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INCLUDED IN Tech500 KIT:

- Tech500 TPMS Tool [with protective Boot]
- SD Card [in the tool]
- Power Supply
- Re-Learn Magnet
- USB Cable
- DB15 to OBDII Cable
- Tech500 Quick Start Guide
- Tech500 User Guide
- Kit CD

IMPORTANT NOTICES

All specifications, illustrations and information contained within this manual are based on the most current information available at the time of publication. BartecUSA reserves the right to make changes at any time without obligation to notify any person or organization. BartecUSA will do its best to keep you the customer informed of any changes that might affect the tools performance.

FCC Compliance **Model: DSW**
FCC ID: SX8T500 IC: 5736A-T500

Contains FCC ID: QOQWT12 IC: 5123A-BGTWT12A

Contains FCCID: YOPGS1011MIP IC: 9154A-GS1011MIP

This device complies with Part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2)

l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Note: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their expense.

BEFORE YOU GET STARTED

Before you get started using your Tech500 TPMS tool, there are a few items to review.

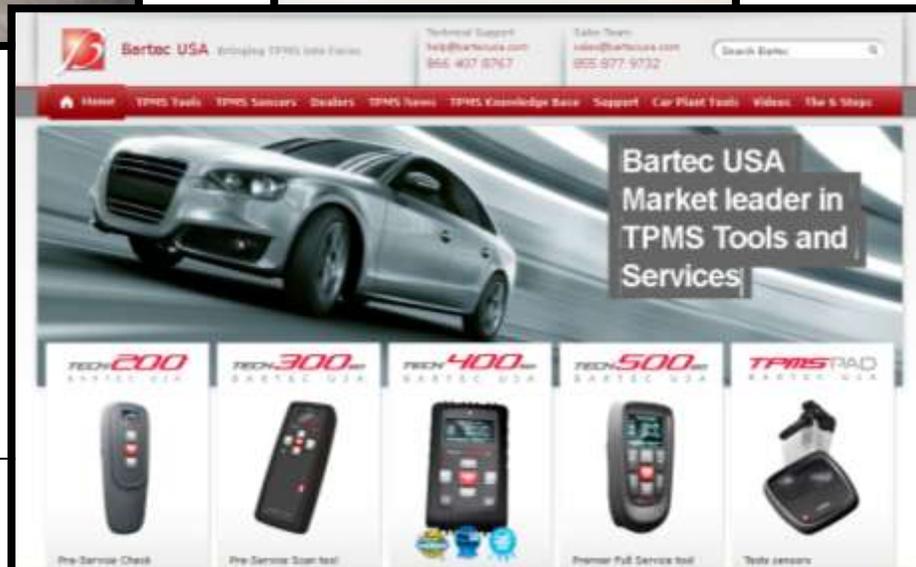
Charge your tool

The Tech500 is shipped with a fully charged battery, but due to shelf drain it may require charging. It is recommended to charge your tool 2+ hours before use. **(See page 6 for charging instructions)**



Register your tool

You can register your Bartec Tech500 @ www.bartecusa.com. Follow the on-screen prompts filling in your information and tool serial



The screenshot shows the Bartec USA website. The header includes the Bartec USA logo, contact information for Technical Support (tech@bartecusa.com, 855-467-8767) and Sales Team (sales@bartecusa.com, 855-977-9732), and a search bar. The main navigation menu includes Home, TPMS Tools, TPMS Sensors, Dealers, TPMS News, TPMS Knowledge Base, Support, Car Plant Tools, Videos, and The 6 Steps. The main content area features a silver car and the text "Bartec USA Market leader in TPMS Tools and Services". Below this, there are five product tiles: TECH-200 (Pre-Service Check), TECH-300 (Pre-Service Scan tool), TECH-400 (TPMS Knowledge Base), TECH-500 (Premium Full Service tool), and TPMS-RAD (Tools Sensors).

number. A valid serial number and supplier is required to process your registration, which can take up to 24hrs once submitted.

Update your Tool

Once your tool is registered, verify the software level loaded to the level available online and update your tool if necessary. Refer to section on tool updating for further instruction.

TOOL LAYOUT



TOOL CONNECTIONS



USB IN

USB OUT

SD CARD SLOT



OBDII Connection



Db15 TO OBDII

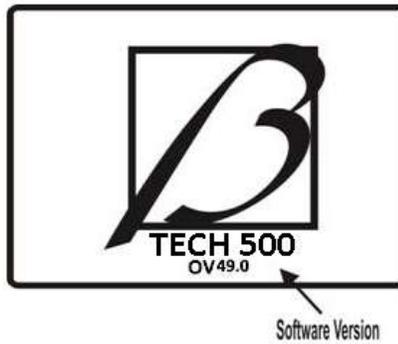
POWER ON/OFF SEQUENCE

The Tech500 is powered up using the ON/OFF key.

On/Off Key



To power the unit on press the On/Off Key for approx 2 seconds – the display will light showing a logo and software version.



The unit will then display the Main Menu. All data (results and settings) from previous tests is reloaded.

Power down the Tech500 by using the same ON/ OFF key.

On/Off Key

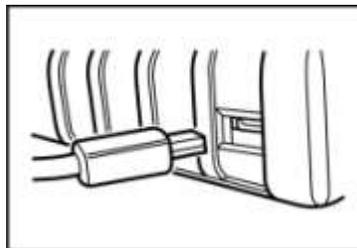
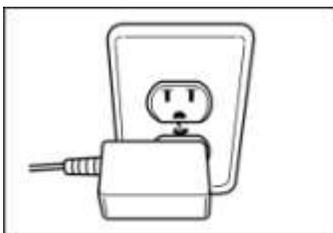


(Hold, then release when 'Goodbye' is displayed.) Auto power off is after 5 minutes of inactivity.

