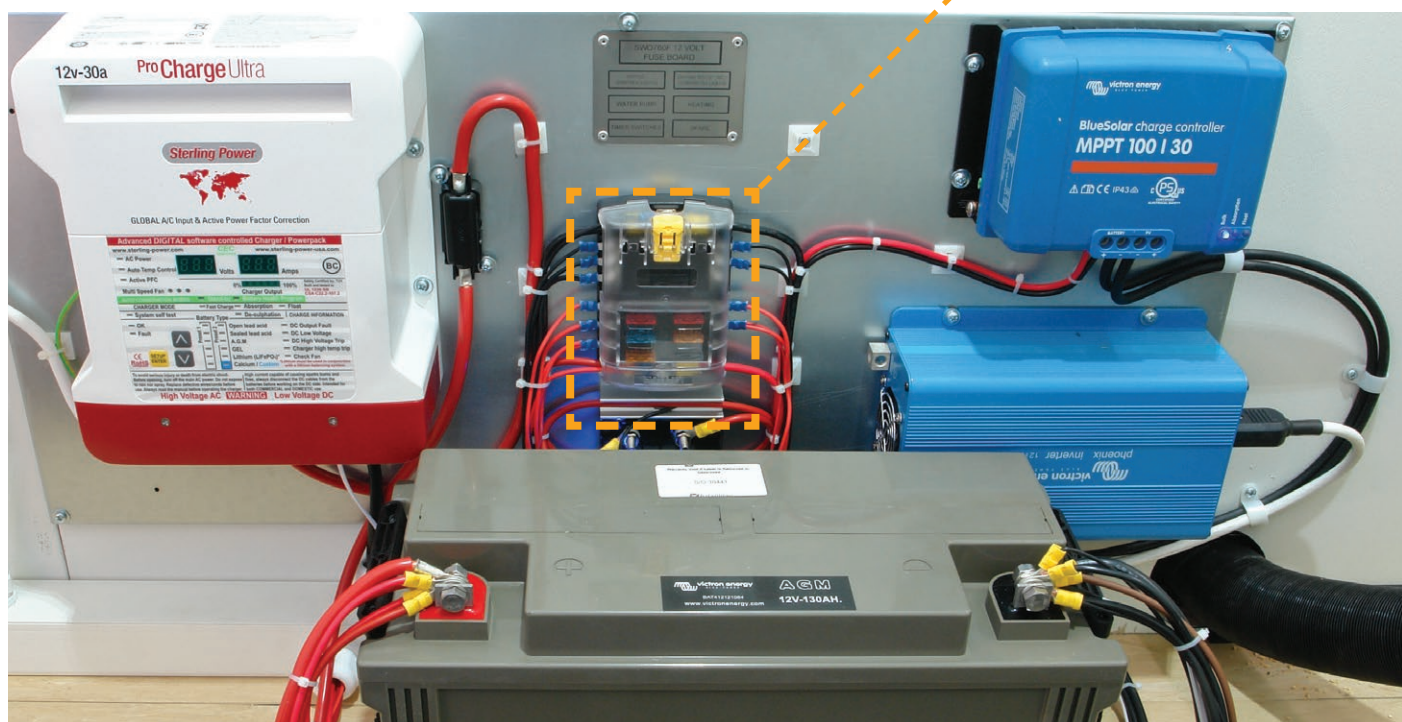
TROUBLESHOOTING:

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



Water pump fuse

Timer switches fuse



- Remove the fuses for both the water pump and timer switches in the 12 volt fuse board located under the seating area in the drying room.
- After 10 seconds replace fuses and retest.

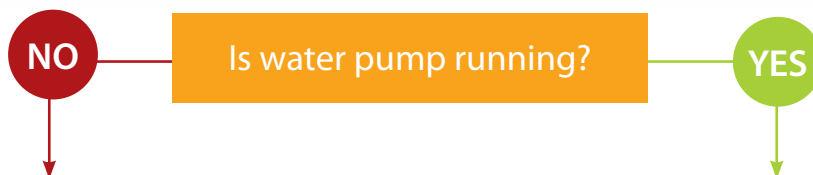
NOTE:

If issue continues then an engineer will need to attend site to diagnose issue.

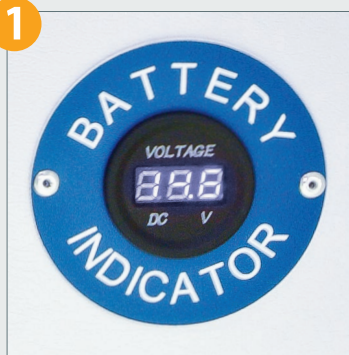
TROUBLESHOOTING:

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

SWO7600 Fusion Pulse



1



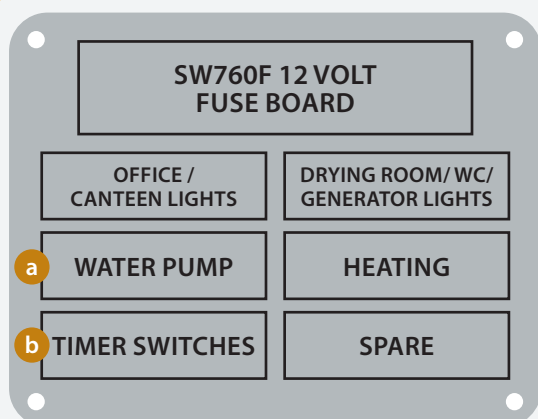
Check battery level or ensure canteen lights are illuminated.

1



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

2



Check fuses located under the seating area in the drying room:

- a. Water pump
- b. Timer switches

2



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

3



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

NOTE

If issue continues then an engineer will need to attend site to diagnose issue.

TROUBLESHOOTING:

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

SWO7600 Fusion Pulse Full Flush



Check toggle switch in canteen area is in the 'ON' position.

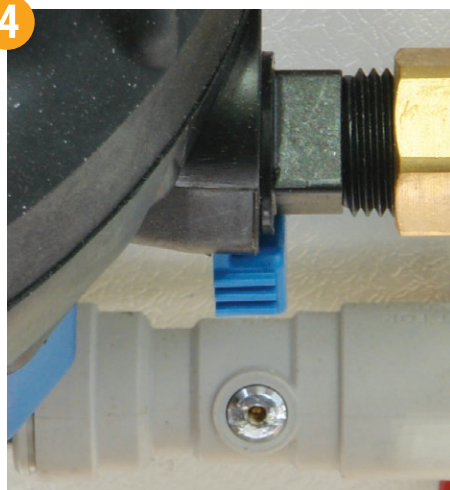


Check level of fresh water.



Ensure red light indicating status of waste level is not illuminated on panel in toilet room.

If red light is illuminated, contact service provider.



Ensure ballfix valve, located under the seating in the drying room, is turned on – in the horizontal position.

NOTE

If issue continues then an engineer will need to attend site to diagnose issue.



Tel 01639 641166

Email sales@groundhog.co.uk

www.groundhog.co.uk

Version 1.9 | 01/25

Copyright ©2025 Groundhog UK Limited. All rights reserved.

No part of this material may be reproduced in any form
by any means without the express written permission of Groundhog UK Limited.

* Weights and sizes shown may vary slightly. Groundhog reserve the right to change specification without prior notice.