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## Sno-Way® Snow Plows & Spreaders Frequently Asked Questions

### Blade Skins

#### **What can I use to clean my poly blade?**

Sno-Way recommends using soap and water or isopropyl alcohol.

#### **Are there products I should not use to clean poly?**

Abrasive or highly alkaline cleaners, acetone, carbon tetrachloride, benzene, leaded gasoline or brake cleaner should NOT be used. These products will ruin polycarbonate.

#### **Should I buy my Sno-Way plow with a polycarbonate or steel blade skin?**

Polycarbonate has extremely high impact strength, a low coefficient of friction and is proven to efficiently roll more snow than metal blade skins. Polycarbonate will not corrode. Steel blade skins provide maximum value and exceptional strength.

#### **Can a polycarbonate blade skin break?**

Although very durable as a moldboard, polycarbonate can break. Most occurrences of breakage involve puncture of the poly skin by hitting an immovable object. Replacement blade skins are available through your local Sno-Way Retailer and easily ship via UPS.

### Controller

#### **How do I program my wireless control?**

Programming a Sno-Way wireless control is quick and easy.

1. Start by turning-off the wireless control.
2. Next, using a screwdriver, simultaneously touch both electrodes on the receiver module (under pump cover) until the green L.E.D. on the receiver glows solid. The light will stay green for approximately 8 seconds, then blink four times, then go out. Remove the screwdriver from the electrodes. All transmission codes have now been erased from the receiver.
3. Turn on the wireless control. The L.E.D. on the control should be a solid green color. Cross the two electrodes with the screwdriver again. The L.E.D. on the receiver module should turn on. Remove the screwdriver.
4. Operate any function on the control. The green L.E.D. should flicker and the L.E.D. on the receiver should turn off. You have now programmed your wireless control. Wait five seconds before testing all plow functions.

Visit [www.snowway.com](http://www.snowway.com) and click on “Service Center” to view a video clip of this procedure.

**How do I turn my wireless control on?**

Simultaneously hold the “ON/OFF” and “DOWN PRESSURE™” buttons. The “ON/OFF” button should glow solid green.

This is your signal that the transmitter is on. Remove the pump cover from the plow. Touch a grounded test light (or volt meter) to any of the coil terminals to which the red/white wire loop is attached. If the test light turns on (or the meter shows 12 volts in the loop), this is your signal that the receiver has responded to the transmitter and has turned on.

**What is the code to turn my control on?**

There are two start-up sequence codes that exist. Older controls use a sequence of “ON – UP – DOWN – DOWN PRESSURE™ – ON”. Newer controls can be turned on by holding the “ON” and “DOWN PRESSURE™” buttons simultaneously.

**The green L.E.D. is solid when I turn on the control, but nothing happens when I try to move the plow. What’s the problem?**

The green L.E.D. on the control should flicker when any of the functions are operated. If the L.E.D. is on but does not flicker when operating the plow, the batteries are not powerful enough to generate or transmit a signal. Replace the batteries in the control.

**What will happen if the receiver module harness connector is plugged-in backwards?**

If a function is actuated, the “C” circuit in the module will burn out. The module will need to be replaced.

**Can I change from a wired control to a wireless?**

Yes. Simply replace the wired receiver module (under the pump cover) with a wireless receiver and control. Contact your local authorized Sno-Way Retailer for the replacement parts.

**What can I do if I think my wireless control has signal interference?**

There are three main types of interference: 1. ON-BOARD – generated by your vehicle; 2. GEOGRAPHICAL – generated by outside sources in the area that you plow; and 3. CONTROLLER BASED – caused by a transmitter and receiver which are not communicating efficiently. Trying a different controller eliminates many, if not most, of these problems. In those rare instances when your plow route or vehicle contain interference which none of the wireless units can contend with, you may have to use a wired control to assure prompt and reliable plow response. Your local authorized Sno-Way Retailer is the best source for assessing the signal problem.

**Where does the ground wire go from the receiver module?** The receiver ground connects to the same stud as the black 4 gauge motor ground.

**How often do I have to reprogram my wireless control to the receiver module?**

Once. Even if the batteries fail, the control and module will remain connected.

**How can I convert my wired Sno-Way controller to a wireless control?**

Simply swap-out the wired receiver module under the pump cover on the snow plow. Install the new receiver and program it to the hand-held transmitter. That's it! You're ready to plow!

## **Electrical Malfunctions**

**Should I use dielectric grease? If so, where?**

Yes. Dielectric grease should be used on all electrical connections outside the vehicle cab, including: power connectors, plow light harness connections, headlight adapter connections and receiver module connections.

**Whenever I activate DOWN PRESSURE™ plow hydraulics, my plow comes up.**

**What's wrong?**

For Sno-Way 24 and 25 Series snow plows, the Down Pressure™ hydraulic valve (attached to the blue and black wires) is not moving. With Down Pressure™ hydraulics engaged, check for magnetic pull by touching a screwdriver to the retainer nut on the valve stem. If magnetism is not present, you have an electrical problem. If magnetism is present, then the valve is stuck and needs to be fixed or replaced.