The unit automatically powers up when the charger or USB port is in use- auto power off is not operational.

CHARGING TOOL

NOTICE: Only use the power supply or USB cable that is included in the Tech500 tool kit to charge this tool. The use of un-approved power supplies may damage your tool and will void the tool warranty.

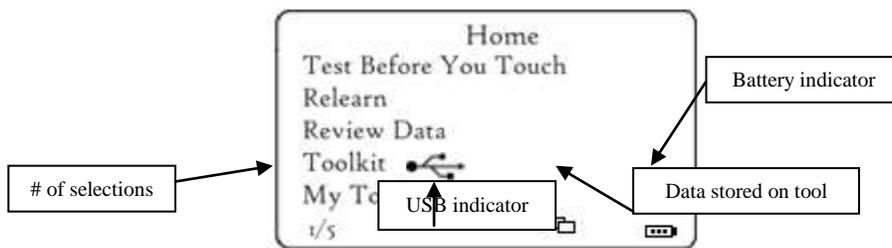


The Tech500 comes with the rechargeable battery already installed. **Battery replacement must be done at the factory.**

For optimum performance, always keep your Tech500 sufficiently charged. It is recommended that you charge the tool 2 + hours before first use.

The charge port is located on the right side of the tool and is the USB port opening.

TOOL DISPLAY AND ICONS



of selections

The menu page number (e.g. x/y) on the status line indicates the menu page or item currently displayed. The first number- x- indicates the item number selected. The second- y- indicates the total number of items available.

USB Indicator

This status line indicator confirms the Tech500 is connected to the USB port of a computer.

Once communication has been established, results data can be viewed on the pc via the Mass Storage Device feature. (Use the PC explorer program) "HTM File"

When the USB lead is removed the USB icon will disappear.

Battery Indicator/ Charging



This status line Indicator will illustrate the remaining charge status of the battery. As different TPM types will 'use up' differing amounts of energy, the indicator can only provide estimates of remaining life left before a recharge is required.

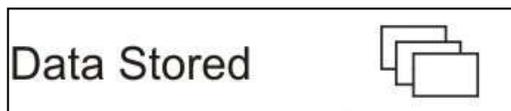
	FULL Charge
	Partial Charge - charging shortly is suggested.

	Little power in the battery- charging required.
	The battery is FLAT, requires charging

When the battery is being charged the indicator segments 'walk;' from left to right.

When there is an insufficient amount of power remaining in the battery, the Tech500 will flash its battery icon for two seconds, save all of the TPM Data and then power itself off.

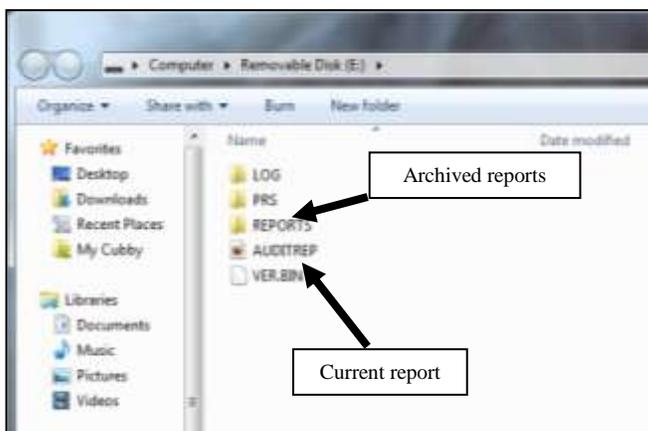
Results Data Available Indicator



Indicates TPM data is available for viewing on the screen (using the View TPM Data command from the main menu) or via a PC when the Tech500 is in its Mass Storage Device mode. (See Section on Audit Mode)

When there is no data present, the TPM Data Indicator will not be visible.

To Access the Audit Data, connect your tool to the PC using the supplied USB Cable.



MENU SYSTEM

The Tech500's menu system provides a hierarchy of instructions and commands. The top line of the display will always indicate the current menu selected. The home key will always return to the Main Menu screen- with 'Select by Vehicle' highlighted.



Menu Navigation

The menu system is navigated by the directional keys:

	<i>Up Arrow Key</i>	<i>Navigates up within the current menu</i>
	<i>Down Arrow Key</i>	<i>Navigates down within the current menu</i>
	<i>ENTER Key</i>	<i>Navigates to the next menu or actions the currently selected item</i>
	<i>Back/ESC Key</i>	<i>Navigates to the previous menu item</i>

All menus wrap around. The enter key will primarily move to a sub menu.

	<i>TEST Key</i>	Commence a TPM test. Only works on Audit Screen
	<i>Home Key</i>	Always returns to the Home Menu

Home Menu

This is the main screen- providing access to the main functional items of the Tech500.



1. Test Before You Touch

This Item is a sub menu, pressing the Enter Key will take the user to the “Test Before You Touch” menu. The user should select the vehicle make, model and year. Used when doing a pre-service scan.

2. Relearn

This Item is a sub menu, pressing the Enter Key will take the user to the “Test Before You Touch” menu. The user should select the vehicle make, model and year. Used when relearning the sensor ID’s to the vehicle.

3. Review Data

This item is a sub menu, pressing the Enter Key will take the user to the results screens. Press directional arrows to examine the required results.

