

**Where is the user manual?**

The user manual is stored inside the USB drive that came in the box as a PDF file. The manual can be download from AutoTest Product website as well.

**My screen is too dark/light.**

Adjust the contrast by using the 'O' menu command and pressing the up or down arrows. Refer to your manual for more information.

**My Brake Meter turns off when printing.**

Charge the battery.

**How often should I charge my battery?**

It is okay to leave the unit on charge all the time.

**My brake tester will not take charge.**

Check that the charge light is on. Measure the output voltage of the charge. Batteries normally have a life of 2-3 years. If the problem persists, call our Service Team.

**My brake meter does not print out the results after the test.**

After a test, press Y to print out the results. If the results displayed are not correct, press NO and repeat the test. Call our Service Team if the problem persists.

**The paper won't feed.**

Wrong paper type - replace the paper roll. Clean dust and dirt from the printer with a dry brush.

**Does my printer need oiling?**

No. Under no circumstances should you oil your printer, this will void your warranty.

**How long does my printer ribbon last?**

The ribbon should be changed with every second roll of paper.

**Where do I buy paper and ribbons?**

From the online shop on our website or your local distributor. A paper pack consists of 2 paper rolls and 1 ribbon.

**Can I replace or repair my pedal sensor?**

No. Each sensor is individually calibrated; this must be done by Service Team.

**I need to push the brake pedal very hard to get the AutoStop brake tester to work.**

Call our Service Team, and a technician will help you to adjust the meter.

**Every test has the same pedal force reading.**

The pedal sensor wire is broken. Send the meter back for repair to AutoTest Products, or via your local distributor.

**The plastic cap on my load cell is loose.**

The cap should be loose for correct operation.

**The speed reading is much higher than the speed I was travelling.**

The brake meter was not firmly secured in the car - repeat the test.

**The speed reading is much lower than the speed I was travelling.**

The sensors may need adjustments - turn the brake meter off, then on again to perform a self-check. Call the Service Team if the problem persists.

**What sort of stop is required?**

A moderate stop from approximately 35 km/h is best. Do not skid the vehicle, as this will provide poor results.

**How often do I need to calibrate my AutoStop Brake Tester?**

Maxi - 2 years.

**How long does it take to calibrate my Brake Meter?**

It may take one business day to calibrate (excluding shipping and repairs).

**Where do I send my AutoStop Brake Tester for calibration?**

Send it to AutoTest Products or through your local distributor.

**What should I send when my AutoStop Brake Tester needs service and calibration?**

Please send your brake meter, charger, business card and up to date contact details.

[More.....>](#)

**Can I hire a replacement brake tester while mine is repaired or calibrated?**

Yes, we require a bond paid by credit card and dispatch will be same day. Contact us for the hire forms.

**Why is the distance shown on the meter different to that measured with a tape measure?**

AutoStop brake meters measure deceleration (braking efficiency) directly (which is the design parameter used in original homologation) to an accuracy of 2%. Distance is calculated by the meter in its internal computer using the average deceleration measurement, time to stop (from the internal real time clock - accuracy 1.0%) and the assumption that the final speed is zero. The double integration process involved in the mathematics compounds these measurement accuracies and dependent on the shape of the deceleration versus time trace can generate a different result. The difference will be much less than that obtained from using any peak deceleration instrument such as a Tapley meter. The difference is due solely to the mathematics and is not a function of the AutoStop meter. Regulators in certain jurisdictions still use "distance to stop" - because in the 70's and 80's direct measurement of braking efficiency to an accuracy of 2%. The regulations will "catch-up" eventually.

**Can I store two tester ID numbers in the meter?**

No, only one ID can be stored. Please press "N" on the Examiner ID prompt to reset it.

**How long does my warranty last?**

12 months parts and labour. 3 months parts and labour for repairs.

**My time or date is incorrect.**

If the time is incorrect by one hour, check the daylight saving setting. Otherwise, contact us and a technician will assist you.

**How do I get the latest version of the download software for my brake meter?**

The latest version of the download software is available for free download on our website.

**My download software / datalogger isn't working.**

Check that all cables are connected securely and are not damaged. If you are running Windows 2000, you must use the new Windows-based software, since the old MS-DOS data logging software is not compatible. You can download the latest download software free from AutoTest website.

**How do I clear the datalogger?**

At the Ready > prompt, press "L" to enter the datalogger menu. Press "C" at the datalogger menu to wipe all saved test data.

