



FREQUENTLY ASKED QUESTIONS

Are your steps off-road capable?

Yes! That is what we had them built and designed for. They function as perfectly capable sliders when the step is in the closed position. The motors can be submerged and the lights are waterproof. All the connectors are waterproof. They function between -40 degrees and 120 degrees. They may slow down at lower temperature but will still function how they should! They have been tested in Moab in the heat and rocks along with Northern Utah at the manufacture facility where the temperature can hit -30 degrees.

Do I have to cut into the jeep wiring system at all?

Nope! We wanted to keep the jeep and truck computer independent of our system so we send out our own little sensors you will install on your door along with our own small computer and wiring harness. The sensors are actuated with magnets you stick on your door so when they open the steps then deploy, and then when you shut the door they come back up in.

I want to go rock crawling but don't want my step to deploy. What do I do?

Easy! We send each and every step slider unit out with a little 3/4" rocker on/off switch. Simply switch this to the off position when off-roading and this will turn the system off. If they do deploy our computer will detect if something is below them and stop so the motors don't get damaged. This works going up also. If something gets stuck the system will shut off to prevent injury to you and itself!

How hard are they to install and how long is the install time?

The hardest part is marking the holes and installing the nutserts. Everything else is straightforward and we send out a detailed step by step instruction manual you can follow. We normally recommend the install time to take between 4-5 hours the first time. Some may take longer because they are double and triple checking everything, but installers can do this within 4 hours. Shop rates may differ however.



TROUBLESHOOTING YOUR STEP SLIDERS

I just installed my steps and they aren't coming down when I open the door.

Alright! First thing: Double check connections. Check the fuse to make sure it is plugged in. Is the little on/off switch getting power? Is the little circuit board plugged in? Are the door sensors plugged in?

My switch is getting power but the light stays on in both positions.

The light is only supposed to be on when the system is turned on. If it is lit in both positions simply switch the red wires on the back. *Will this kill my battery with the light constantly lit?* This will not kill your battery unless you leave it lit for a month with no use.

Everything is plugged in and the switch is turning on and off, but still the steps won't deploy.

Three things may be causing this issue. We will sort them out one by one!

1. Check the motor first. Simply unplug it from the wiring harness and apply external 12V power to the leads. One position will make them deploy. Switch the leads again to make them retract. If this works, plug the motor back into the harness. We test each and every motor that leaves our factory by hand along with assembling your step slider by hand. These may fail, but it is extremely rare after we send them after having tested them. If you test the motor and all you hear is a clicking sound but nothing happens, something internally broke. If they are brand new and you can provide a proof of sale or sales receipt we cover this under warranty!
2. Check the sensors. Unplug both of them from the wiring harness, and plug one back in. Manually test your sensors by putting a magnet really close (but not touching) to the sensor. Does it make the step retract? When the magnet is away, the step should deploy. If the steps deployed right after installation more than likely your magnets just need to be aligned. Do this one by one with each sensor by the method above. Install one sensor, test, align the magnet on the door, test, and then mark the position of the magnet so if for some reason they do move out of place you can easily realign them. The sensors should have a label with MP###802 or MP###902.

I tested the motor, its good. I checked the sensors individually, and the system still won't work. The steps don't even deploy unless I do it manually with 12V power.

3. In even rarer circumstances, the circuit board that runs the system came faulty from our manufacture. We have you covered though! Our internals are covered for 3 years against manufacture defects. This includes ground shipping. We do not cover three day air, 2nd day air or overnight shipping on replacement parts.

I opened my door a bunch of times and the system just shut off. What happened?

Our systems have built in protection against quick cycling like this to prevent damage. Simply turn your on/off switch to off, wait 5 seconds, and then to on again. This will reset the system and allow it to work normally again.

My steps are binding as they are coming out of the slider, and sometimes only come out when I pull them. What is going on?

Two things could be happening. The step window, where the step sits, needs to be pretty much even all the way around. We allow for some adjustment for this to be fixed. On the bottom of the step slider there are two small windows to reach the adjustment points on the aluminum blocks at the front and rear. Remove the hex nut that is holding that in place, adjust upwards or downwards as needed, and then replace the nut.

The other thing you need to do is **lube the pivot points!** We recommend anything that is an oil based lube such as air tool oil or CRC Multipurpose Lubricant. Do **NOT** use WD-40 as that will void any warranty that exists on the step sliders.

I adjusted the step and the steps are still binding.

More than likely now your aluminum block bolts have become loose. Simply deploy the step and turn it off half way through the deployment. Take a hex head wrench and tight each one of those 5/16" stainless steel button heads on the outside of the step.

Everything is working now! But I want to take my doors off and have the steps still work.

We sell a door delete button you can replace those sensors with! SL-DD-100 kit comes with everything you need for two doors. If you want to install a delete kit on the rear doors also you will need to purchase two kits.

I was off-roading, forget to turn my system off, someone left the door ajar and I ripped my step off on a rock. What now?

No worries! We can replace these parts for you at cost. You will have to remove the step off your vehicle to replace the innards.