4. Toolkit

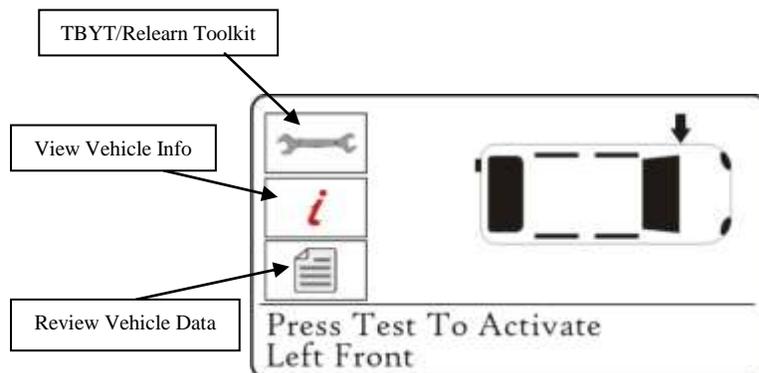
A sub-menu in which you will find your options for EZ sensor, RKE monitor, and UHF monitor.

5. My Tool

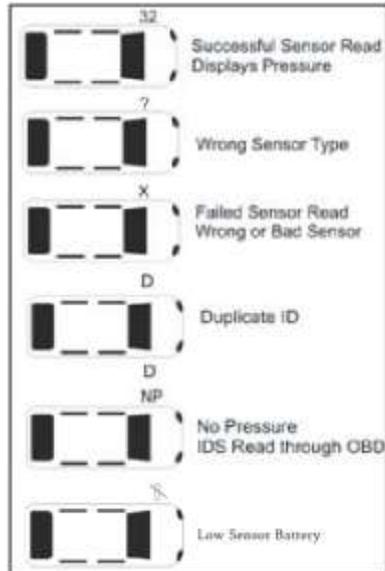
Sub-menu containing important info about the tool itself.

Operations Screen

This screen is where you will complete all sensor testing and relearn steps.



Possible Scenarios



Successful Sensor Read

TPMS sensor was successfully activated and decoded. Displays pressure at wheel location.

Wrong Sensor Type

A TPMS sensor was activated and decoded, but does not match the protocol for the Make Model Year that the tool was set-up for.

Failed Sensor Read

No Sensor Activation or Decode. May be wrong sensor fitment or non-functioning sensor. Tool will prompt you to attempt reading the sensor 3 times.

Duplicate ID

A sensor with a duplicate ID has been read. The tool will direct you to re-read those sensors.

No Pressure

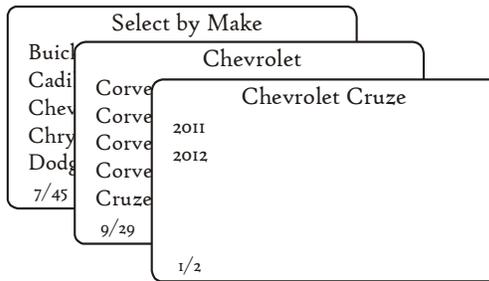
Sensor IDS read from ECU.

Low Battery

Sensor's internal battery has dropped below a certain voltage threshold.

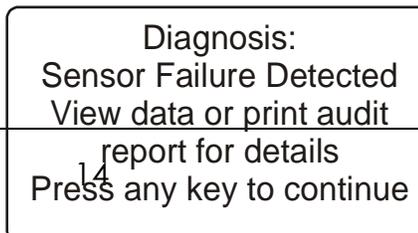
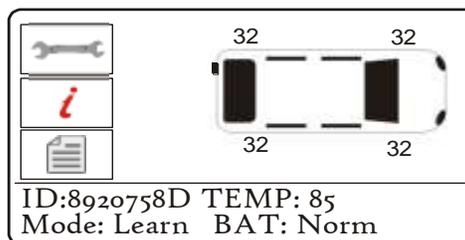
TEST BEFORE YOU TOUCH

TPMS is a process. With that Bartec has integrated that process to the tool. The 1st step with TPMS is to conduct a Test Before You Touch. (Note: operator can skip TBYT and go directly to RELEARN although not recommended). Test Before You Touch will prompt you through getting a status of the vehicle prior to service by verifying the sensors are working and when supported, verify the Diagnostic Trouble Codes (DTC).



To verify year, use 10th digit of the VIN.

Vehicle Operations Screen



If equipped, tool will prompt user to connect to OBD and retrieve Diagnostic Trouble Codes

Displaying 1-1 of 1 DTCs	
DTC	Description
C2126	Refer OEM Manual

Esc to continue

The Tech500 has the ability to Read out vehicle DTCs (Diagnostic Trouble Codes). Once read, you will need to reference these codes with an external reference to determine the codes definition.

RELEARN

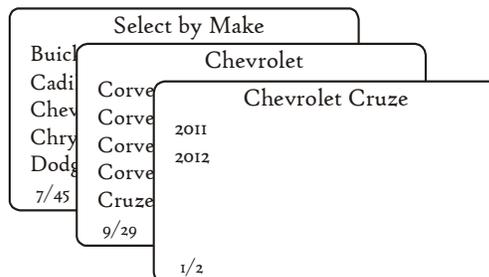
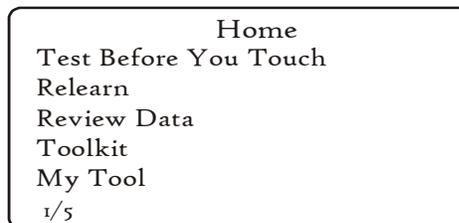
- **Stationary Relearns**
- **Active (Drive) Relearns**
- **OBD Relearns**

Stationary Relearns:

Stationary Relearns use the vehicles on-board TPMS system to listen for transmissions from TPM sensors while the vehicle is in a “Learn Mode”. This is usually achieved through a series of functions on the vehicle to place the vehicle into this mode.

Once the vehicle is in Learn Mode, using your Tech500 to activate the sensors, the vehicle will listen for the sensor IDS and learn them to the vehicle.