**Where do I check to make sure all my fuses are good?**

There are three main fuse areas to review.

1. Under the hood – In-line between the battery and the power connector you will find a 250-Amp fuse and/or 150-Amp circuit breaker.
2. Under the pump cover – 3" down line from the receiver module you will find a 3-Amp fuse in a fusible link.
3. Under the pump cover – 6" down line from the power solenoid in the red/black wire you will find a 10-Amp fuse in a fusible link.

**My plow does not work. What should I check first?**

If when the control is powered "ON" and the plow motor will not run, remove the pump cover and lay a screwdriver across the two large terminals at the top of the power solenoid. This should close the circuit between the battery and the motor. The motor should run. If the motor does run, there is a problem in the CONTROL circuit. If the motor does not run, the problem is in the POWER circuit (battery, 4 gauge cable, power solenoid, motor).

**Where should I run the power cables on the truck?** Sno-Way recommends routing the power cables through the grille of the vehicle. Use cable ties to secure the power cable to the vehicle. This

will help prevent the harness from dragging on the ground. The plow-side harness should be secured to the A-frame away from the pinch of the angle cylinders and lift linkage.

## **General Maintenance**

### **How much hydraulic oil does it take to fill a snow plow?**

Each Sno-Way plow is different, but 2.5 quarts is generally an accepted fill volume. Multi-position plows, like the 28V Series V-plow will accept more oil.

### **What type of oil should I use?**

Sno-Way recommends using a non-synthetic aircraft- grade hydraulic fluid with anti-foaming additives. Sno-Way High-Performance Hydraulic Oil (1 quart – P/N 96005029) is available at any local authorized Sno-Way Retailer.

### **Where can I go for service?**

Sno-Way service is available wherever Sno-Way plows are sold. For a complete list of authorized Sno-Way Retailers, visit [www.snowway.com](http://www.snowway.com).

### **Where can I buy a stand for my plow to sit on in my garage?**

A: Sno-Way doesn't sell them. Perhaps you could just buy the set of three small dolly pads commonly used under snowmobiles. Rest each end of the plow blade in the ski creases of two of the pads and put the third under the hydraulic unit. This will enable you to roll the plow across your garage floor. When not in use you can just stack the dollies in a corner or on a shelf in your shed.

### **Can I buy parts for my plow or spreader directly from Sno-Way?**

Factory-original Sno-Way parts are available through any authorized Sno-Way Retailer. Visit [www.snowway.com](http://www.snowway.com) for a complete list of locations.

### **Can I use different hydraulic oil in my plow?**

Although Sno-Way high-performance hydraulic oil is recommended for use in all truck-mounted plows, most non-synthetic fluids with anti-foaming properties will work. Never mix hydraulic oils. Synthetic fluid can deteriorate the valve and cylinder seals and o-rings. Bleed the hydraulic system empty before replacing with a different type of oil. If you encounter a hydraulic issue and need to add oil in the system while at a job site, be sure to match the Sno-Way oil (Mil Spec 5606) with a similar variety.

### **Are manuals available for Sno-Way products on the Web?**

Yes. Visit [www.snowway.com](http://www.snowway.com) and click on "Service Center." Manuals and other technical documents are available for download in PDF format.

## **Hydraulic Malfunctions**

### **The first time I try to angle my plow for the season, it does not work. What's wrong with my snow plow?**

First, remove the pump cover and identify the valve seated in port "XRV." If the cap on the valve is GOLD, simply nudge your plow blade into an immovable object (sidewalk curbing, etc.). This will free a sticky angle cylinder. If the cap on the valve is BLACK, or if the plow repeatedly will not angle, your plow will need diagnostic work at your local authorized Sno-Way Retailer.

### **My plow continually drifts down. How can I fix it?**

Review the ports on the plow hydraulic manifold. Each should be identified with an embossed letter. Remove valve "B" and swap it with either the "E" valve or the "F" valve. If this does not work, swap the Check valve (next to the Down Pressure™ relief valve) with the Check valve on the passenger's side of the manifold. If the plow still drifts down, your plow may need a new lift cylinder. Contact your local authorized Sno-Way Retailer to schedule a time for more comprehensive diagnostic work.

### **The "Down Pressure™" plow hydraulic function keeps running the motor. What's wrong?**

The Down Pressure™ plow relief valve is not tightened enough to resist the pressure being generated by your pressure switch. Remove the Allen-head cap from the relief valve. With Down Pressure™ plow hydraulics running, turn the Allen-head set screw (inside the valve body) clockwise one complete turn. If the Down Pressure™ hydraulic rate has not slowed, adjusting the relief will not remedy the problem. Contact your local authorized Sno-Way Retailer to schedule a time for more comprehensive diagnostic work.

