

TROUBLESHOOTING

Please follow these troubleshooting guidelines before contacting us for technical support. Do not contact us for diagnosing issues in the electric circuit on existing products.

New motor only runs in one direction	<ul style="list-style-type: none">• Double-check wiring connections and make sure connections are clean and tight. If wired to GEM remote, make sure the White and Orange wires from the remote are connected to the proper places• It is possible the switch or GFCI is malfunctioning. It could also be a short in wiring between motor and controls. Try interchanging motor direction to see if the problem follows in the other direction. If it follows, the motor is most likely not the issue.
Motor is getting hot or smoking	<ul style="list-style-type: none">• Make sure your motor connections are correct for the power supply voltage being utilized. Running 230V power into a motor that has been connected for 115V will burn the motor up fast and cause permanent damage to windings• Motor is under-voltage. This is a common problem and is caused by long runs of electric with too small of wiring to power motor under load. Consult with electrician to ensure wire size is sufficient. Check voltage at the motor to ensure no voltage drop under load.
Don't see diagram for motor or control I have	<ul style="list-style-type: none">• The diagrams shown prior are the products used by AMS. If you have only either one of AMS' motors or controls but not both, we will not be able to assist you with wiring. We will not be able to tell you if the two items are compatible so please do not contact us on these types of issues.