Using your Tech500 to perform Stationary Relearns:

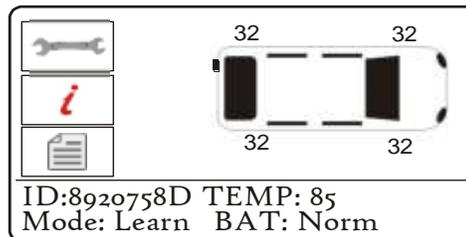


To verify year, use 10th digit of the VIN.

Follow on-screen instructions

- >Inflate tires to Placard
- >Capture all 4 ID's
- >Turn ignition to ON
- >Plug OBDII Cable and select
- >Write ID's to Vehicle
- >Leave vehicle in the ON position
- >Start vehicle and ensure light is off

Vehicle Operations Screen



Active (Drive) Relearns:

Active or Drive Relearns

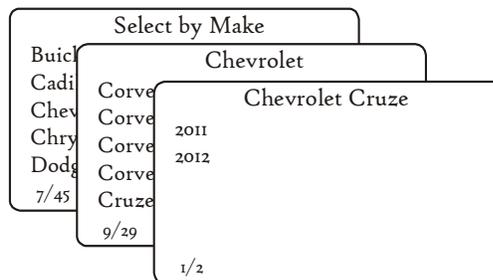
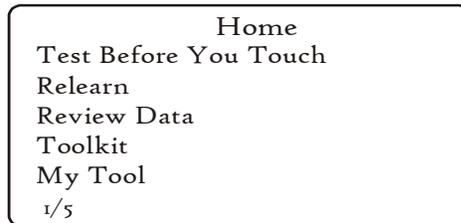
Some vehicles can be reset by driving. Refer to the on-screen re-learn procedures for details on how far/long to drive.

OBD Relearns:

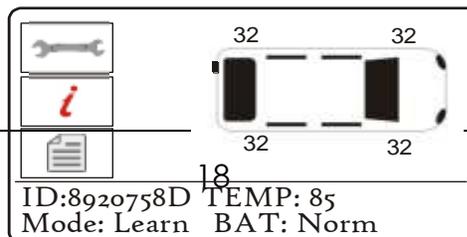
Connection to a vehicle allows the Tech500 to directly program the vehicle electronics module with TPM ID's.

Note that not all vehicles support vehicle communications modes.

Once 4 TPM ID's are stored within the Tech500, it can be connected to the OBD interface using the provided cable.



Vehicle Operations Screen



Follow on-screen instructions

Connect tool to OBD II Port
and Turn Ignition ON

Press Enter to Read
Vehicle TPMS related info.
Press ESC to Cancel

During vehicle communication, the BACK key is inhibited. Should the process be commenced inadvertently, the tool can be left to timeout on its own accord - approximately 20 seconds.

Once the communication is complete, the tool will flash IDS Written Successfully.

IF an Error Message comes up during the COMS process, Refer to Appendix F for COMS error trouble shooting.

Indirect system – Vehicle may require calibration at point of service or replacement. No wheel sensors on this type of TPMS.

Home
Test Before You Touch
Relearn
Review Data
Toolkit
My Tool
1/5

Select by Make

Buick
Cadi
Chev
Chry
Dodg
7/45

Chevrolet
Corve
Corve
2011
2012
Corve
Cruze
9/29

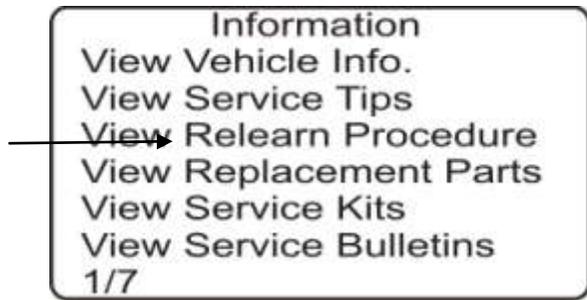
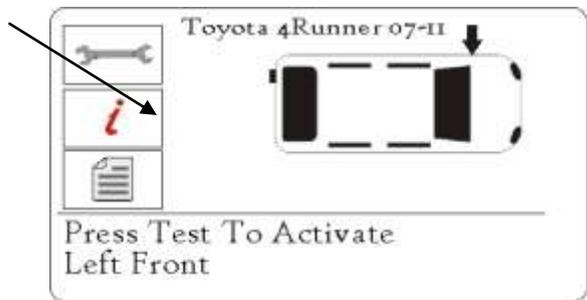
Chevrolet Cruze
1/2

To verify year, use 10th digit of the VIN.

Follow on-screen instructions

- >Inflate tires to Placard
- >Capture all 4 ID's
- >Turn ignition to ON
- >Plug OBDII Cable and select
- >Write ID's to Vehicle
- >Leave vehicle in the ON position
- >Start vehicle and ensure light is off

Viewing Full Relearn Procedures



> Inflate tires to Placard
 > Apply Parking Brake
 > Turn ignition to ON position,
 engine off
 > Press the MENU button on
 the DIC

ESC = Exit

▼

REVIEW DATA:

This menu- when selected- gives direct access to specific screens that display the TPM data. No menu page name is provided- instead, the screen provides all of the TPM Data available from the TPM Type read; this may include: TPM ID (Hexadecimal & Decimal) Battery State, Temperature and Pressure.

Not all TPM's provide the same data.

ID (Dec)		PSI	
LF	2363408583		0.0
RF	2363	ID (Hex)	
RR	2360		°F
LR	2358	LF	8CDEC0C7
SP	Untes	RF	8CD
		RR	8CB
		LR	8C9A
		SP	Untes
Mode		Battery	
LF	Hi Store	OK	
RF	Hi Store	OK	
RR	Hi Store	OK	
LR	Hi Store	OK	
SP	Untested		
3/3			

Displaying 1-1 of 1 DTCs	
DTC	Description
C2126	Refer OEM Manual

Esc to continue

TOOLKIT

Program Sensor

Access to program Aftermarket sensors. For more information, please log into the tools.bartecusa.com account.

