



## **Troubleshooting Guide**

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**1-855-554-4344**

***[www.thermalintelligence.com/support-content](http://www.thermalintelligence.com/support-content)***

# Table of Contents

OPERATING ISSUES	PAGE
Control Panel will not turn on	3
Engine Turns Over But Will Not Start	4
Engine Will Not Start Lift pump is working (clicking) but starter won't turn over or only clicks	5
Heat Is Set To "ON" (It's Really Cold Outside) But Output Air is Cooler and Engine Load is Not Increasing to Maximum	6
Heater Was Running But Shut Down and Now Will Not Start	7
Engine Violently Chugs or Shakes When Heater Load Is Ramping Up	8

ALARMS	PAGE
"Emergency Stop Pressed" Alarm	9
"Alternator Not Charging" Alarm	10
"Coil Bank Over Temperature" Alarm	11
"Engine Over Temperature" Alarm (And Unit Shut Down)	12

# Control Panel Will Not Turn On

## Potential Reason

Low or dead battery

## Troubleshooting Steps

Ensure Master Battery Disconnect is switched to “ON” position

If control panel still will not turn on

Charge Battery by plugging unit into power.  
Alternatively, boost battery.

If control panel still will not turn on

Contact Thermal Intelligence



**Link to “How To” Video**  
<https://qrco.de/bdRMs6>

# Engine Turns Over But Will Not Start

## Potential Reason

Inadequate Fuel Supply/Air in Fuel Lines

## Troubleshooting Steps

Pump Primer button until it becomes firm. Attempt to start unit.

If unit still will not start

Loosen bleed screw on fuel filter, allowing air to escape. With screw open press primer button until fuel comes out. Once fuel comes out, tighten screw, press primer button until firm, attempt to start engine.

If unit still will not start

Check fuel lines for damage or leaks causing air to enter the system.



**Link to "How To" Video**  
<https://qrco.de/bdRMxq>

# Engine Will Not Start

Lift pump is working (clicking) but starter won't turn over or only clicks

## Potential Reason

Potential Low Battery/Engine ECU Lockout

## Troubleshooting Steps

If battery voltage is low, the starter will click but not turn over, charge/boost battery and attempt to start.

If unit still will not start

If battery voltage is sufficient and starter does not even click after glow plug countdown, the engine ECU may have locked out the starting function. Contact Thermal Intelligence.

# Heat Is Set To “ON” (It’s Really Cold Outside) But Output Air is Cooler and Engine Load is Not Increasing to Maximum

## Potential Reason

Solid State Relays Not Functioning Correctly

## Troubleshooting Steps

In extreme cold temperatures the solid state relays on the BASECAMP can take a while to warm up in order to "fire" correctly and allow power to the heater elements. If after 10-15 minutes the problem has not rectified itself, take the outlet end of the duct and place it next to the SSR Heat Sink (8" x 8" Black Box located on the back of the control panel, this is accessed by opening the engine compartment door on the same side of the heaters as the inlet/outlet chutes). After a few minutes of slightly warmer air the unit should ramp up to full load.

If problem persists

Contact Thermal Intelligence

# Heater Was Running But Shut Down and Now Will Not Start

## Potential Reason

Clogged Fuel Filter

## Troubleshooting Steps

If a "Fuel Filter" alarm does not engage, that does not mean that the fuel filter isn't clogged. Drain the bottom of the fuel/water separator (watch for water). Prime unit and attempt to restart.

If no other codes exist and unit will not restart

Replace fuel filter and attempt to restart

If no other codes exist and unit will not restart

Contact Thermal Intelligence

# Engine Violently Chugs or Shakes When Heater Load Is Ramping Up

## Potential Reason

Generator is out of Phase

## Troubleshooting Steps

Proper electrical phasing is set at Factory. If engine is chugging during heater ramp up the likely reason is someone has switched phasing in the generator peckerhead.

Contact Thermal Intelligence for instruction.



# "Emergency Stop Pressed" Alarm

## Potential Reason

E-Stop Button Engaged

## Troubleshooting Steps

Pull button out by turning knob clockwise, then pulling until it clicks.  
Cycle power, then restart BASECAMP.

If alarm remains

With the power on, push E-stop button in again, then pull it out and cycle the battery disconnect. Restart Basecamp.

If alarm remains

Contact Thermal Intelligence

# "Alternator Not Charging" Alarm

## Potential Reason

Light Tower Winch Required Power/Alternator or Belt Failure

## Troubleshooting Steps

The winch for the light tower runs off the battery and requires large amounts of power. At times, this can trigger a FALSE "Alternator not Charging" alarm.

If the alarm is acknowledged and disappears, the BASECAMP operation is normal.

If alarm remains after clearing

Check alternator and accessory belt for proper function.  
Replace if necessary.

If alarm remains

Contact Thermal Intelligence

# "Coil Bank Over Temperature" Alarm

## Potential Reason

Outlet Sensor Failure/Fan Not Operable

## Troubleshooting Steps

### Check for Operational Temperature Sensor

Coil Bank over temperature will cause the heat function to turn off to protect the unit. Check outlet temperature reading on the control panel for accuracy. Open engine compartment next to the outlet chute and check deutsch connector attached to the outlet temperature sensor. Unplug and plug back in, also check to make sure wires are not loose. Loose wires can cause an intermittent spike in temperature reading causing the alarm. If issue persists, contact Thermal Intelligence for replacement temperature sensor.

OR

### Check for Operational Fan

If the heat is switched to "on" and the fan belt or bearing fail then the coil bank will overheat due to the lack of airflow. Fan must be made operational to resume normal function.

If alarm remains

Contact Thermal Intelligence

# "Engine Over Temperature" Alarm Activated and Unit Shut Down

## Potential Reason

Port Covers Not Removed/Fan Issue

## Troubleshooting Steps

The Basecamp must have both inlet and outlet air covers removed in order to maintain proper engine temperature. The Basecamp CANNOT be operated without the port covers removed. Remove covers and restart engine, unit will return to normal operation. If covers are removed, but air flow is less than normal, check ducting run for impediments/blockages and clear as necessary.

If alarm returns after restarting

If port covers are removed, and engine is running but NO air is coming out of the outlet chute, unit may have a failed fan belt or fan bearing. Unit will be inoperable until belt or fan bearing is replaced.

Contact Thermal Intelligence