**Why is the speed wrong?**

The device is not fastened properly, or has been turned on before fastening in the test position. *Figure 1* shows correct test position. Needs to be seat belted into the passenger seat with the lid open and closer to the windscreen, not resting on the back of the chair. Alternatively, you can place on the floor of the passenger seat facing the same direction. **Never hold on your lap for the test, between your legs, or on the floor of the driver's side**



*Figure 1: AutoStop brake meter in position ready for testing. Secure in position before turning on and starting any testing.*

More.....>

**I've lost my manual. Where can I get a copy?**

You can download the latest version of our product manuals on the AutoTest website.

**How do I change units from % to G?**

At "ready" press "x" then "A", pressing "A" repeatedly will toggle between units.

**How do I change to daylight saving?**

At ready press "T" then "D", an asterisk will be displayed beside the time indicating Daylight saving.

**How to check battery level?**

Press "B" at Ready > screen.

**Why does the screen show prelude and not register a brake test?**

Please check pedal sensor reading. Press "c" at Ready>. Press "c" again, screen should show 0.XX N. Press on pedal sensor and see if the reading goes up accordingly. If there is a delay or the reading is not rising, please contact us.

**I've lost the License code for using my Brake Meter with the Data logging software.**

Please contact our service department with the unit's serial number at the ready and they will assist you in generating a new code.

**Why the Brake Meter turns off while printing, even it has been charged overnight?**

The battery is not holding charge and needs to be replaced. Send it in to us for a replacement.

**The charging light is not tuning on when I plug in the charger.**

The charging socket may be damaged, or the LED may be blown. Send it in to us for repair. Please also send in with the charger you are using.

**The Brake meter turns off in the middle of a test or print out, but it shows 100% battery.**

The battery is not holding charge and needs to be replaced. Send it in to us for a replacement.

**Why the keypad shows 12V input but I need to use a 14V charger?**

That means 12V non-regulated. It should be shown as 14V if the charger output is regulated. We recommend using the charger that came with the Brake Meter only. Never use a 12V regulated charger, it will drain the battery. You can purchase a new charger through our website or your local distributor.

**The charging light is not going off even when the battery is fully charged.**

The charging light only indicate if a charger is plugged in, it won't change according to the battery level.

**My computer does not recognise my brake meter when plugged in via USB.**

Please install the USB drivers included with the Brake Meter software, these are located in the 'USB drivers' sub-folder of the main folder where the datalogger was installed to (*Typically: C:\Program Files (x86)\AutoTest\Maxi and Heavy Datalogger*).

Please contact us for further assistance if this still doesn't recognise your Brake Meter.

**How do I find which Comm Port number my Brake Meter was assigned?**

Open 'Device Manager' and expand 'Ports(Com & LPT)'. Search the list of devices for 'USB Serial Device' and to the right of its name will be the Com port number.

**How do I use my Brake Meter with serial connection with newer desktops or laptops that don't have a serial ports?**

It is still possible to use a Brake Meter with serial connection on newer PCs that lack serial ports by using a USB-to-serial converter. Compatibility with individual converters may vary however and AutoTest can only offer minimal support in assisting you when using one.

**How do I change the display views for km / mph, the unit of acceleration, graph mode etc?**

Refer to the manual, Section 4.

**Brake meter will not turn on**

Battery may be flat- charge unit for 12 to 16 hours.  
Battery charger has failed - check battery charger output with multimeter, also check condition of fittings. Battery or internal electronics have failed - return unit for servicing.

**Brake meter does not record keypad input**

Battery may be flat- refer below.

**Brake meter turns itself off during use**

Battery may be flat- refer below.

**No printout**

Out of paper = remove printer cover plate and check paper roll. Refer manual Section 4.

**Printout illegible or hard to read**

Printer ribbon needs replacing- Refer manual Section 5.

**"Time out" displayed on printout**

Unit not secured into position properly. Foot has been lifted from pedal before vehicle has stopped.

**"MEM FAILED" is displayed when Brake Meter is switched ON.**

Internal flash memory is not responding or it is faulty. Switch off the unit and return it for servicing.

**"Format Mme? Y/N" is displayed when Brake Meter is switched ON.**

Internal flash memory is corrupt or unreadable. Press 'N' key to skip formatting. Switch off the unit and return it for servicing. Note: If 'Y' key is pressed, all existing data might get erased.

**"Reset All? Y/N" displayed when unit is switched ON.**

Clock memory is corrupt. Clock battery may be flat. Do NOT press 'Y'. Press 'N' and switch off the unit and return the unit for servicing.

**"Accelero Fail" displayed when unit is switched ON.**

Accelerometer chip is faulty. Return the unit for servicing.

**The pedal sensor doesn't fit on my brake pedal. What should I do ?**

We have found on some selection models, the pedal doesn't easily fit over the top of your brake pedal.  
*Our solution:* You can use a rubber band , and follow these steps , so a secured fitting.