RKE Test

Once the Screen appears as below, hold the Key Fob as shown, and press the function buttons on the FOB. The Tech500 will check only for a signal present. Verifying the Key Fob is transmitting is important when performing relearn processes that use the Key Fob.



UHF Monitor

Allows operator to search for sensor signals. This feature is used for advanced diagnostics to determine if our signals may be causing issues during sensor activation and vehicle relearns.

MY TOOL

Settings

TPM ID:

Select whether the tool displays the TPM ID in DECIMAL or HEXIDECIMAL

Pressure:

Change how pressure is displayed on the tool screen. Choose between PSI or Bar.

Temperature:

Select units between Celsius or Fahrenheit.

Display Contrast:

Adjust tool display contrast.

Lang.:

Select Language for tool. Select English, Spanish or French.

Profile:

Allows user to select the profile. For more information, visit the tools.bartecusa.com site.

.

Tool Info

Gives the operator the ability to reference:

- Software Version currently loaded
- Build Date of that Software
- Serial Number

New Features

Selecting New Features will allow you to reference the features and additions for the software release currently loaded to your tool.

Update Tool

Puts tool into "Update Mode". For more details and the update process refer to UPDATE TOOL section of User Guide.

Usage

Gives the operator the ability to track the number of:

- Power Cycles
- Sensor Activations
- OBD Relearns

Support

On screen reference for Bartec USA Technical Support:

Toll Free Phone: (866) 407-8767

Email: mrose@bartecusa.com

TOOL POSITIONING/READING A SENSOR



Proper tool positioning is important to insure sensor activation and decode. Place the Tech500 on the tire, at the TPMS sensor, pointed toward the sensor location as shown above.

Sensor Activation/ Test



LF Activated Sensors

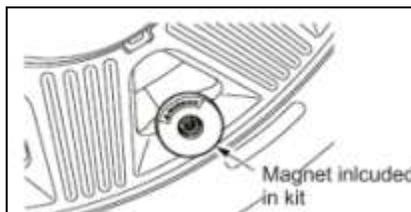
To test a sensor the tool should be placed alongside the valve stem and the 'Test' key pressed.



(Note with Ford Banded sensor's, the tool should be held 180° away from the stem.)



Magnet Activated Sensors

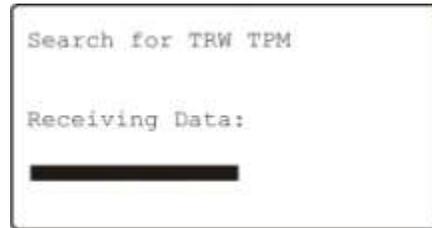


If the TPM requires a magnet, place the magnet over the stem and then place the tool alongside the stem- while pressing the test key.

Delta P activated sensors

If the sensor requires tire deflation (of the order of 10PSI), then deflate the tire and place the tool alongside the stem while pressing the test key.

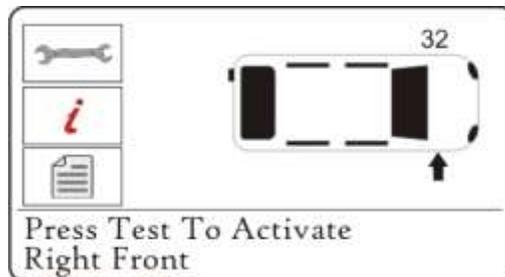
During testing, the screen confirms the sensor type being tested and displays a progress bar. The progress bar shows the maximum possible time for a successful read- different makes of TPM respond at different speeds/ time intervals.



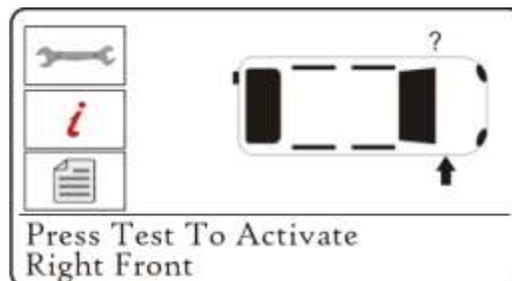
Sensor activation can be aborted at any time by pressing the BACK key. When the activation is aborted, the user will be returned to the previous menu.

Sensor Found Response

If there is a successful TPM Read, then the Tech500 will show the air pressure stored in that wheel.



Incorrect Sensor Found

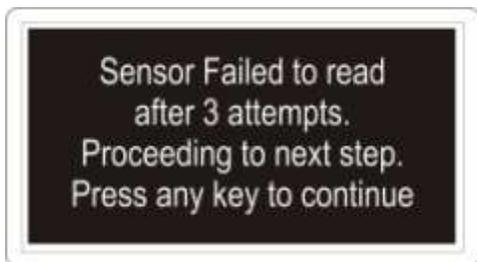


A TPM sensor that uses the same LF activation as the correct sensor for the Make, Model, and Year selected has been found. Since there are many TPM sensors that look alike, it can be easy to fit the wrong sensor, or have been supplied the wrong sensor.

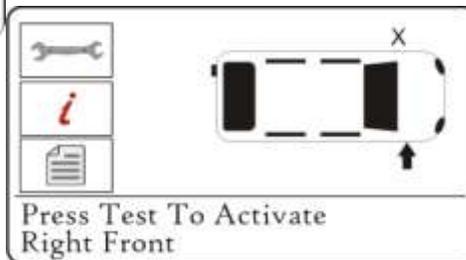
If you get a ? during testing, verify the MMY you have selected as well as the sensor part number that was fitted.

Sensor Not Found Response

If the search period expires without reading a TPM then the Tech500 will emit a single Audible BEEP and indicate on the display that no TPM was found.



The TPM Data will still be stored but will indicate that the TPM Failed to Read if the sensor fails 3 times.



