


REALPOWER®

TURN YOUR TRUCK INTO A MOBILE AC POWER STATION

TROUBLESHOOTING GUIDE

In the event of an issue with your Real Power generator system, this guide will help identify and diagnose a root cause and potential solution. Phone assistance is available at (877) 670-7325



WARNING: When System is operating, lethal voltage is present. Working near rotating components is dangerous and carries risk of severe bodily harm or death. Troubleshooting should only be done by a trained technician and the system should always be shut down and de-energized to the fullest extent possible for each test.

Observation	Potential Cause	Potential Root Cause(s)	Action
Truck doesn't engage high idle	Generator Relay String	E-Stop, Over Temp Light, Parking Brake	Check and reset. If persistent, confirm 12V at PTO solenoid.
	SEIC Program	Park, Foot Brake, Accelerator	Check and reset. If persistent, check for possible bad sensors.
Truck high idle shuts down unexpectedly	Generator Relay String	E-Stop, Parking Brake, PTO Switch	Check and reset. If persistent, check for loose connections.
		Over Temp Switch	Check Over Temp indicator light. If on, clean the air filter on the generator.
	SEIC Program	Park, Foot Brake, Accelerator	Check and reset. If persistent, check for possible bad sensors.
		Transmission/Engine Temp Limits	Use dashboard to check Engine and Trans. Temp during operation.
		Vehicle Motion Detected	Confirm vehicle is not being shifted by external forces.
Vehicle calls for DPF regen	Take to dealership. Vehicle should be able to run a parked regen while in stationary PTO mode.		
High Idle On, but No or Extremely low Voltage	Circuit Breakers	Main Breaker, Sub Breakers	Check for power to panel meter (if present). Shut system down, remove keys from truck, and check inside panel for trips.
	Generator not Turning	PTO not Engaging	Confirm generator is stationary. Check for 12V present at solenoid. Work with Real Power to determine next steps.
		Driveline Failure	With vehicle off, inspect for broken or disconnected components, keyway. Do not move truck until system is secured from damaging vehicle transmission.
	Generator Regulator Failure	-	Use DSR manual to determine if power is on and potential error codes.
Generator Electrical Failure	Diodes, Stator, Exciter, Regulator	Contact Real Power for diagnostic support	
Incorrect Voltage +/-20%	Regulator Adjustment	-	Contact Real Power for procedure to adjust regulator Voltage
Incorrect Frequency - Consistent	Engine RPM Adjustment	-	Contact Real Power for procedure to adjust vehicle RPM
Incorrect Frequency - Transient	PTO Slippage	PTO Clutch	Evaluate generator frequency when different size loads are applied. Contact Real Power to determine possible replacement options.
Insufficient Power – Truck engine drops significantly when load applied.	Loss of Horsepower	Air Intake, Fuel Filter	Check and replace filters as needed.
		DPF, ECM Codes	Contact local dealership for evaluation
Insufficient Power – Truck engine stays mostly constant when load applied	Drive Shaft Keyway	-	Confirm by observing generator slowing down under load. Contact Real Power for driveline replacement options.
	PTO Clutch	Clutch Pack, PTO Relay Base, 12V Wiring Solenoid, Solenoid O-Ring	Contact Real Power for diagnostic and repair options.