




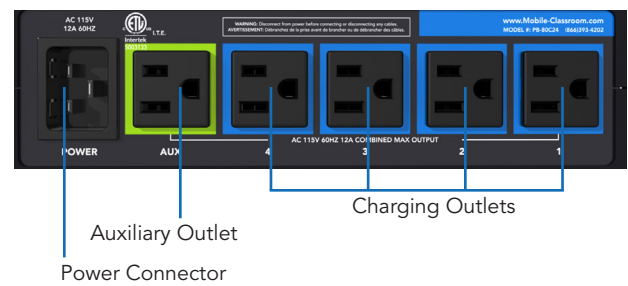
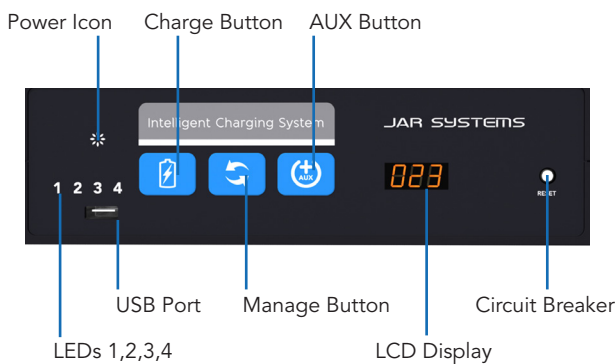
### Troubleshooting Level 1

1. Plug the unit into an outlet. The power icon will turn blue when it's receiving power.  Power Icon
2. Ensure all wire connections are secure.  
Charging cables need to be plugged into the devices and the power strips, and all power strips connected to the Intelligent Charging System.
3. Let the unit charge in manage mode for 2 hours.  
To put the unit in manage mode, make sure the unit isn't in the middle of a charging cycle. Unplug the power from the unit, wait 10 seconds, plug it back in and press the manage button once.  Manage
4. If these steps don't fix the issue, proceed to Level 2.

**Important:** If the unit operates in any manner aside from what is described, please call your JAR Systems representative right away.

### Troubleshooting Level 2

5. Check the unit's firmware version.  
Unplug the unit and plug it back into an outlet. The firmware version will flash for a split second on the LCD screen. Make sure someone is looking at the screen directly and the version will display as "A.06", "A1.2", "A1.5", etc.
6. **For firmware A1.5**, please proceed to step 7.  
**For firmware A1.0 to A1.4** – The firmware needs to be updated. **Instructions on how to update the firmware to A1.5 are located on the next page.**  
**For firmware A0.6 or A0.9** – recalibrate the unit. **Below is a video** on how to recalibrate the unit. Unless you move the carts to another outlet you should not have to recalibrate more than once.  
 **WATCH THE VIDEO**  
[www.JAR-Systems.com/ICS-Recalibration](http://www.JAR-Systems.com/ICS-Recalibration)
7. If you are still experiencing issues, please email the serial number of the power unit along with the symptoms to: [sales@jar-systems.com](mailto:sales@jar-systems.com) or call (941)870-4493 and press 2 for service.



### How to Download Firmware

1. Visit: [www.JAR-Systems.com/ICS-A15-Update](http://www.JAR-Systems.com/ICS-A15-Update)  
The link will download a firmware file that can be copied to a dedicated SanDisk USB Memory stick, or one that is formatted as FAT32.

**Note:** That the USB stick should be empty prior to copying the file over and the storage capacity must not exceed 16GB.

**FAQ:** If you experience problems formatting your USB stick, the unit can do it. Create a new file on the USB stick named **"FORMAT.ME"** and then plug the USB stick into the unit to format. Ensure that **".ME"** is the file extension.

**NOTE:** If you have a pre-loaded USB provided by JAR Systems you can simply remove any old software files and download the new software file before using –no formatting necessary.

### How to Update the Unit

2. Plug the unit's power cable into a power source. If only the power light is illuminated, then continue to Step 2.




Charge



Manage

If the lights for either the Charge Button or the Manage Button are illuminated, press the illuminated button. This will discontinue the mode and only the power light should remain illuminated

3. Unplug the unit's power cable from its power source.
4. Plug the USB stick that contains only the file for the new firmware into the unit's USB port.
5. Plug the unit's power cable into a power source. Wait for the LCD display to read "A1.5" and for each of the LED numbers to flash all 4 colors: green, red, blue, yellow.
6. Unplug the USB stick from the unit's USB port.
7. Unplug the unit's power cable from its power source.
8. Plug the unit's power cable into a power source. The LCD display screen should automatically read "A1.5".
9.  Press down on the Manage Button to begin Manage Mode.