UPDATING YOUR TOOL (PC)

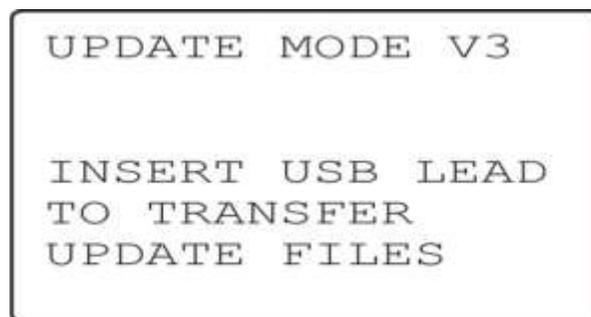
The tool is compatible with PCs running Windows operating systems (version XP or 2000). USB ports can be either version 1 or 2.

Step 1:

Plug your USB cable to the computer ONLY. Make sure computer is on and you have no programs running. Power the Tech500 on, and from the Main Menu, Select "My Tool", then select "Update Tool".

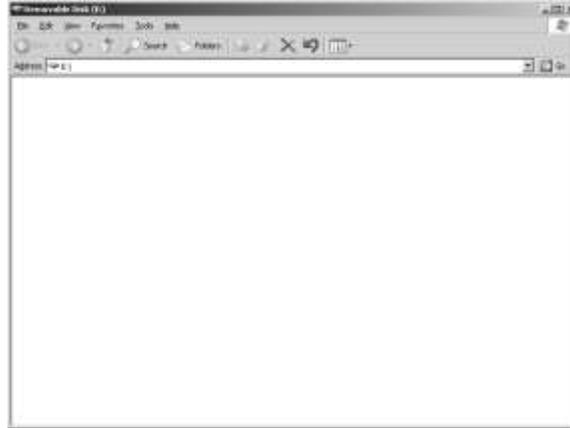


Tool will prompt user to "Insert USB Lead to Transfer Update Files". Insert the USB cable to the Tech500.

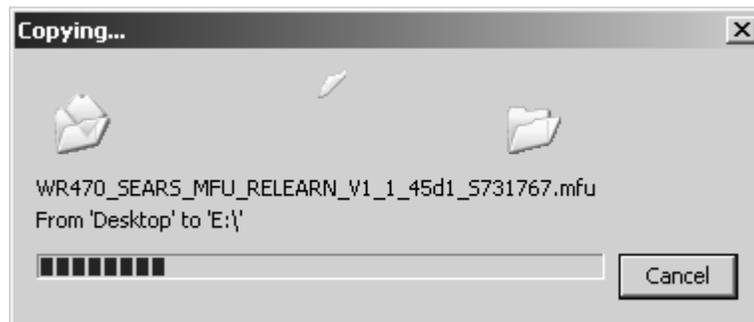


Step 2:

Your tool should open a window on your computer screen. The tool now is seen by your computer as a Removable Disk.

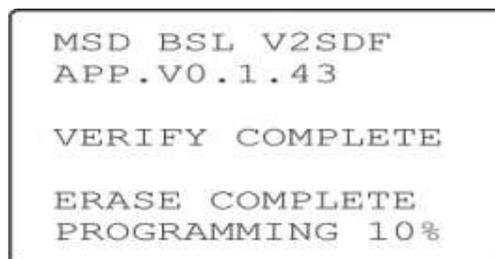
**Step 3:**

Copy and paste – Drag and Drop the Update file (*.MFU) provided to you into the Removable Disk Window. Once Transfer is complete, disconnect tool.

**Step 4:**

The tool will now load the file update to the operating system.

Once the update is complete, the tool will shut itself off.



UPDATING YOUR TOOL (SD Card)

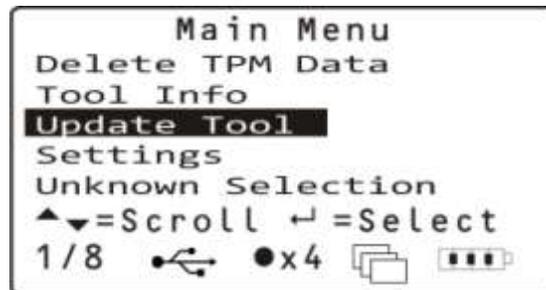
In order to receive updates by SD card, you must request to be part of the SD card program

Step 1:

Remove OLD SD card. Making sure not to mix, Insert the NEW SD card.



Power the Tech500 On, and From the Main Menu, Select "Update Tool".



Step 2:

The tool will now load the file update to the operating system.

Once the update is complete, the tool will shut itself off.

```
MSD BSL V2SDF  
APP.V0.1.43  
  
VERIFY COMPLETE  
  
ERASE COMPLETE  
PROGRAMMING 10%
```

UPDATING YOUR TOOL (Wireless)

Results Audit System

The Tech500 is capable of presenting all of its stored data within one or more computer files when connected to a PC via an USB lead. This is the same 'Mass Storage Mode' such as used in USB memory devices. No extra drivers or software have to be loaded onto the pc.

The files and the stored TPM Data enable the Tech500 to be used as part of an Auditing System.

The tool automatically goes into Mass Storage Device (MSD) mode when connected to an active USB port on the pc.

It is not necessary to power up the tool prior to connecting to the pc - it will power up automatically.

It is important not to accidentally press the enter key on the tool at the same time as connecting to the pc.

The Tech500 will produce a single file for each type of TPM Part that has been read, and a separate record within that file for each unique TPM of that type.

Viewing the Audit Files

To begin using the Auditing System ensure that the tool has some data available, indicated by the Data Indicator icon, and then connect the Tech500 to a PC via its USB lead.

