

I have a problem with my Non Starter!

If you have a Non Starter fitted to your motorhome and you have an issue with it, here are a few tips. There are three models of Non Starter depending when you had it fitted will determine which model you have. Your Van Bitz invoice will tell you which model you have.

If you have lost the instructions that we would have given you, you can download them from the FAQ's at www.vanbitz.com

The three systems are "Non Starter" with a status red LED, Non Starter Plus, or Non Starter MT

The "Non Starter MT" is App driven and the purchase price includes the first years air time, so you will not have any SIM card issues.

The other two systems have a PAYG (Pay As You Go) SIM card. 99% of all queries we get about suspected faults are not faults, but issues with the SIM card. The units will not work if you have used up all of the credit.

We would have given you a SIM pack with top up details and we may of helped you set up an on line account with your service provider, most likely either Vodafone or Lebara.

If you are experiencing problems with your Non Starter, the first point of call is to contact your service provider and check the credit on your account. A regular occurrence for us is someone is convinced that they have a problem as they have set up an "auto top up" only to find out that there has been an issue with say a credit card and the auto top up function has failed.

Also if the network is down for maintenance or with an unforeseen fault, this will obviously cause problems. Logging in using the username and password written on your SIM pack will allow you to check the credit, see if the SIM s active or not, and advise you of potential issues.

Lebara uses the Vodafone network in the UK so the network can be easily checked here <https://www.vodafone.co.uk/explore/network/uk-coverage-map/>

When your Non Starter or Non Starter Plus was installed we would have given you an indication where in the motorhome the system was located. If you had a major network issue and needed to by pass the system, simply unplugging the unit will re-instate the starter and the motorhome can be started.

Remember, the system is designed to automatically immobilise the motorhome if the chassis battery goes flat.

Non Starter has its own internal battery and will try to contact you should the engine battery voltage get to a critical level. However, it is only a small battery so if the engine battery is flat, the Non Starter battery will soon follow

When you attempt to resolve the issue, charging or replacing the battery, the Non Starter will still be immobilising the engine, as it is designed to do. So, if you experience a flat battery you must remember to send the correct disarm message before you will be able to start the motorhome

THIS IS NOT A FAULT! IT IS DESIGNED TO DO THIS

If you follow these tips and the instruction booklet, you should be able to resolve any issue. The units are historically very reliable and we have had virtually not faulty unit, it is 99% of the time, Credit, Network or Battery related problems.