**HWH 325 Jack System Will Not Retract - Button Failure! (Possible Solution)**

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My HWH 325 Jack System would not retract the other day and for a moment I thought I was in real trouble...

I was camped at the Great Salt Lake and was thinking I would be leaving in 30 minutes when the "Store" button to my jack would not function...

With my jacks down I wasn't going anywhere! Then I remembered, on my other RV the jacks would automatically retract if I started the vehicle and put the transmission in "drive."

...And that almost worked this time, but not quite. Indeed my jacks were retracting, which was good, but stupid me didn't give the system enough time for the jacks to retract all the way. The problem was this: I put the tranny back in neutral... then went outside to see if my jacks were up... but they were only half way retracted. And then it turns out, I couldn't repeat the sequence to retract the jacks more. (But at least you know this emergency auto-retract method may work for you in the future if you find you cannot retract your jacks for whatever reason.)

At this point I considered myself "better off" and yes I could have driven the RV to a local repair facility, but then I started to think... if all the other buttons were working... but not the "store" button, then maybe I could get the bad button working. After all, I did have access to and could see all the little button soldier bumps on the back of the control board. (See pictures.) ...And I thought, if I could jumper the right soldier bump I would be okay?

Note: My control panel is probably different looking than your control panel, because this HWH 325 System was later modified with an "Active Air" system by HWH, but the button-design on my face plate is still probably the same as the button-design on your face plate, so I'm going to describe another possible solution and method to retract your jacks if you get stuck with them down like I did. And you should know this method worked very reliably for me several times…. (See picture with probe pointing to wire to touch.)

[B]Turns out the fix was more simple: Just take a 12 V probe that is grounded on one end… and then touch the pointy-end of the probe to the trace wire located next to the bad button diode. It doesn't matter which side of the diode you touch... and if you find your jacks will now go in to "store" mode you will be good-to-go![/B]

Apparently, the control panel buttons act like a switch-to-ground which then signals the jack system "store" function to engage. So when you use a 12V probe that is designed to light-up when you find a 12V source -- apparently you can also use it in this case to create a jumper to ground -- and in this situation, doing that, creates the same function as pressing the "store" button on the control panel. (So maybe this will work for you too!!!)

I then sent my control board to HWH for inspection and/or repair and it cost $325. HWH replace the front PCB and the TAT was about 7 days. (That's it.)

** I always thought everyone should carry a 12V probe for hunting down electrical problems, but never did I ever think this $10 device would save me a lot of money and time, like it did in this case!