The PC will begin communicating with the Tech500. Once communication is established the Tech500 will act as a MSD (Mass Storage Device). If the MSD does not automatically open its explorer window on the PC, then the user may browse for the newly connected device manually.

Once the explorer window is open, you may view a file by right clicking on the file and selecting Open from the pop-up menu.

Audit File Presentation

The Data presented is in a HTML form format that displays not only information regarding the TPM's, but also automatically updates with the date. It provides data entry (typing) areas for other tester and vehicle data.

Serial: 002-1-4568
 Model Num: 751785
 Vehicle Make/Year: Honda Civic 2009-11
 Test Performed On: Sunday, August 18, 2013 8:15:03 PM

Test Performed by:
 Dealers Name:
 License Plate No:
 Model and Year:
 Title:
 Comments:

Wheel	ECM ID Num	ECM ID Desc	Part No	TPM Type	Model	ECR No	ID Desc	Model	Buttons State	Pressure	Temperature	Vol. #
Left Front	0004120F	007420102	None	TPW 1600 MagnaMaster 31S MagnM	1	0004120F	007420102	MS Show	None	00 TP81	23°C	
Right Front	0004120E	007420102	None	TPW 1600 MagnaMaster 31S MagnM	1	0004120E	007420102	MS Show	None	00 TP81	23°C	
Right Rear	0004120A	007420102	None	TPW 1600 MagnaMaster 31S MagnM	1	0004120A	007420102	MS Show	None	00 TP81	24°C	
Left Rear	00041400	007404900	None	TPW 1600 MagnaMaster 31S MagnM	1	00041400	007404900	MS Show	None	00 TP81	24°C	

Leaving Audit Mode

To leave the Audit mode and re-enable the Tech500 simply remove the USB lead.

APPENDIX A: INDUCTIVE CHARGING



APPENDIX B: VIN**Vehicle Identification Number (VIN)**

When using the Tech500, it is important to verify the Model Year you are working on to help insure that you are looking for that proper sensor and are using the proper vehicle COMs when necessary.

10 Digit in VIN	YEAR
W	1998
X	1999
Y	2000
1	2001
2	2002
3	2003
4	2004
5	2005
6	2006
7	2007
8	2008
9	2009

By using the vehicles VIN, not the manufactured date, you can accurately determine that vehicle's Model Year. Refer to that vehicle's VIN, and locate the 10th digit from the left. Take that digit and reference the chart on this sheet. This will be the Model Year that you will want to select on your tool.

A	2010
B	2011
C	2012
D	2013
E	2014
F	2015
G	2016
H	2017
J	2018
K	2019



3 = 2003

APPENDIX C: FAQ'S & TROUBLESHOOTING GUIDE

1. **The tool is set up correctly for make model and year but the tool does not work on the sensor?**
Answer: hold the tool in the proper position, TPM is actually faulty or vehicle has incorrect TPM installed.
2. **I have a faulty sensor and the dealership gave me a new one but it will not program to the car.** Answer: The dealership probably gave the wrong sensor. Many vehicles of the same model might have 2 or 3 possible sensor variations to accommodate high and low pressure ranges, frequency, etc.
3. **I just rotated the vehicle's wheels. Do I need to re-learn the sensors to the vehicle?**
Answer: Yes if the car is position dependent.
4. **The tool won't turn on.** Answer: Make sure battery is fully charged. Charge tool for 2+ Hours and retry power on.
5. **Everything has been selected on the tool correctly but a P with the down arrow shows up and when I press test the TPM does not initiate.** Answer: The P with down arrow means this is a DELTA P sensor. This means the tire pressure has to be let out before the sensor will transmit.

APPENDIX D: GLOSSARY

TPMS – Tire Pressure Monitoring Systems, sometimes referred to as RTPMS.

Indirect System – TPM system that uses the ABS wheel sensors.

Direct System – TPM system that has sensors in the wheels that use RF.

LF – Low frequency, usually 125 kHz with respect to TPMS technology.

Continuous Wave – Type of LF signal that wakes Schrader Style Sensors.

Modulated Wave – A “patterned” LF signal that is designed for specific sensors.

UHF – Ultra High Frequency, 315 and 433.92 MHz, what the sensor transmits.

Re-Learn – The process of registering the sensor ID’s to the car.

Hi-Line – Type of car that has wheel arch initiators and usually a graphic display.

Lo-Line – Type of car that requires a tool to repair and only has warning light.

Wi-Fi – Wireless Network

Bluetooth – Wireless communication

Induction Charger – Wireless Charger by using the option fixture

APPENDIX E: TPMS SYSTEM REVIEW



When diagnosing TPMS systems, understanding what the tell-tale light means is important.

When cycling the ignition for off to run, the TPMS tell-tale should come on, and go off. This would indicate a system with no fault present.

If the light comes on, and stays on for an extended period of time, this would be a pressure problem. Check the tire pressures, and adjust to placard. NOTE: Some vehicles are equipped with sensors in the spare. Also, with some vehicles, over pressure may turn on the light.

If the light comes on, and continues to flash, there is a system problem. System problems can range from faulty sensor(s) to sensors on the vehicle that haven't been learned to that vehicle.

Solid Light: Pressure Problem

Flashing Light: System Problem

APPENDIX F: COMS ERROR TROUBLESHOOTING

If you are having a problem or error during the COMS process, follow these steps before calling customer support.

Check vehicle ignition

Vehicle ignition must be in the RUN position in order for vehicle COMS process to complete.

Check cable to tool connection

Insure the cable is connected at the DB15 and thumb screws are finger tight.

Check cable connection at vehicle

Make sure OBDII connection is good.

Verify Make, Model, and Year

COMS can change from Model to Model, and Year to Year. Verify the tool is set-up to the proper MMY.

Verify tool power level

If your tool has a low battery charge, this may affect the COMS process. Charge tool and try again.

