



## TROUBLESHOOTING GUIDE

If you are having issues with your bollard, we invite you to go through the below troubleshooting. Once you have gone through these steps, if you are still having issues, please contact us for additional support on 1300 583 231 or email us with detailed information at [info@securspot.com.au](mailto:info@securspot.com.au)

- 1) Does your bollard have any physical damage?** If it does, this could be the reason your bollard is not functioning properly. If not, check step 2.
- 2) Have you charged your bollard battery?** Your bollard has a rechargeable battery which needs to be charged every 3 months or every 12 months for solar models. To charge the battery, use the keys (supplied with the bollard) to lift up the black lid. Unplug the battery and plug into your wall charger (also supplied). Plug directly into a wall outlet, not through a power board or extension lead and keep on charge until the light goes green. Always supervise your charging battery. If you've charged it, check step 3.
- 3) Does your remote control need a new battery?** If your remote control is not lighting up, flickering, or showing a dim light, it requires a new battery. Your remote will either have a A27 battery or a C2032 battery, both of which can be purchased from a local hardware store or supermarket. You will need a small screwdriver to unscrew the back casing of the remote to change it over. If you have changed it, or it doesn't need changing, check step 4.
- 4) Have you tried a new / working battery?** If you have multiple bollards, have you tried plugging in the battery from a working bollard to see if this fixes the issue? If you don't have another battery to try, get in touch with us to purchase a new battery and we will refund you for it if it doesn't fix your issue.
- 5) Tried everything and still not working?** Please contact our team on 1300 583 231 or via email at [info@securspot.com.au](mailto:info@securspot.com.au) to assist.