### **How can I adjust the drop speed on my plow?**

See your authorized Sno-Way Retailer. Sno-Way service kit part 96108627 includes flow control components and instructions on how to install them in Sno-Way plows.

**The lift cylinder on my plow started to leak. How can I fix it?** Sno-Way recommends replacing the cylinder. All cylinders are warranted for 12 months from the date of purchase. If your cylinder is out of warranty, Sno-Way does offer cylinder seal kits for purchase. See your authorized Sno-Way Retailer for more information.

## Service

### **I recently moved to a different area, how can I get parts for my Sno-Way plow?**

Visit [www.snowway.com](http://www.snowway.com) to find your local authorized Sno-Way Retailer. Most Sno-Way Retailers will allow you to order parts over the phone provided you know the part number and you can pay by credit card.

### **Does Sno-Way offer 24-hour telephone technical support?**

No. However, some Sno-Way Retailers do offer emergency plow service. Visit [www.snowway.com](http://www.snowway.com) to locate a Retailer near you.

### **Can I upgrade my gravity plow with a Down Pressure™ hydraulic system?**

No. This upgrade would require significant changes to your existing snow plow. Sno-Way recommends purchasing a plow with a Down Pressure™ hydraulic system.

### **Why do I have to pay extra for 22 Series plow shoes when they are standard on other Sno-Way plows?**

The 22 Series is the smallest and lightest blade Sno-Way manufacturers. With less gravity weight on the plow blade, the cutting edge will not wear as fast as larger plows. This negates the need for standard plow shoes. If your plow is purchased with Down Pressure™ hydraulics, it is recommended that optional plow shoes be purchased to prolong cutting edge wear life.

## Spreader

### **Why can't I spread sand with my 4-, 6- or 9-cubic-foot spreader?**

All Sno-Way receiver spreaders are designed to use free-flowing, bagged ice melt products. The moisture in sand allows it to compact in the hopper and easily “bridge.”

### **Can I leave salt in my spreader overnight or between snow events?**

Sno-Way recommends removing spread materials from the spreader hopper after each use. Salt is hygroscopic and will attract moisture, resulting in “bridging” and poor spreader performance.

### **Why does my variable speed spreader control buzz at me after I start it?**

The controller ground is faulty. Verify the ground is attached directly to the vehicle battery and it is clean. Variable speed is not an on/off switch. It is at the lowest speed at “0”, there could be slight movement.

## **Subframe/Truck Mount**

### **Why do I have to convert my older 3-pin plow to fit your new subframes?**

Sno-Way 3-pin plow mount systems will not attach to newer Sno-Way 2-pin subframes without installing a conversion kit. The number of pins and the mount locations are not the same. See your local authorized Sno-Way Retailer for the appropriate conversion kit.

### **What structural components does the warranty cover?**

Sno-Way's Standard Limited Structural Plow Warranty covers all weldments and structural metal for 2 years against defects in material and workmanship.

### **I currently have a Sno-Way 26 Series plow. Can I install a 29 Series plow using same subframe?**

No. The mount locations on both plow Series are different and are not compatible. For a complete vehicle application information, see Sno-Way's application guide here.

### **Do you offer a snowplow for my truck?**

For a complete list of vehicle applications, visit [www.snowway.com](http://www.snowway.com) and select "Application Guide."

### **When will Sno-Way have a Hummer H3 mount?**

Sno-Way does not have plans to fit a plow on the Hummer H3. The H3 does not have enough excess carrying capacity on the front axle to support the weight of a snow plow.

### **When will Sno-Way have a Toyota FJ mount?**

Sno-Way does not have plans to fit a plow on the Toyota FJ. The FJ does not have enough excess carrying capacity on the front axle to support the weight of a snow plow.

### **Do you have pictures of Sno-Way snow plows mounted to different vehicles?**

When available, Sno-Way plow application photos will be posted under matched vehicle applications in the "What Plow Fits My Truck" section of Sno-Way's web site. Some photos may not be available for specific applications. To submit a photo of your Sno-Way plow application, visit Sno-Way's web site at [www.snowway.com/vehicle-photo-submit.cfm](http://www.snowway.com/vehicle-photo-submit.cfm).

## **Warranty**

### **Do I have a warranty on my plow?**

All Sno-Way truck-mounted plows currently include a factory warranty of 2 years.

### **Can I purchase an extended warranty for my Sno-Way plow?**

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Sno-Way currently does not offer an extended warranty for purchase.

**Under normal conditions, if my Sno-Way plow damages the surface I am plowing, will Sno-Way pay for this damage?**

Sno-Way only offers a warranty for its products. Damage incurred while operating a Sno-Way product is not covered under Sno-Way warranties.

**What is your product warranty?**

Truck-Mounted Plows: 24 months

Skid Steer-Mounted Plows & Spreaders: 12 months.

Receiver & V-Box Spreaders: 12 months.

For complete Sno-Way warranty details, see your local authorized Sno-Way Retailer or visit Sno-Way's web site at <http://www.snoway.com/sno-way-warranty.cfm>.