APPENDIX G: TECHNICAL SUPPORT

(866) 407-TPMS

Technical Support

For technical support, please call us at 866-407-TPMS (8767). You can also contact us by email: info@bartecusa.com or visit our website www.bartecusa.com for a complete directory.

For efficient and accurate service, please have the following information ready when contacting us.

- **Tool Serial Number:** This allows the call info to be added to our database for future reference.
- **Make, Model, and Year:** Support Team will need this information to reference any information on this end.
- **Have your tool registered:** Gives you access to Technical Information on the website that may assist you with your current issue.
- **Sensor Part Number:** if you have installed 1 or more sensors to this vehicle, please have the part number ready in case the support team needs to reference this information.
- **Make sure tool is updated to latest software:** Having the latest software will ensure your tool has all the latest info and features.
- **What is the TPMS light doing:** Is the light on Solid or Flashing?
- **Having vehicle in house:** Having the vehicle in house will allow the tech support team to walk you through the situation.

When you call in you will be asked to give your name, company name, serial number, and a phone number before we can address your questions and issues. This data is used to better serve the customer by tracking all data and issues.

LIMITED WARRANTY

Bartec products are guaranteed for a period of 1 year from the original date of purchase (either from the factory or authorized dealer). In order for your warranty to become active, you must register your tool with Bartec USA by mailing in the warranty card or registering on our website. We warranty that the tool will be free from defects in material and workmanship, when properly used. THIS WARRANTY APPLIES ONLY TO THE ORIGINAL CONSUMER PURCHASER OF THIS PRODUCT. In the event of a defect, Bartec USA LLC will, at its discretion, repair or replace the tool with a product of like kind or quality, which may be new or reconditioned. The repaired or replaced product will be warranted for 90 days from the date of return shipment, or for the balance of the original warranty, whichever is longer. Claims of all defects must be submitted within 30 days of occurrence, and verified by an authorized Bartec representative.

To obtain service for your Bartec tool the purchaser must obtain a Return Materials Authorization (RMA) number from Bartec USA customer service prior to shipping. Bartec shall not be liable for any expense incurred by purchaser in order to remedy a defect without prior authorization. To obtain your RMA number, you will need to provide at a minimum the follow: 1) Model and Serial Number, 2) Supplier from which the tool was purchased 3) Date of purchase, 4) Description of problem, how and when it occurred. Please note that Bartec USA may attempt to have you try some things in the field prior to issuing a RMA number to determine if the tool does need to come back. The purchaser must return the product postpaid with a copy of the original sales receipt, purchaser's return address and the RMA number clearly printed on the outside of the package to:

44231 Phoenix Drive
Sterling Heights, MI 48314
ATTN: Returns RMA#_____

Bartec USA may refuse your delivery if the RMA number is not clearly marked on the outside of the box.

Bartec USA reserves the right to refuse to provide service free-of-charge if the sales receipt is not provided or if the information contained in it is incomplete or illegible or if the serial number is altered or removed. Bartec USA is not reasonable for any losses or damage to the product incurred while the product is in transit or is being shipped for repair. Bartec USA recommends shipping UPS and insuring your shipment. Please note that your RMA will be shipped back with the same or equivalent service that you sent it in by.

Limitations and Exclusions

This warranty does not apply to damage or loss by and or all the conditions:

- Freight Damage
- Decals, Overlays or Decorative Items
- Misuse or misapplication or failure to follow the directions, or failure to follow cautions or warnings on product, operation, service guides, etc.
- Minor stress cracks in surfaces that are considered cosmetic and have no effect on tool function or performance or safe use.
- Any damage related to fire, accident, misuse, acts of war, disaster, terrorism, or God.

It is expressly agreed that the liability of Bartec limited WARRANTY IS EXCLUSIVE. BARTEC DISCLAIMS ANY AND ALL OTHER WARRANTIES.

Bartec USA, LLC does its very best to insure the accuracy of the information contained in work instructions, but cannot be responsible for errors or omissions by third party sources.

This warranty is exclusive to the original purchaser of the tool and is not transferable.

Exclusions:

The following items are excluded from the warranty coverage:

- periodic maintenance and repair or replacement of parts due to normal wear and tear
- batteries (except internal)
- finishes

- service performed or attempted by anyone other than an authorized Bartec service technician

Opening, dismantling or repairing of this product by anyone other than an authorized Bartec technician will void this warranty.

Limitation of Liability

Under no circumstances shall Bartec be liable for any special, consequential or incidental damage arising from any defect in products manufactured or sold by Bartec outside of the responsibilities expressed by this warranty. No person, distributor or representative of Bartec is authorized to make any representations on behalf of Bartec beyond those expressly stated in the applicable literature. Bartec reserves the right to make design and other changes, modifications, or improvements without any obligation to install the same on previously sold or delivered products.

It is expressly agreed that the liability of Bartec is limited, and we do not function as an insurer. The remedies set forth in this warranty shall continue the exclusive remedies available to the purchaser or user and are in lieu of all other remedies expressed or implied. The liability of Bartec, whether in contract, or in tort, under any warranty or otherwise, shall not exceed the selling price by Bartec or the manufacture of the particular product made, sold, or supplied by Bartec.

TOOL REGISTRATION FORM (By Fax or Mail)

First Name: _____

Last Name: _____

Company: _____

Address: _____

City: _____

State: _____ ZIP: _____

Phone#: (_____) _____ - _____

Fax #: (_____) _____ - _____

Date of Purchase: _____ / _____ / _____

Purchased From: _____

Serial Number: _____

Model: _____

Email Address: _____

User name: _____

Password: _____

Detach and mail to:
Bartec USA
44231 Phoenix Drive
Sterling Heights, MI 48314

Or fax to:
586-323-3801